



## **Abdul-Rahim Sulemana**

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### **Work Experience**

March 2018 - Present

*Kudobuzz Inc* - **Product Manager**

- Collect and analyze feedback from customers, stakeholders and other teams to shape requirements, features and end product
- Create and manage items in product backlog
- Collaborate with design and engineering teams to develop UI/UX
- Measure engagement metrics and use it in feature improvement decisions
- Produce detailed customer help guides and other technical documents

### ***Achievements***

- *Oversaw the redesign and release of the latest version of the product*
- *Wrote 90% of the product requirement documents*
- *Developed the current structure for PMs*

January 2016 - February 2018

*Kudobuzz Inc* - **Customer Success & Marketing Lead**

- Attended to and resolved customer issues
- Produced useful customer focused guides and web copies
- Held demo interviews with high paying customers
- Optimized marketing automation and lead nurturing processes through email, content, and social channels

- Worked closely with the product team to test and iterate on product offering

### ***Achievements***

- *Grew revenue from \$4k/mo to almost \$8k/mo*

February 2015 - December 2015

*Pikeapp - **Co-founder & CEO***

- Led team to release web content social sharing [tool](#)
- Pitched idea to potential investors and at events
- Managed digital marketing efforts

### **Education**

September 2013 - May 2015

**MEST Africa, Accra, Ghana** - *Post graduate training in software development & entrepreneurship*

September 2008 - June 2012

**University of Cape Coast, Cape Coast, Ghana** - *BSc. Mathematics & Statistics*

### **Skills**

Web development (HTML, CSS, Python, JS)

Customer support

Lead generation

Customer interviewing

Product management

Content marketing

Technical documentation

Remote work experience

### **Tools**

Github, Intercom, Zendesk, Activecampaign, Autopilot, Vero, Segment, Google Analytics, InVision, Wootric, UserVoice