

GIDEON LARYEA SAKA

Product Manager

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PROFESSIONAL SUMMARY

Dynamic financial management professional with a proven track record in driving operational efficiency and ensuring compliance. Expert in process optimization, project, finance and risk management. Transitioning into product management to leverage skills in product development, strategic planning, and cross-functional leadership.

WORK EXPERIENCE

Strategic & Experience Design, Boston Consulting Group

August 2024

Remote

- Helped to research and design a new banking product for a hypothetical client.
- Built a research plan, developed primary research tools, and reviewed data to understand the target customers' attitudes, needs and beliefs.
- Created a customer persona to inform new product ideas and presented these using a concept chart.

Associate Product Manager , Cobs Home Co LTD

From January 2021 to

February 2024

Accra, Ghana

- Developed and launched a new client-facing property listing platform that increased user engagement by 35% within six months by improving search functionality and mobile accessibility.
- Streamlined cross-functional collaboration by implementing Agile methodologies, reducing project delivery timelines for property marketing campaigns by 20% over a year.
- Conducted market research and competitor analysis to identify client needs, leading to the addition of three new property categories that boosted client inquiries by 25% in nine months.

Transport and Facilities Manager , Old Mutual Ghana

From January 2020 to

December 2020

Accra, Ghana

- Enhanced the efficiency of transportation services and facility management by overseeing vehicle scheduling, maintenance, and facility upkeep.
- Reduced operational costs by 15% and ensured 100% adherence to safety standards through effective resource management and regular compliance checks

Claims Officer , Old Mutual Life Assurance Co

From September 2019 to

December 2020

Accra, Ghana

- Managed over hundreds of claims payments daily, ensuring 100% compliance with regulatory standards and collaborating with cross-functional teams to improve accuracy in claims settlements and reduce errors.
- Resolved customer complaints, improving customer satisfaction rates by 70%.

WORK EXPERIENCE			
Accounts Administrator, Old Mutual Ghana		From June 2019 to December 2020	
<ul style="list-style-type: none">Managed ledger postings, reconciliations, and vendor relationships while handling customer complaints. Improved customer satisfaction by 30% through effective issue resolution and proactive financial oversight.		Accra, Ghana	
EDUCATION			
Associate in Insurance, Ghana Insurance College		2024	
		Greater Accra Region, Ghana	
Masters of Business Administration , Accra Business School		2022	
		Accra, Ghana	
Diploma in Insurance , Ghana Insurance College		2020	
		Greater Accra Region, Ghana	
BSc. Buisness Administration, Central University College		2015	
		Miotso	
SKILLS			
Technical Skills	Basic Python, Content Management Systems, Scrum, Agile methodologies, Root cause analysis, Cost-benefit analysis, Product Roadmap Planning, Agile & Scrum Methodologies, Wireframing & Prototyping (e.g., Figma, Canva, Balsamiq), User Research & Personas Development, Data Analysis (e.g., Google Analytics, Excel, Tableau), Market Research & Competitive Analysis, Feature Prioritization Techniques (e.g., MoSCoW, RICE), Product Lifecycle Management, Project Management Tools (e.g., Jira, Trello, Asana), Customer Journey Mapping, KPI & Metrics Tracking	Communication	Excellent written and verbal skills, customer communication, team coordination, Problem-Solving & Critical Thinking, Adaptability & Decision-Making, Empathy & User-Centric Design Thinking, Negotiation & Conflict Resolution, Time Management & Prioritization, Creativity & Innovation, Process optimization, cross-functional collaboration, stakeholder management
CERTIFICATIONS			
Master Product Management by building a product, Futureversity		From June 2024 to August 2024	
Built a product called CarMinder, a free vehicle maintenance tracker with a no code app. https://carminder.glide.page/		Online	
Introduction to Product Management , Udemy		From May 2024 to June 2024	
		Online	
Introduction to Certified Business Analysis Profession (CBAP), SimpleLearn		From March 2024 to April 2024	
		Online	
REFERENCES			
Available upon request		, Available upon request Available upon request	