

Experience

THiNK

Nairobi, Kenya

Product Lead, Conversational Design (Artificial Intelligence)

October 2021 - Present

Companies Supported: Business Registration Service, CLEAR Global, Kenya Private Sector Alliance, Mozilla Foundation (Common Voice), GIZ, Atlas AI, KENIC

1. Led products for large-scale civic public sector and governance partnerships (voice and text conversational AI chatbots that support user experience; prototype development of smart speaker; full buildout and product rollout)
2. Support engineering, design and strategic initiatives within cross-functional teams through revamps and prioritization

Qhala

Nairobi, Kenya

Product Manager

February 2021 - August 2021

Companies Supported: Africa Development Bank, Microsoft Philanthropies, Kentegra Biotechnology Holdings, Fairwork Foundation (University of Oxford), Kytabu Inc.

1. Developed a digital skills toolkit (Africa's latest blueprint) for digital skills programming in the Fourth Industrial Revolution
2. Directly managed junior researchers in conducting research interviewees (startup founders, program managers, lecturers, government ministries) across Estonia, Ghana, Nigeria, Senegal, South Africa, Kenya, Rwanda and Ethiopia
3. Supported senior management in devising research methodologies for the digital skills toolkit
4. Conducted user experience research by organising site visits and identifying and eliminating repetitive patterns and constraints faced by the Chief Operating Officer, Chief Sales Officer and Chief Executive Officer and Field Reporting Officer
5. Proposed a process - improvement system as a product offering that automates and tracks daily tasks for farm managers and field research officers
6. Supervised Field Researchers and Research Assistants in gathering user information on the gig economy with regards to delivery partners
7. Interviewed startups in the gig economy on the working conditions of their companies in relation to fair pay, fair working conditions, fair contracts, fair representation and fair management
8. Prioritised backlog and worked cross-functionally with the Engineering, Design, Data and Research team in rebranding the company website in order to drive more traffic, convert leads into customers and position Qhala as a technology consultancy company whose product (Qhala Pay) can be used as a financial payments gateway processor
9. Conducted service design research for a consolidator platform that enables African vendors to track goods from China
10. Built wireframes, mockups, design pages and conducted weekly sprints with the front-end and back-end engineers to map out a new version of the company's platform using Agile methodology, Trello, Atlassian, Excel and Slack.
11. Resolved bug issues and blockers with Quality Assurance Engineer as per beta users and customers' feedback
12. Proposed a new version release of the education-tech platform, mapped out the organisational structure and delegated tasks to respective engineers assigned on the project using Service Level Agreements (SLA's) as per business requirements

Brave Venture Labs

Nairobi, Kenya

Analyst

March 2019 - November 2020

Companies supported: Partech Africa, One Acre Fund, KOKO Networks, AZA Finance, Mastercard Foundation, Utu Technologies, Spektra Technologies, Medtronic Labs, World Food Program, Carepay, Sote.

1. Headhunted C-level talent for African startups in Kenya, Nigeria, Rwanda, South Africa and Tanzania
 2. Coached startups on hiring and strategy needs
 3. Design thinking of usability and valuation of user-facing products of the new system
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Education

- **The London School of Economics and Political Sciences (LSE)** | MSc Management and Strategy
- **The University of Manchester** | BSc(Hons) International Business, Finance and Economics
- **Imperial College London** | Summer School - Innovation and Entrepreneurship
- **Moringa School** | Software Engineering Immersive

Research

- Co-author of [Fairwork Research Project](#), led by Qhala Ltd., in collaboration with the Oxford Internet Institute (OII) at the University of Oxford, and the WZB Berlin Social Science Centre
- Writer at [Medium](#)

Consulting

Relief Connect

Nairobi, Kenya

Fund Manager

May 2020 - July 2020

- Worked firsthand with nonprofits and fundraised to improve financial inclusion
- Improved lender experience by designing a cash-transfer payment system; kicked off experimentation culture

Pariti

Nairobi, Kenya

- Venture Capital Product Expert at [Pariti](#) (pro-bono)

November 2020 - Present

Interests

- Member of [Alpha Kappa Psi Business Fraternity](#) (2012 - Present)
- Podcast host of [Tech For Granted](#) (2010) and [Moringa School Podcast](#) (2018-2019)

Skills

SQL; Analytics, User Research, UI/UX, Experimentation, A/B Testing, JIRA, Roadmaps, Rollout Plans, Product Specifications, Wireframing; Mentorship; Zero-to-One Launches, Python (Django and Flask), Javascript (AngularJS), Conversation Design, Project Management, Website Design, Business Development, Digital Marketing, NLP analysis, Data Analysis, API development, Design, Ideation, User-Centered Design, User Experience, Machine Learning, Data visualization

Awards and Grants

- [GIZ Fairforward](#): Artificial Intelligence For All ([BRS Chatbot](#))
- [Mozilla Common Voice](#): Paza Sauti
- Safaricom Data Science Hackathon Finalist (2019)