Gilles Munezero

Charlotte, NC | 240-543-1364 | gill.connects@gmail.com

TECHNOLOGY PROFESSIONAL | PRODUCT MANAGEMENT | FINTECH BUILDER

Builder at the intersection of finance, technology, and equity. Proven experience in IT program management, data engineering, and platform development across M&A transitions, compliance analysis, and digital transformation. Founder of a fintech platform, a community-first fintech solution designed to modernize group savings and promote financial empowerment. Hands-on with programming and database languages, and cloud data platforms such as AWS and Databricks.

TECHNOLOGY SKILLS

Languages/Tools: Python, SQL, MongoDB, Databricks, AWS, DigitalOcean, Postman, GitHub, Jira, Confluence, Figma
Frameworks/Practices: Agile, Scrum, UAT, SDLC, ETL, CI/CD
Other: Splunk, JSON, Microsoft Office, Visual Studio Code, UX/UI

CERTIFICATIONS

SAFe Agile Product Owner Certificate – 2022

EXPERIENCE

Individu Tech – Fintech Platform for Community-Based Savings | Nov 2024 – Present
Product Development Lead
- Designing a fintech platform inspired by African rotating savings systems to enable secure, community-led financial growth.
- Oversaw end-to-end product management, from ideation and design to implementation and testing.
- Drafted UX flows and KYC logic using Figma; MVP currently in QA.
- Researched and recommended the right cost-effective cloud-based infrastructure to utilize, to support secure savings pooling and user data management.
- Built strategic partnerships with financial institutions
- Created an identity verification process (KYC) to enhance platform security and regulatory compliance.
- Led go-to-market vision and managed pre-launch technical roadmap.

Vanguard – Charlotte, NC | May 2025 – Present
Client-Facing Financial Operations
- Serve as primary interface for personal investors across retirement, brokerage, and mutual fund products.
- Translate client needs into clear financial guidance and actionable support.
- Interface with technical platforms, compliance tools, and policy procedures to resolve issues.
- Analyze user pain points and offer UX improvement feedback to internal training teams.
- Contribute operational insights to strengthen trust, transparency, and client satisfaction.

The Cigna Group – Remote | Jul 2022 – Sep 2024
Software Engineering Advisor
- Monitored and analyzed network behavior of customer web logins in a test environment, to evaluate API response times, and optimize the performance of web applications.
- Collaborated across global Scrum teams on API testing, web behavior analytics, and claims audits using Databricks.
- Integrated cybersecurity protocols for AWS-hosted claims data pipelines, ensuring HIPAA compliance.
- Audited millions of medical, dental, and pharmacy claims to optimize data retention strategies and reduce cloud costs.
- Created automated monitoring for pipeline failures via WebEx API and Jira.
- Practiced Agile, Test-Driven Development, and Confluence-driven documentation in a CI/CD ecosystem for data modernization and data migration efforts.

The Cigna Group – Remote | Jul 2021 – Jul 2022
IT Business Analyst – M&A Divestitures
- Created detailed roadmaps for divestitures for 4000 colleagues, outlining key milestones and dependencies to ensure smooth transitions across all migration phases.
- Managed domain migration operations impacting over 50,000 colleagues, and 700 applications.
- Aligned domain and asset transitions across 50+ internal stakeholders.
- Ensured smooth data access, device retrieval, and stakeholder communication during migration.
- Used ServiceNow and SNOW dashboards to track and close IT asset gaps.

The Cigna Group – Remote | Jul 2020 – Jul 2021
Project Management Analyst
- Facilitated UAT for Medicaid data submissions across 15 states, ensuring HIPAA alignment.
- Analyzed the intricate Secure File Transfer Protocol (SFTP) requirements for data transfer of requested data by the states to ensure accurate data is transferred.
- Analyzed SFTP workflows for data transfer requests by partner 15 states and conducted access audits for partner states through diligent UAT processes.
- Built Agile adoption playbook and trained new Scrum teams in Jira.
- Resolved urgent COVID-related tech access issues for nursing teams in the field to support adequate medical care.

LEADERSHIP

The Cigna Group - 2021 – 2023
Engagement and Technology Committee Lead | 2021 – 2023
- Directed internal initiatives focused on technology upskilling, colleague engagement, and HR-aligned talent acquisition.
- Oversaw a $1M annual budget to deliver learning opportunities and morale-boosting programs for 500+ employees, sustaining impact over two consecutive years.
- Collaborated with SMEs to build tool-specific training sessions and process walkthroughs, enhancing operational understanding across teams.
- Aligned recruiting strategies with IT skill gaps to support inclusive, merit-based hiring and improved retention across tech functions.

EDUCATION
Master of Science (MSc.) in Health Informatics - University of Pittsburgh, Pittsburgh, PA
Bachelor of Science (BSc.) in Business Administration - The Ohio State University, Columbus, OH