Bawo Maleghemi

Manager, Business Solutions (Health Services Cluster)

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SUMMARY

Senior product and delivery leader with 10+ years building mission-critical I&IT solutions for regulated industries (fintech, healthtech, SaaS). Proven track record delivering secure, real-time, 24/7 production services, aligning technical roadmaps with ministry priorities, and managing multi-vendor programs. Delivered HIPAA-compliant platforms and reduced SLA violations by 15% via modular systems with real-time diagnostics. Experienced in application lifecycle management, DevOps adoption, incident & vendor management, and driving measurable operational improvements (e.g., 28% margin improvement, 23% revenue growth across a US$50M+ portfolio, 30% increase in transaction capacity). Skilled at translating policy and stakeholder needs into secure, scalable business solutions for health services.

EXPERIENCE

Lead Product Manager
2025 – Present

OPTISAGE.AI | Ontario, Canada

- Led AI-first product delivery and operational governance for a B2B platform, expanding vendor access 5x while improving margins by 28%—demonstrating ability to scale services and manage operational risk for critical systems.
- Delivered AI agents within a 90-day sprint with robust risk/oversight frameworks to ensure production stability and compliance for automated decisioning.
- Built scalable APIs and Postman integration kits that reduced client integration time and accelerated sales cycles by 35%, improving time-to-value for external partners and vendors.

Director of Product
2023 – 2025

OTTER PLATFORM | British Columbia, Canada

- Spearheaded build and go-to-market of an AI-powered financial ops platform in under 5 months, designing APIs and integrations that unified ledgers and enabled reliable, real-time data flows.
- Automated 70% of transaction classification enabling rapid B2B onboarding (20 users in Q1) and reducing manual reconciliation tasks—key for secure, auditable health-finance interfaces.
- Launched mobile apps and operational dashboards that increased weekly engagement by 30% and improved retention—implemented monitoring and metrics frameworks to support 24/7 user-facing services.

Director of Product
2022 – 2023

CONTROL HQ | Austin, Texas

- Directed migration from monolithic architecture to microservices and REST APIs to improve scalability, maintainability, and operational resilience for production systems.
- Implemented automation integrations that reduced manual review steps by 60%, improving throughput and reducing operational risk in a high-volume environment.
- Redesigned user onboarding using data from Hotjar and Amplitude to increase conversion by 35%, while aligning delivery timelines with cross-functional engineering and DevOps teams.

Senior Product Manager
2021 – 2022

APPNOVATION | Ontario, Canada

- Delivered HIPAA-compliant digital solutions for multiple pharma clients, integrating EMR/CRM systems and enforcing privacy/security controls required for health services I&IT.
- Developed a 3-year platform roadmap and coordinated global engineering teams (20+) to reduce manual data entry by 35% and accelerate releases by 30% through improved processes and release governance.

Head of Product
2012 – 2021

INTERSWITCH | Nigeria

- Promoted to Head of Product and led product strategy across a US$50M+ SaaS portfolio, driving 23% revenue growth by prioritizing high-impact initiatives and aligning KPIs with executive and government stakeholders.
- Consolidated fragmented fintech tools into cloud-ready platforms, reducing partner onboarding time by 60% and increasing transaction capacity by 30%—experience directly applicable to scaling health services solutions.
- Designed and launched a modular Terminal Management System with real-time diagnostics that reduced SLA violations by 15% and improved incident detection and resolution workflows for 24/7 operations.

CORE COMPETENCIES

Health I&IT Solutions	API-first & Microservices
HIPAA-compliant delivery	Change Management
Program & Vendor Management	Release Governance
Application Lifecycle Management	Stakeholder Engagement
DevOps adoption	Project Planning & Risk Mgmt
24/7 Production Support	Agile (SAFe) & Lean Six Sigma
Incident & Problem Management	QA Frameworks & Observability
Operational Stability / SLAs	Data-driven roadmaps

CERTIFICATIONS

Certified AI Developer

Certified Product Manager (AIPMM)

SAFe 5.0 Agilist & Advanced Scrum Master

Lean Six Sigma Green & Yellow Belt

EDUCATION

Bachelor of Science, Economics
Ambrose Alli University, Ekpoma