

Ronald Onyango

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SUMMARY

With 4+ years of experience in product management, data analytics, and UX research within social enterprise and digital-based sector businesses, I thrive on working closely with cross-functional teams, including marketing, product, and technology, to optimize goals and drive impactful outcomes.

EXPERIENCE

Senior Product Operations Associate

Sun King

April 2025 - Present, Global

- Lead go-to-market (GTM) strategy and execution across new and existing markets to drive high adoption rates.
- Integrated stakeholder feedback and cross-functional requirements using ClickUp to manage project timelines and consistently deliver strategic initiatives on schedule.
- Manage end-to-end documentation processes that reduce support queries and enhance user experience.
- Directed cross-functional teams over 12-month product launch, leveraging agile tools to apply leadership in delivering 7+ product launches that achieved a 28% reduction in time-to-market and a 15% increase in post-launch user NPS.

Product Operations Associate

Sun King

June 2025 - March 2025, Nairobi

- Streamlined the product development process by creating detailed documentation, including use cases and flowcharts.
- Improved communication of technical processes by developing flowcharts and user stories, supporting design and engineering teams throughout end-to-end development using Azure DevOps.
- Monitored technical issues raised by field team members within SLA timelines.
- Facilitated team management by coordinating weekly stand-ups and bi-weekly reviews for 3 cross-functional teams using ClickUp over 6 months, resulting in a 25% increase in on-time product launch and improved cross-departmental collaboration.

Product Operations Specialist

MESH

November 2021 - May 2024, Nairobi

- Conducted comprehensive product analytics to identify key trends and opportunities, resulting in a 40% increase in user engagement metrics over a six-month period.
- Led end-to-end testing of new product features, ensuring seamless functionality and user experience, ultimately reducing customer complaints by 25%.
- Collaborated with cross-functional teams to organize usability tests and user research, leading to the iteration of a customer-centric product design that increased overall satisfaction ratings by 15%.
- Led the implementation of new communication protocols between departments, resulting in a 40% reduction in miscommunication errors and a 10% increase in successful product launches.

EDUCATION

Telecommunications Engineering

Kenyatta University • Nairobi • 2018

CERTIFICATIONS

Google Analytics Certification

Google • 2024

SKILLS

Python, SQL, Excel, Power BI, Tableau, Cross Functional, Project Management, Stakeholder Management, Cross Functional, Project Management, Stakeholder Management, Product Operations, Data Analytics, UI/UX Design
