

Clifford Ondieki

"Experienced Senior Product Operations Leader with 5 Years in Healthcare Technology | Strong Foundation in Project Management | Proven Track Record in Driving Customer Satisfaction and Empowering Teams from scratch | Key Achievements Include Growing system usage by more than 50% Users in 1 Year through User-Centric Features and Feedback Implementation"

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WORK EXPERIENCE

Senior Product Ops Lead

Kenya

Ilara health (Hybrid)

JAN 2022 - PRESENT

Ilara Health is a prominent medical technology company based in Kenya, specializing in healthcare solutions.

- Pioneered strategic initiatives in product operations, resulting in a **33%** increase in overall team productivity
- Implemented innovative solutions for product development, contributing to a **50%** reduction in product delivery time.
- Managed the development of the team as a leader of a **10-persons team** of product associates and data clerks.

Business Development Associate

Kenya

Elephant healthcare (Hybrid)

Apr 2021 - Dec 2021

Elephant Healthcare is a global healthcare technology company founded by medical experts that leads the digital transformation of healthcare with elegant software solutions. Headquartered in the UK, the company operates globally, prioritizing ethical responsibility in handling health data.

- Achieved **40%** increase in new business acquisition through proactive outbound prospecting
- Providing expertise on company products and services to customers leading to Increased user retention **of 50%**.
- Gathered the data and pitched it in front of key stakeholders.

Customer Success Associate

Kenya

Elephant healthcare (Hybrid)

Jan 2021 - Mar 2021

- Proactively troubleshooted and resolved customer issues within **24 hours**.
- Conducted product and operational trials in **10** hospitals with **350+** medical practitioners.
- Participated in Stakeholder meetings with an international cross-functional team of **30 employees** and helped define go-to-market strategies.
- Analyzed **3 new markets**, competitors, and user requirements in order to present new initiatives.

TECHNOLOGIES

Skills

Product Management Skills
Product Roadmaps, Agile Methodologies, Product Pricing, Demo Skills, Customer Interviews, Market Research, Competitive Research.

Tech Skills

API Development and Testing(postman), Data Visualization(metabase)

STRENGTHS

Problem Solving

The Electrical engineering major taught me that it is always very important to ask the right questions before looking for the right answers.

Time Management

Able to meet deadlines, as seen from my experiences.

Leadership

As a certified young leader, I am able to lead across functional-teams.

CERTIFICATIONS

- Certified virtual assistant
- Certified graduate engineer

Change manager

Kenya

Elephant healthcare (Hybrid)

Jan 2020 - Dec 2020

LANGUAGES

English C1

Swahili C1

German A1, beginner

- Managed expectations of users so as to improve acceptability to **90%**.
- Acted liaison between healthcare facility and staff, and Elephant Healthcare through the Operations Director.

Project manager Trainer

Kenya

Elephant healthcare (Hybrid)

Aug 2019 - Dec 2019

- Attended the allocated health care facility to carry out training of staff and adoption of the Elephant for **100%**.
- Undertook research and documenting outcomes and challenges arising from adoption of the system.

EDUCATION

University of Nairobi, Post graduate diploma in Project planning and Management.

Kenya, Nairobi

2018 - 2019

EU Blue Card eligible university & degree. Top 10% of my class.

Jomo Kenyatta University of Agriculture and Technology, B.Sc. Electrical and Electronic Engineering – heavy current

Kenya, Nairobi

2011 - 2016