GERVIN KAHUNDE

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SUMMARY

Product manager with 4+ years defining requirements, priorities, and success measures for technical products. Uses customer feedback and product data to find experience gaps, then works with engineering and design to fix them. Owned a 5,000+ user B2B platform end to end through its acquisition; now an Assistant Product Manager at Arizona State University. Completing an M.S. in User Experience / Human-Computer Interaction, with a computer science foundation in cloud, networking, and Linux.

PROFESSIONAL EXPERIENCE

Assistant Product Manager | EdPlus at Arizona State University *Tempe, AZ* Sep 2025 – Present

- Define requirements, user stories, and technical specifications for the ASU admissions application, a high-traffic platform for prospective students, with Engineering, Design, and Research.
- Wrote user stories (12 epics, 27 stories with acceptance criteria) and success metrics for TransferMe, a student-facing AI transfer-credit tool, and built the product walkthroughs for it and Credit Cruncher.
- Build engagement dashboards and competitive analyses to find experience gaps and turn data into prioritized requirements.
- Shape an intuitive, accessible experience for prospective students by grounding product decisions in user research.
- Present roadmaps, priorities, and tradeoffs to technical and non-technical university stakeholders.

Head of Product — FLIP Africa | Q-Sourcing Servtec *Kampala, Uganda* Mar 2024 – May 2025

- Owned the end-to-end lifecycle of a B2B talent platform serving 5,000+ users, from customer needs to release.
- Worked with enterprise customers, including government institutions and banks, to understand their environments and deliver to strict SLAs.
- Partnered with outsourced engineers and designers across organizational boundaries to improve workflows and raise NPS.
- Contributed to the digital-transformation agenda of Q-Sourcing, one of the largest HR firms in East Africa, writing its business continuity plan, disaster recovery plan, and risk register.

Product / Operations Associate | FLIP Africa *Kampala, Uganda* Aug 2022 – Mar 2024

- Improved the platform's talent-matching algorithm, raising candidate-to-job fit by 20% through analysis of technical profiles.
- Increased Net Promoter Score by 15% month over month by turning user research into product and process changes.
- Managed technical transitions during FLIP Africa's acquisition and validated the post-acquisition product roadmap.

Project Associate | FLIP Africa *Kampala, Uganda* Mar 2022 – Aug 2022

- Supported early product and operations delivery, onboarding, and process setup.

PROJECTS

- **ClearPath** — AI job-eligibility screener for international students (Python, Streamlit, Claude API). Flags sponsorship, citizenship, export-control, and clearance limits with quoted evidence; scores résumé fit.
- **Network research** — Publication: "Measuring DNS and DoH," a study of DNS and DNS-over-HTTPS. Kampala, 2019.
- **Early web builds** — Inventory web app for a family business (age 14), subsidized websites for local NGOs, an online radio web app, and an ISP captive portal.

LEADERSHIP & COMMUNITY

- Founded the first Network Operators Group (NOG) in the Democratic Republic of the Congo; participant in the Africa Internet Summit and internet governance discussions.
- Supervised a FLIP Africa and Mercy Corps training-of-trainers program in digital and financial literacy in northern Uganda.

SKILLS

Product: Requirements & success metrics, user journeys, prioritization & roadmaps, customer research, stakeholder communication

Data & Technical: Product analytics and dashboards, cloud fundamentals (AWS), networking & DNS, Linux, cybersecurity fundamentals, business continuity and disaster recovery planning, Python (developing)

UX: User research, usability, human-centered design, accessibility

Languages: English (professional), French (native/bilingual), Swahili (full professional)

EDUCATION

M.S., User Experience (HCI) — Arizona State University, Fulton Schools of Engineering Expected May 2027

Relevant coursework: Cloud Computing (CSE 546), Foundations of Human Systems Engineering (HSE 542), Project Management (PMG 501)

Certifications: Cisco Cybersecurity Specialist (CCS) · NDG Linux Essentials · Introduction to Human-Centered Design · AWS Cloud Practitioner (in progress)