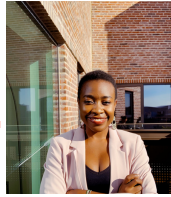# CONCILLIER C.K

WORKED IN DIFFERENT PRODUCT FACING ROLES.

PERSONAL PROFILE

- The first 5 years of my career have been focused on discovering the linkage between **technology** and **business transformation** through **product strategy**.
- As a Business Analyst and Product owner, my focus was to continually redefine product functionality, flow, consistency, and usability to achieve revenue growth, reduce operational costs and increase customer satisfaction.
- After attaining an MSc. Information Systems from Lund University**,** the relation between people, technology and business with overall company strategy became more unmistakable to me - hence my current role.
- Recently, I started analysing datasets with Python and SQL and continue to have a growing interest in this field.
- Work experience from Denmark, Sweden, UK, Rwanda and Kenya.

MOST RECENT HIGHLIGHTS

- Represented Pleo at the Copenhagen Business School Talked about how Pleo is changing accountancy in the digital age.
- Represented Pleo during Stockholm fintech week and spoke about the measures we are taking to maintain our culture as we scale.
- Being promoted to Product Lead 3 months into my role.
- Being awarded the Swedish Institute Scholarship award.
- Being one of the 13 Digital ambassadors in Sweden
- Working in ICT4D for 4 years

CONTACT DETAILS:

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- Data diary: https://concillier.squarespace.com
- Travel Blog: https://concillier.wordpress.com/
- Github: https://github.com/concillier

WORK BACKGROUND

PLEO TECHNOLOGIES, PRODUCT LEAD IN PEOPLE OPERATIONS

JUNE 2019 TO PRESENT, DENMARK

- When I joined Pleo in June 2019, the headcount was at 80 in 2 markets. Currently, the headcount is at 200 in 5 markets.
- As a Product Lead, my role interfaces with Product stakeholders, People operations and Product team to ensure that we understand hiring needs, forecasts & priorities, plan for them, set up and optimise the right hiring processes that meet our hiring appetite, in an effective, scalable and agile way. I also hold retrospectives to push continual improvement in hiring and product team's productivity

BBOXX LTD, PRODUCT OWNER

JANUARY 2017 - AUGUST 2018, UK, RWANDA

- To boost its revenue scheme, BBOXX decided to migrate from an gluggy ERP system to an integrated system built inhouse. This system could be sold to other industry players who were looking for a plug and play system when launching into a new market.
- In my role as Product Owner, I managed the whole discovery process and fleshed out and documented sign up, installation, refurbishment and repossession processes and system requirements for the web application.
- These processes also allowed the company to start working on the first mobile application that would be used by field workers to track customer payments, their commissions and help customers with troubleshooting their solar devices.
- I coordinated efforts towards project and sprints through doing user research & field visits, maintaining the backlog, sprint planning, stand-up meetings, retrospectives, UAT, release planning, training and after-deployment support & troubleshooting.
- **Major projects**: Mobile applications and SaaS of integrated systems.

M-KOPA SOLAR , BUSINESS ANALYST

SEPTEMBER 2015 - JANUARY 2017, KENYA, GHANA, UGANDA

- Spearheaded the requirements analysis and delivery phases of PAYG for solar, embedded system, pairing firmware, M2M capabilities, tamper alerts and remote sensors.
- Interfaced with a cross-functional team of Key Stakeholders, business analysts, developers , UX, Testers, Sales and Marketing and customer support professionals to ensure business processes and software capabilities are aligned with changing business needs.
- Derived conceptual designs from business objectives and processes to deliver according to specifications for usability, performance and functionality.
- **Major projects**: API integrations with Mobile Network Operators, Sales team mobile application, Next gen. products for embedded systems and Inhouse CRM tools.

ECHO MOBILE, SUPPORT ANALYST

SEPTEMBER 2014 - SEPTEMBER 2015, KENYA

- Provided IT support, training and recommended best data collection practices for NGOs and SMEs through IT systems and Mobile Apps for remote data collection.
- **Main projects**: UNEP – Malawi Flood Relief Project and Kenya National Livestock Research on farming tools

ACADEMIC ATTAINMENT

Lund University, Sweden.
Msc. Information Systems , class of 2019
Majored in Business Intelligence, IT Strategy, IT Innovation and Sustainability, Research Methods, Human Computer Interaction, Digital Business Models
Thesis: Startup data systems and how this affects their Investment attractability.

Kenyatta University, Kenya
Bsc. Software Engineering, class of 2014
Coursework in Object Oriented Programming, Database Management, Software Development Cycle, Requirements engineering, Human Computer interaction