IAN GATHU

Product Owner | Enterprise & Government Process Automation | Digital Transformation

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Professional Summary

I am a Product Owner with over 5 years of experience leading enterprise and government digital transformation initiatives. Skilled in delivering scalable, automated solutions that streamline workflows, improve operational efficiency, and align business objectives with technical execution. Experienced in end-to-end product life-cycle management, agile delivery, stakeholder engagement, and driving adoption of complex digital systems.

Core Competencies

- Product Ownership & Roadmap Management
- Enterprise & Government Process Automation
- Agile & Scrum (Jira, Trello, Confluence)
- Workflow Design & Digital Transformation
- Stakeholder Management & Training Delivery
- Documentation & Change Management
- Operational Metrics & Continuous Improvement

Professional Experience

Product Owner | Enterprise & Government Automation Solutions Jan 2018 - Current

Professional Digital Systems Limited Nairobi, Kenya

- Identified digital transformation opportunities for county governments, analyzing gaps and operational pain points.
- Conducted comprehensive research to map government services and requirements, designing solutions to address workflow inefficiencies.
- Built the **Integrated Revenue Management System (IRMS) MVP** from concept to prototype, iterating based on stakeholder feedback.
- Successfully submitted and **won the tender** to implement IRMS with the County Government of Siaya.
- Managed end-to-end **implementation and scaling**, including onboarding staff, training, workflow digitization, and service integration.
- Developed additional services and modules for counties post-launch, improving revenue collection, reporting, and operational efficiency.
- Oversaw stakeholder engagement, ensuring alignment with regulatory requirements and driving adoption of automated processes.

Key Achievements:

- Delivered a fully operational IRMS platform for the County Government of Siaya, streamlining revenue collection and reporting.
- Expanded the system to include multiple services, increasing adoption and operational efficiency across county offices.
- Trained over 40 county staff as part of a Training of Trainers (ToT) program, ensuring sustainable operations.
- Successfully automated revenue and workflow processes, reducing manual errors and improving operational transparency.

Product Development Executive

Jan 2017 - Dec 2017

Professional Digital Systems Limited

Nairobi, Nairobi

- Designed workflow solutions for payments, utility vending, and employee incentives.
- Created user journeys for customer and vendor applications.
- Managed product development from concept to post-launch analysis.
- Conducted market research and competitive analysis to inform solution design.

Key Achievements:

- Redesigned customer service portals and optimized operational workflows for corporate clients.
- Delivered mobile app journeys for employees and customers, improving engagement and adoption.

Customer Service Representative

Sep 2016 - Dec 2016

Professional Digital Systems Limited

Nairobi, Nairobi

- Handled customer correspondence, queries, and complaints, ensuring timely and high-quality service.
- Collected and analyzed feedback to improve operational efficiency and client satisfaction.
- Prepared performance reports and monitored KPIs for the customer care team.

Education

Product Management

2019

LinkedIn Learning

Online

BBA: Business Administration

2016

Bharathiar University

Coimbatore, TN, India

B.E: Computer Science & Engineering

2013

Anna University

Coimbatore, TN, India

Kenya Certificate of Secondary Education 2008

Kareng'ata Boys Academy Nairobi County, Kenya

Kenya Certificate of Primary Education 2004

St. Lwanga Academy Nyeri County, Kenya

Technical & Tools

- Jira, Trello, Confluence
- Google Workspace, Play Console & Cloud Administration
- Workflow & Process Mapping (ConceptDraw, Balsamiq)
- Agile Product Lifecycle Management
- Reporting & Operational Metrics Analysis

Accomplishments 2016 - Current

- Collaborated with colleagues in the user stories, research, design, development, packaging of PiDiPay™. (IRMS - Integrated Revenue Management System).
- Designed the PiDiPay™ Logo and had it trademarked.
- Resolved product issues through user acceptance testing.
- Achieved 100% POS Management and remote by introducing Headwind Enterprise MDM to manage 250+ Android SmartPOS devices for the county government of Siaya. This allowed the company to onboard POS devices, configure, manage, track and remotely access to provide support.
- Collaborated with team members to deploy, install and configure end user devices that access the PiDiPay platform at each sub county office for the county government of Siaya.
- Collaborated with team members to setup (IoT SIM cards) on a 4G LTE Teltonika Routers (RUT241), a switch (TSW100) and access points (TAP100) to provide a stable and dedicated internet connection to enable revenue end users to access PiDiPay IRMS at each sub county office for the county government of Siaya. This network can be remotely managed using Teltonika RMS reducing costs for travel and time wasted enroute to diagnose and resolve network issues.
- Conducted a Training of Trainers (ToTs), approximately 40 county staff, for each revenue stream representing each sub county for the county government of Siaya.
- Implemented a Digital Visitor Register to digitize the existing manual visitor records. This was in line with our vision on data privacy as the manual records exposed visitor data to anyone with access to the visitor register and also reduce use of paper thereby embracing an ecofriendly environment.
- Implemented an asset management system (Snipe-IT) to automate issuance and asset tracking. This enabled the company to keep track of all its assets both tangible and intangible, consumables and non-consumables with the ability to audit assets periodically. The company can now keep track on usage of consumables and minimize wastage.

- Upgraded the HR System previously deployed with a new HR system that enabled the company to view detailed staff profiles along with leave requests, promotions, increments, performance records, assign training to departments and much more. Integration to active directory allowed for easy authentication.
- Designed Merchandize (T-Shirts, Polo-Shirts, Pens, Notebooks, Banners, Fliers, Brochures) to celebrate PDSL's 20th Anniversary.
- Designed social media marketing material giving PDSL an online presence and an audience on various social media platforms.
- Deployed iTop to document the company's IT infrastructure, manage incidents, user requests, planned outages, contracts including SLAs and change management. I integrated email to ticket automation to allow for a centralised email support that created tickets.
- Deployed a human resource management system to digitize employee records and leave application forms. This reduced costs of having to procure a file for each employee, papers used to print any information about an employee and leave application forms.
- Designed a call centre shift management template, creating a balance of work for all call centre agent, with KPI's set for each call centre agent. Collaborated with developers to integrate the shift management to the PABX system to pull time on call for each agent in real time, automating the call centre manager's generation of daily, weekly and monthly reports.
- Deployed a dairy farm management system that allowed a client to keep track of how much milk was collected, monitoring of pregnant cattle, vaccinations, sales and expenses and much more.
- Deployed and continue to manage private online cloud storage platform powered by Nextcloud Hub for several clients giving them peace of mind knowing their data is safe and secure.
- Deployed an ERP system for a local events management company that digitized their office enabling them to go paperless; From receiving leads through forms filled on their website or links posted on social media handles that redirects them to a form that channels the lead data back to the system, onboarding customers, sending proposals, invoices, signing contracts digitally and much more.
- Deployed, configured and built a social media platform for my extended family, a replica of Facebook with mobile apps for secure communication. This provides the family with a safe platform where parents, cousins, children can all chat, post, discuss just about anything they wish without prying eyes of social media companies and most importantly safe for children until they are old enough to join other platforms. This platform can be deployed for various groups that may want to have their own private social network platform like, companies, schools, religious institutions and many more.
- Deployed Web-based POS systems for companies to manage inventory and sales with the ability to scale up to more outlets all managed from one platform.
- Deployed an e-Commerce System for a client who saw improved sales by having an online presence and access to a wider customer base and doing deliveries country-wide. The client eventually chose to retain online presence and close the physical store reducing operating costs and only required storage space and a delivery network.

- Deployed a property management system for a client to keep track of rents paid/ unpaid, generate reports and communicate with their tenants. The platform allowed for tenants to raise tickets for any support or maintenance requests.
- Configuring integrations for social logins (Google, Facebook, Twitter, LinkedIn, Apple) for systems that support social login integrations.
- 12 Years Google Workspace (Formerly G-Suite) Administration for 4 domains with a total of over 60 accounts.
- 8 Years Google cloud and Amazon Web Services platform administration
- 8 Years cPanel Administration, management and support for over 10 clients.
- 4 years publishing apps to Google play store and Microsoft Windows store thereby enabling clients to reach and engage with people using android and windows devices. The clients are able to track acquisition and metrics of their apps.
- 8 Years experience using Google Analytics to track different metrics on various websites for clients. This allows them to make decisions to improve their SEO and websites in general giving their customers an improved user experience.
- I have designed many websites and still continue to do so for various clients/ companies that approach me. For some of these websites I can design PWA apps enabling end users to install these websites as an app on both android and iOS.

References

Available on request.

***Updated 2025**