KUDAKWASHE TADERERA

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SUMMARY

Strategic and detail-oriented Product Management Associate with a strong foundation in user-centered thinking, cross-functional collaboration, and data-informed decision-making. Experienced in supporting product development lifecycles from planning through execution using tools like Jira, Trello, and Figma. Adept at gathering requirements, translating user needs into clear features, managing backlogs, and facilitating stakeholder communication. Passionate about building scalable, impactful products through iterative learning and continuous improvement.

EDUCATION

University of Illinois, Urbana-Champaign   Aug 2024 – Jul 2025
Master of Science in Technology Management *(GPA – 4.00/4.00)*
Honors: Beta Gamma Sigma – International Business Honor Society

Midlands State University, Harare, Zimbabwe   Jan 2018 – Nov 2021
Bachelor of Science in Management Information Systems *(Distinction)*

PROFESSIONAL EXPERIENCE

Product Management Associate - Paragon Express   Mar 2024 – Aug 2024
Technical Environment: Jira, Trello, Figma, SharePoint, Excel, Microsoft Teams
Worked with design, engineering, and operations teams to support the planning and rollout of new client-facing features within the delivery and packaging platform. Helped translate operational needs into user stories and maintained ongoing task prioritization in Jira.

- Created and maintained a product backlog of **25+** items across 3 internal features, enabling agile planning with 2-week sprint cycles.
- Collected stakeholder feedback from sales and delivery teams, surfacing **10+** recurring usability issues and coordinating fixes with devs.
- Built product spec docs and acceptance criteria in SharePoint, improving dev team turnaround time by **35%**.

Product Support Analyst - Nashua Zimbabwe   Jan 2022 – Mar 2024
Technical Environment: Excel, Microsoft Access, PowerPoint, Teams, Google Forms, Internal Ticketing System
Supported internal product rollouts for new service tools, helping to coordinate user onboarding, gather internal feedback, and track issue resolution across departments. Acted as the point of contact between support staff and technical teams for process refinement.

- Facilitated internal launch of a new ticket logging interface, onboarding over **60** users, and resolving **20+** user-reported pain points during the first rollout phase.
- Consolidated cross-departmental feedback and created summary presentations to prioritize system fixes with leadership.
- Reduced user friction by **30%** through quick fixes and redesign suggestions tracked via collaborative task boards.

OTHER POSITIONS

- ✓ **Junior Product Coordinator**, Southern Region Trading Company   Feb 2021 – Nov 2021
- ✓ **Product Operations Intern**, Zimbabwe Open University   Jan 2020 – Dec 2020
- ✓ **Assistant (Systems & Support),** Vanboer Trading Company   May 2015 – Dec 2017

TECHNICAL SKILLS

- **Product & Task Management:** Jira, Trello, Notion, Asana, ClickUp, Microsoft Planner
- **Document & Collaboration:** Confluence, SharePoint, Microsoft Teams, Google Workspace, Slack
- **Wireframing & Prototyping:** Figma, Miro, Balsamiq, Lucidchart
- **Data & Analysis:** Excel (Advanced), Google Sheets, SQL (Basic), A/B Testing, Surveys & Forms
- **Other Tools:** Microsoft PowerPoint, Loom, Canva, Product Requirements Docs (PRDs), Feature Trackers

CORE COMPETENCIES

Feature Prioritization | Cross-Functional Collaboration | User Story Development | Product Documentation
Feedback Collection & Iteration | Agile & Scrum Support | MVP Planning | Roadmap Execution Support