

LETCHEN DU PLESSIS



Over the past 5 years, I've had the opportunity to work in dynamic, fast-paced startup environments, for SMMEs and corporations where I led and contributed to a wide range of projects — from business intelligence initiatives and enterprise system implementations to process optimization efforts.

These experiences provided exposure across multiple industries and sharpened both my technical and strategic capabilities.

Throughout my career, I've cultivated a strong foundation in time management, agile methodology, technical documentation, stakeholder engagement, requirement elicitation, and solution design. My background spans roles such as Business Systems Analyst, Product Owner, and Product Manager — making me uniquely suited for any position where both technical acumen and business insight are critical.

My ability to translate business needs into actionable technical solutions with a keen interest in UI/UX, combined with hands-on experience managing end-to-end product and project lifecycles, allows me to serve as an effective bridge between technical teams and business stakeholders. I take pride in delivering scalable solutions that meet user needs while aligning with organizational goals.

Outside of work, I'm a passionate adaptive CrossFit athlete, proudly representing South Africa at the CrossFit Games and earning a place on the podium multiple times in international competitions. This personal discipline and drive carry through to my professional life — I value continuous learning, resilience, and pushing beyond perceived limits.

I'm enthusiastic about the opportunity to bring this mindset and my cross-functional expertise to a forward-thinking tech team. Thank you for considering my application — I look forward to the opportunity to contribute and grow within your organization.

Best Regards,
Letchen du Plessis

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ABOUT

I'm process and solutions-focused with a proven track record of transforming businesses processes through initiatives, improvements, documentation, and change management. I also acted as a scrum master and Product owner with expertise in agile project management. Special interest in UI/UX with extensive experience working in Jira, Confluence, Trello and DevOps. Also a certified Web Developer with experience in Angular Framework, HTML, CSS and Javascript. In addition, I have led the implementation of systems that drive innovation while meeting compliance standards and business objectives as Product Manager.

WORK EXPERIENCE

May 2023- Present

→ PRODUCT MANAGER | FORMER BUSINESS ANALYST

1Nebula

Technically fluent Product Manager with a strong foundation in business analysis, experienced in leading the full product lifecycle across cloud-native SaaS platforms, fintech ecosystems, and API-driven enterprise solutions. I bridge the gap between business goals and engineering realities translating complex requirements into scalable, high-performance products. Promoted to Product Manager to lead the team a Business Analysts, Product Owners and Product Designers.

Key Responsibilities & Achievements:

- Owned product vision and roadmap across multi-tenant SaaS platforms ensuring technical feasibility, scalability, and user-centered design.
- Worked hands-on with RESTful APIs, microservices, and integration mapping for multiple third-party systems.
- Collaborated directly with development teams to define technical specs, system flows, and integration patterns, including cloud orchestration, multi-system authentication, and data pipelines.
- Spearheaded the modernization of our SaaS Platform, Azure and AWS Marketplace readiness, and a multi-tenant architecture, closely aligned with evolving cloud standards.
- Initiated a blockchain-based crypto platform for transactions, integrating fuel partner APIs, and enabling secure data flows between vendors.
- Help implement new Technologies in the Energy reporting sphere ensuring secure, scalable permission management alongside AI-powered PDF parsing functionality.
- Defined system architecture, user flows with UI/UX for FinOps Centered Reporting Platform, driving a technically sound and user-friendly platform.

- Partnered closely with designers and engineers to translate complex logic into intuitive UIs, optimize dev handoff, and ensure design feasibility without sacrificing experience.
- Facilitated sprint planning, backlog grooming, and technical refinement sessions—acting as the go-to translator between business stakeholders and engineering

Feb 2021 - May 2023

→ BUSINESS ANALYST

EmpiriQ Advisory Solutions (EAS)

As the sole Business Analyst at the company, I independently formalized business processes and led the creation of clear, effective technical documentation for both technical and non-technical stakeholders across diverse business domains.

I worked closely with five subsidiaries of EAS: Indlu Living, Melana Housing, Coventurist, Imbha, and Nika Cards. Gaining extensive stakeholder engagement experience with the Executive team.

In a dual role as Business Analyst and Project Manager, I contributed to solution development, process improvements, and feasibility studies, particularly for new ventures like Coventurist.

My responsibilities included defining business requirements, performing quality assurance, supporting product and web development, translating business needs into functional specs, and driving process optimization initiatives.

I also managed project lifecycles end-to-end. From planning and requirements gathering to implementation and performance tracking, while staying current with the latest IT advancements to support system modernization

CERTIFICATIONS

2025- In progress

TECHNICAL PRODUCT MANAGER

Product HQ

2023

BUSINESS SYSTEM ANALYSIS

University of Cape Town

2023

ENTRY CERTIFICATE IN BUSINESS ANALYSIS (ECBA)

IIBA

2022

WEB DESIGN

University of Cape Town

2022

CROSSFIT LEVEL 1 TRAINER

Crossfit Inc.

EDUCATION

2019 - 2021

AKADEMIA

Bcom Business Management

Completed studies while working full time

2017 - 2018

**NORTH WEST UNIVERSITY,
POTCHEFSTOOM**

Bcom Accounting

Extra curriculum activities:

- Netball scholarship for 2017
- u*19 NWU team Captain
- Project leader for NPO community outreach program: Sport development and empowerment. Won best NWU project for the 2017-2018 term

2012 - 2016

DIE HOËRSKOOL MENLOPARK

High School

Extra curriculum activities:

- Netball scholarship from 2012-2016
- Prefect- Sport as portfolio
- 1st netball team- 2nd at SA school championship
- Gauteng netball team
- Central Gauteng Water Polo team- Captain
- University of Pretoria Water Polo team
- Matriculated with 8 subjects and 3 distinctions
- Unisa Grade 5 Cello exam

EXPERTISE

Documentation

Atlassian

Front End Web Development

Technical skills

Project Management

Product Development

Solution design

LANGUAGES

Afrikaans

English

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