

Abdullahi Hassan

Technical Product Manager



Address Sharjah Sharjah

WWW

Phone +971504789385

<https://bold.pro/my/mombasani/332r>

E-mail a.abdi.muhamud@gmail.com

Bachelor's degree in Information Technology with extensive experience delivering software applications across telecommunications in Africa. Strong foundation in managing product lifecycles, leading engineering teams, and delivering complex technical solutions. Current role as Technical Product Delivery Manager, successfully leading cross-functional teams and overseeing lifecycle of numerous products. Worked with telecom companies including Safaricom, MTN, Hormuud, and Ethio Telecom. Delivered Telemedicine, mSport, mEducation, Service Delivery Framework Platform for VAS, Unified Campaign Platform, and IVR Entertainment Applications. Highlights include overseeing lifecycles, defining features, and managing roadmaps using Trello and ClickUp. Excel in ensuring timely project execution, managing risks, aligning with stakeholders, and optimizing resources. Leverage data insights to enhance product performance and service quality for data-driven improvement.

Work History

2018-01 - Current **Technical Product Manager**

INNOVII DIGITAL SERVICES LTD, Mombasa

- Partnered with Various Telecom Companies in Africa and launched over 30 Software Applications
- Collaborated with sales, marketing, and support teams to launch products on time and within budget.
- Documented user stories, specifications, and product features into detailed work order to communicate across teams and build mandatory requirements.
- Optimized product performance with data-driven analysis and continuous improvement initiatives.
- Delivered high-quality technical documentation to support sales, training, and client implementations.
- Streamlined product development processes for faster release cycles and better user experience.
- Spearheaded initiatives for evaluating new technologies, ensuring competitive advantage in a rapidly evolving market landscape.
- Enhanced team collaboration, implementing agile methodologies for more effective project management.
- Optimized software performance with rigorous testing protocols and iterative design modifications.
- Mentored junior team members, fostering growth in their technical knowledge and project management skills.
- Promoted a culture of continuous improvement through regular sprint reviews and retrospectives.

- Resolved complex technical issues by collaborating closely with engineering teams to develop innovative solutions.
- Managed full product lifecycle, from ideation through post-launch support, ensuring consistent quality control measures were in place.
- Coordinated project planning and execution with team members and team leads.
- Thrived in fast-paced, highly-adept team to develop and prioritize product features and build product roadmap.

2016-12 - Current

Junior Product Delivery Manager

INNOVII DIGITAL SERVICES LTD, Nairobi

- Identified and implemented cost-saving measures in IT projects
- Partnered with project team members to identify and quickly address problems
- Conducted quality assurance to verify accuracy of data used in IT projects
- Developed and introduced IT strategies to improve operational efficiency
- Deployment and successful integration of VAS products in SMSC into customer network environments
- Develop, maintain, and implement test cases to ensure system compliance with Ethiopia Federal requirements and effectiveness in meeting functional requirements
- Integrate with telecoms charging gateways
- Manage backup, security and user help systems
- Technical upgrades and expansions of VAS products within a customer production environment
- Aggregated delivery status reports from multi-disciplinary teams to unify progress tracking efforts across projects
- Coordinated employee scheduling around delivery timeframes, resolving conflicts and supporting consistent availability of necessary competencies
- Drafted status reports for clients to illustrate ongoing accomplishments and reassure customers of compliance with planned milestones

2015-01 - 2016-04

IT Technical Support Specialist

Cell-Net, Mombasa, Kenya

- Reduced support tickets through proactive maintenance of hardware, software, and systems.
- Diagnosed and troubleshoot hardware, software and network issues.
- Configured and tested new software and hardware.
- Tested new software and hardware prior to deployment.
- Configured hardware, devices, and software to set up work stations for employees.

2014-01 - 2014-12

IT Technical Support Specialist

Designer DataMart Solutions, Mombasa, Kenya

- Managed IT asset inventory efficiently, ensuring accurate tracking and timely replacement or upgrades as needed.
- Enhanced user experience by providing comprehensive troubleshooting guidance for various software and hardware systems.
- Installed, configured and maintained computer systems and network connections.
- Monitored system performance to identify potential issues.
- Diagnosed and troubleshoot hardware, software and network issues.
- Created user accounts and assigned permissions.

- Reduced support tickets through proactive maintenance of hardware, software, and systems.
- Responded to customer inquiries and resolved complaints to establish trust and increase satisfaction.

Education

2015-05 - 2023-12

Bachelor of Science: Information Technology

Mount Kenya University - Nairobi