

MATHIAS, Ogah Jonas | Product Manager & IT Support Lead

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PROFESSIONAL SUMMARY

Results-driven Product Manager 5 years of experience leading the development, deployment, and scaling school management software. Proven track record in translating user needs into innovative product features, managing agile teams, and securing alignment between business goals and technology. Adept at coordinating cross-functional teams, gathering educational stakeholder feedback, and delivering digital products that improve school administration, communication, and student performance tracking. Demonstrated strategic leadership in EdTech and IT operations, driving product innovation, team performance, and scalable solutions that meet the evolving needs of educational institutions.

TECHNICAL SKILLS

- Product Lifecycle Management.
- Application Support.
- Office 356 & Google Workspace.
- Windows 10/11 & Ubuntu Linux Proficiency.
- UAT Testing.
- Testing and Evaluating New Technology.
- Educational Technology (EdTech).
- Requirements Gathering & User Research.
- UI/UX Collaboration.
- SMS Platforms (e.g., ImoleSMS, AbiaSmartSMS).
- Data Analytics & Performance Monitoring.

SOFT SKILLS

- Stakeholder Engagement (School, Teachers & Parents).
- Team Leadership & Vendor Coordination,
- Training & Onboarding.
- Analytical Thinking & Strong Problem-Solving
- Time Management
- Communication

PROJECTS & ACHIEVEMENTS

- Successfully scaled ImoleSMS usage to 20+ schools within 18 months, with a 95% client satisfaction rate.
- Reduced user onboarding time by 50% through the development of interactive guides and support documentation.
- Worked on the conceptualization and testing of Enterprise Resource Planning integrations for school accounting and staff management thereby reducing reconciliation time to 40%.
- Oversaw the revamping, development and deployment of 4 school websites within 8 months of SLA signing.

PROFESSIONAL EXPERIENCE

PRODUCT MANAGER/IT SUPPORT LEAD

TWPC Tech – Ikoyi, Lagos. Nigeria | 03/2023 – Present.

- Led the revamp of the ImoleSMS software to Abiasmart to meet the requirement for Abia State's ministry of education and participated in the onboarding/deployment with the training.
- Conducted User Acceptance Testing (UAT) for the ImoleSMS platform, thoroughly documenting identified bugs, usability issues, and functional gaps using Excel. Provided detailed feedback and recommendations to the development team to guide prompt resolution and improve overall system performance prior to deployment
- Led the end-to-end product lifecycle and technical strategy for ImoleSMS, driving the successful deployment and adoption across 20+ schools, resulting in improved administrative efficiency.
- Coordinated cross-functional teams (developers, designers, support) to deliver timely updates, reducing support tickets by 40% in 6 months.
- Administered and maintained Microsoft 365 services, including user account management, license allocation, and Teams, Renewal, ensuring secure and efficient collaboration across the organization.
- Worked closely with school administrators and educators to gather requirements and user feedback, translating insights into actionable product improvements.
- Facilitated onboarding and training for new schools, achieving seamless product adoption and high user satisfaction across all levels of engagement
- Collaborated with the technical team on the redevelopment of www.imolesms.com.ng, resulting in a modernized user interface and improved system responsiveness.
- Implemented analytics tools to monitor feature usage and inform prioritization decisions.

TECHNICAL PROJECT LEAD

TWPC Tech – Ikoyi, Lagos. Nigeria | 09/2023 – Present.

- Supported the end-to-end deployment of AbiaSmartSMS (abiasmartschools.com) for the Abia State Government.
- Managed technical implementation teams, coordinated deployment schedules, and ensured smooth data migration from legacy systems.
- Provided hands-on support for system configuration, testing, and school-specific customization. Developed documentation and supported school IT personnel with post-deployment technical needs.

IT SUPPORT SPECIALIST (TIER 2)

TWPC Tech – Ikoyi, Lagos. Nigeria | 07/2021 – 02/2023.

- Delivered second-level technical support to schools using the ImoleSMS platform, resolving complex issues and maintaining a positive user experience.
- Partnered with the IT head to troubleshoot and resolve technical issues for both external and internal clients.
- Maintained a commendable 95% success rate in resolving IMOLESMS customer service tickets, enhancing customer experience and satisfaction.

COMPUTER INSTRUCTOR,

FREELANCER – Lagos. Nigeria | 07/2019 – 06/2021.

- Developed a comprehensive computer syllabus for student training, facilitating structured learning.
- Managed the computer lab for the Foremost Group of Schools, producing an optimal learning environment.

IT SUPPORT/IN-HOUSE GRAPHICS DESIGNER

MEGATEK SOFTWARE LTD – Ilupeju. Nigeria | 09/2015 – 06/2019,

- Resolved 98% of IT issues within the office, delivering continuity in operations.
- Designed branded graphics and marketing materials for Megatek Software

OPERATION SUPPORT OFFICER II

CONTEC GLOBAL LTD (NOWNOW) Ikorodu Rd, Anthony. Nigeria | 02/2013 – 10/2014.

- Resolved and closed 95% of tickets raised by the customer support team, enhancing user satisfaction.
- Provided technical support to NowNow App users, addressing and resolving user queries efficiently.

OTHER PROFESSIONAL EXPERIENCE

IN-HOUSE GRAPHICS DESIGN

ADVERTISING TECHNIQUES. Opebi Link Road, Opebi, Nigeria | 01/2009 – 12/2012.

- Produced all artworks for Advertising Techniques clients, including the Okpo's coronation souvenirs, and ensuring high-quality in deliverables.

DATA ENTRY OFFICER (CONTRACT)

NIG. BOTTLING COMPANY (NBC), Iddo. Nigeria | 01/2007 – 12/2008

- Accurately Input all staff data collected from depots across Nigeria.

EDUCATION

10/2010 – 10/2016	LAGOS STATE POLYTECHNIC, OND/HND, Computer Science	Lagos, Nigeria
01/2006 – 08/2006	GEMINI COMPUTER COLLEGE, Certificate, Desktop Publishing	Lagos, Nigeria
10/1998 – 06/2001	CMS GRAMMAR SCHOOL, Senior School Leaving Certificate	Lagos, Nigeria
02/1994 – 06/1997	GOVERNMENT TECHNICAL COLLEGE, Junior School Leaving Certificate	Ogoja, Nigeria

TOOLS AND PLATFORMS

- Google Analytics, Figma,
- Microsoft 365, Google Workspace,
- Python, HTML