



Ian Gathu

Solutions Architect

A Solutions Architect with over five years of professional experience, specializing in project management, agile, scrum, and product management with a proven track record of collaborating with cross-functional teams across all phases of the product life cycle, adept at creating user stories to drive product enhancements and feature development.

✉ ian@gathu.com

☎ +254714034614

📍 Nairobi, Kenya

🌐 www.gathu.co.ke

🌐 linkedin.com/in/gathu

WORK EXPERIENCE

Solutions Architect

Professional Digital Systems Limited

01/2018 - Present,

Nairobi, Kenya

Achievements/Tasks

- Partnered with stakeholders and product management team to evaluate customer needs and develop features for county revenue collection and management system
- Coordinated with IT Operations & Support Teams to build, test and deploy a new HR System, IT Infrastructure Library, Service Management and Asset Management System
- Collaborated with Product Management Team to identify automation opportunities and streamline Finance Management System
- Owned KPIs for products, developed user stories and acceptance criteria, and led initiatives to transform product vision into new features
- Performed quality assurance testing on product features analyzed feedback and user data, and created user stories to validate action plans and product enhancements

Contact: Charles Muturi - +254714373969; cmuturi@pdskenya.com

Product Development Executive

Professional Digital Systems Limited

01/2017 - 12/2017,

Nairobi, Kenya

Achievements/Tasks

- Prepare Digital Marketing material for Social Media Posts
- Analyzed feedback and data from customers and employees to create user stories and identify opportunities to enhance product quality and improve the customer experience
- Conducted root cause analysis to identify product issues and create solutions

Contact: Pauline Kahiga - +254711129918; paulinek@gmail.com

Support Agent

Professional Digital Systems Limited

09/2016 - 12/2016,

Nairobi, Kenya

Achievements/Tasks

- Supported and resolved customer issues
- Designed a template to support customers efficiently and effectively
- Designed a template to automate support agent reports and KPIs

Contact: Peter Muchiri - +254711998530; petermuchiri@gmail.com

SKILLS

Product Management

Project Management

Feature Development

User Stories

Cross Functional Leadership

PERSONAL PROJECTS

School Management System (03/2020 - Present)

- <https://school.swemi.tech> (demo)

Hospital Management System (06/2021 - Present)

- <https://hospital.swemi.tech> (demo)

RealTime GPS Tracking System (02/2021 - Present)

- <https://tracking.swemi.tech>

EDUCATION

Product Manager

LinkedIn Learning

05/2019 - 07/2019

BBA: Business Administration

Bharathiar University, Coimbatore, TN, India

09/2013 - 04/2016

First Class

B.E: Computer Science & Engineering

Anna University, Coimbatore, TN, India

08/2009 - 04/2013

First Class

CONFERENCES & EXPO

Kenya Power Manufacturers, Technology & Innovation Expo 2022 (07/2022)

Professional Digital Systems Limited / Itron (Exhibitor)

- Utility Vending - Aggregation via API for companies with existing infrastructure and POS Mobile App for individuals; Premium Rate Services – Shot-codes, USSD and Bulk SMS
- Smart Street-Lighting - conserve energy and save money on electricity bills

Itron Engage Quarterly Conferences (03/2018 - Present)

Itron

- Advanced Metering Infrastructure (AMI) - Deploy intelligently-connected metering system solutions for electricity, water and gas providers, smart cities and more
- Automated Meter Reading (AMR) - Rely on safely and accurately collect usage data to improve service, protect against revenue loss, cut costs and streamline field operations with a variety of deployment options