LYANNE MAPANI PMC®, PSM®, CSPO®

AGILE PRODUCT MANAGER

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An empathetic, detail-oriented, and results-driven Product Manager with over 7 years of experience, including in start-ups, leading cross-functional teams to deliver impactful solutions in health technology. Known for my grit and determination, I excel at building innovative SaaS platforms and digital solutions that enhance patient outcomes, streamline operational efficiency, and fuel business growth. My expertise spans product strategy, AI integration, and user-centered design, with a meticulous approach to aligning solutions with customer needs and organizational objectives.

AREAS OF EXPERTISE

Product Vision & Roadmapping	EHR systems	Cross-Functional Team Leadership
Prioritization & Strategic Decision-Making	Healthcare Compliance (HIPAA/GDPR)	Agile Methodology and Coaching
Proficiency in Analytics Tools	Design Thinking	Business Outcome Ownership

KEY ACHIEVEMENTS

- **Transformative Health Tech Leadership:** Spearheaded the development of a digital health product supporting 200,000+ users in its first year, raising $1M in pre-seed funding.
- **AI and SaaS Optimization:** Designed AI-driven features that reduced deployment time by 25% and improved scalability, driving significant adoption across healthcare platforms.
- **Improved Patient Outcomes:** Launched a patient feedback tool that increased survey completion rates by 45%, empowering healthcare providers with actionable insights.
- **Global Product Scaling:** Led go-to-market strategies for digital health solutions in multiple countries, improving accessibility and engagement for diverse populations.

PROFESSIONAL EXPERIENCE

Lead Product Manager   May 2023 - Present
Cuvama

- Successfully manage and motivate a cross-functional team, fostering a collaborative and high-performance culture. I oversee the end-to-end product strategy and development, ensuring alignment with company goals.
- Lead the design and development of AI capabilities to optimize and streamline the process for deploying new customer instances, resulting in a **25% reduction in deployment time** and improved scalability for our SaaS platform.
- Spearhead the creation of an in-built generative AI feature designed to support users in executing various tasks in the value selling process.
- Design and implement integrations with Salesforce and HubSpot CRMs to create additional entry points for customers to access our B2B SaaS platform, driving a **30% increase in new user sign-ups** and improving user engagement.
- Lead the adoption of agile development practices to streamline discovery and delivery across Product and Engineering teams to improve focus and **boost engineering velocity by 22%.**

Senior Product Manager   October 2022 - Apr 2023
Visionable Global

- Developed and executed the product life cycle, roadmap, and Go-To-Market Strategy for the launch of two new B2B/B2C products supporting remote patient monitoring in the UK and USA.
- Collaborated with sales, marketing, data science and engineering to optimize product roadmap and develop strategy of new products.
- Frequently engaged SMEs, future user personas and other stakeholders throughout the design process to gain a deep understanding of users and customers.
- Conducted user-testing to validate assumptions and iterate designs.
- Ensured that data compliance was upheld from the design phase through to development.

Senior Product Manager   Oct 2021 - Sept 2022
Healthforce.io

- Managed a portfolio of 7 large product initiatives united under a product strategy to improve user experience and patient outcomes.
- Redesigned and launched an integrated electronic record keeping system which aimed to give data ownership to clients which has now integrated with 5 external client networks and is used by over 200,000 customers.
- Designed and launched a mobile patient feedback survey to measure NPS, CES and other key product metrics which has seen a **45% increase in completion** since launch.
- Implemented an enhanced product marketing strategy which successfully **boosted awareness and adoption by 2x.**
- Led an 8-person cross-functional team across design, data, and engineering.

Product Owner   Mar 2018 - Sept 2021
Aviro

- Directed the development of a new B2C multi-channel digital health product which supports patients through self-care. The product saw over 200 000 users in the first year of piloting and raised $1M in pre-seed funding.
- Led the design and implementation of a B2B SaaS worker facing tool which enables digital counseling, two-way client communication, data collection and, sustainable data pipelines with Management Information Systems.
- Spearheaded go-to-market planning, marketing and scale-up of new digital products in 3 countries.
- Supported a team of 5 engineers, a designer, and a content strategist.
- Evaluated and reported on the business impacts of all product initiatives.

Scrum Master/Agile Coach   Jun 2016 - Feb 2018
Life Outreach International

- Led and facilitated all scrum ceremonies including sprint planning, daily scrum, sprint reviews and sprint retrospectives
- Served as Scrum Master for 5 different teams and improved understanding of Agile methodologies resulting in 15% increased productivity and overall team satisfaction.
- Supported a diverse cross-functional team to successfully complete 3 full SDLC projects while hitting 98% of project deadlines.

PROFESSIONAL SKILLS

Vendor Management	Cross-functional Leadership	Data-driven Reporting
User- Experience Research	Agile/Scrum methodologies	Superior Communication
Product Coaching	Roadmap Development	Stakeholder Engagement
Metrics-driven Decisions	Executive Presentations	Data Analytics

TECHNICAL SKILLS

SQL	FullStory	Mixpanel	Microsoft Office	Salesforce
JIRA	Asana	Userpilot	Notion	MailerLite
Pendo	Figma	Miro	Qase	AI Integrations

EDUCATION

University of Cape Town   Feb 2018 - Dec 2020
Master of Philosophy

University of Toronto   Sep 2012 - Apr 2016
Bachelor of Science (Honors)

References available on request.