

KINGSTON TAGOE

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Passionate about driving growth, I bring a wealth of entrepreneurial experience with a focus on delivering impactful products. My career spans key areas such as fintech, digital payments, product strategy, and cutting-edge technologies like graph and conversational AI.

Co-founder — Flare Labs, UK

2023 - Present

Flare Labs is a startup technology consulting firm which delivers turnkey solutions for fintech brands.

- Successfully delivered solutions for global brands, including the seamless delivery of card programs with Mastercard, overseeing critical aspects of the issuing processing.
- Collaborated closely with internal and external stakeholders to gather requirements, define technical specifications, and drive the successful implementation of the issuing and acquiring processing solutions. This included integrations with program manager APIs & transaction authorisation interfaces, risk monitoring specification, acquirer and merchant API integrations.
- Developed custom card frames and card design specifications, aligning them with the brand guidelines and preferences of clients to create visually appealing and distinctive payment cards.
- Led the design, specification, and implementation of APIs, seamlessly integrating embedded finance platforms with client platforms, resulting in enhanced functionality and improved user experience
- Oversaw the delivery and integration of eKYC (electronic Know Your Customer) and AML (Anti-Money Laundering) solutions, ensuring high standards of compliance and security
- Spearheaded the development of comprehensive product, functional, and technical specifications, ensuring clear communication and alignment across cross-functional teams throughout the product life cycle

VP of Product — Rancard

2019 - 2023

Rancard enables global brands to connect with relevant audiences through AI-powered conversational discovery and activity-based predictive engagement.

- Delivery of AI-enabled engagement features on Subscriptions Management Platform leading to processing of over £ 88.9 million on digital telco products and services
- Implemented market adoption strategy through delivery of SaaS functionalities on Rancard's Campaign App which led to processing of ~ £ 15.6 million in sales by consumer brands including AB InBev, Diageo, Fido, Vivo Energy, Unilever & Danone
- Scaled up micro-payments platform — PayApp with integrations into services leading to processing of ~ £ 8.5 million over the past 2 years

- Negotiated contracts with technology and service vendors, content providers translating in cost-savings at over 10.5% of OpEx
- Unlocked SaaS messaging features and enhancing technology infrastructure which resulted in delivery of 60 million messages daily on telco networks
- Deployed R2 conversational support bot for brands including MTN to manage first-line consumer engagement for their over 17.2 million subscribers in Ghana

Product Design Consultant — SHACK15

2019

SHACK15 is a social space bringing together passionate founders, innovators and change-makers from around the world, in San Francisco.

- Product liaison for 4 consulting companies which were involved in product delivery saving > 350 development hours through agile management
- Product roadmapping, prioritising deliverables and timelines which led to on-time delivery of all applications ahead of launch
- UI/UX design and prototyping of business platform, iOS and Android mobile apps to communicate product ideas on functionality, features and user experience to internal and external stakeholders
- User testing with clients to gather new insights, validate and iteratively refine product

Co-founder — Flare Labs, Ghana

2017 – 2019

Flare Labs is a software development consulting startup working with clients in implementing technology products and complex infrastructure. Work spans industries such as communication, health, insurance, social media and legal.

- Assess business needs, translate these into product requirements for new and existing applications and deliver technology solutions to operationalise their businesses
- Lead cross-functional teams of product design & development, marketing and sales to build exceptional user experiences through continuous collaboration
- Deliver Software Requirements Specification Document with feature delivery roadmaps and timelines, prioritising builds to achieve strategic goals and initiatives
- Design user experience across all product touch-points including web, mobile, and desktop, as well as other customer touch-points such as email and customer support
- Implement an agile-based development process to define and plan product delivery strategy through sprints, running beta testing programs to showcase, test and harness insights from early adopters

Co-Founder & Product Manager — Beam

2015 – 2016

Beam is a bitcoin-based financial services company focused on the West African Market.

- Scaled bitcoin remittance service called Beam which allowed users to send Bitcoins to Beam, and recipients back home received mobile money payouts
- Pivoted Beam into a value-remittance long-distance concierge service, which got featured by the BBC
- Product conceptualisation, user interface / user experience design & prototyping for responsive mobile-web platform
- Defining and prioritising features incorporation into product roadmap based on market insights reducing feature delivery time by 2.3x
- Development of operations playbook, with focus on premium customer service and fulfilment which led to retention and growth of customer base by 170% in Q1 post-launch
- Content marketing and development of African Diaspora Entrepreneurs Series with average readership of 55k

Software Developer Intern — Vestracker Inc

2014

Vestracker is information management service for multi-national freight forwarders to manage operations, communication, finances and sales on one platform.

- Integrated payments module which enabled platform service payments in over 35 countries
- Implemented application and API optimisations which increased API throughput by over 26.7%
- Post-sales technical support which led to increased retention of enterprise clients and resolved bugs which reduced application downtime to under 4.8 minutes each month

Technical Skills

Product wire-framing, UI/UX design and prototyping. Coding (frontend, backend, Swift - iOS, Python). Market research, agile workflow. Product branding & positioning.

Tools

Figma, Sketch, Adobe Photoshop CC, Adobe XD, Balsamiq, Invision, Proto.io, UXPin. Sublime Text, PyCharm - Python / Django

Design Projects

[Workspace](#) → [NTHC Dashboard](#) → [SHACK15 Dashboard](#) →
[SHACK15 Mobile](#) → [DoSee](#) → [MasLoan App](#) →

Awards

BoostCamp Winner

Innovating Justice Challenge, The Hague Institute for Innovation of Law 2017

Best Visualiser

Mobile for Africa, SwarmVision 2015

Top 10 Global Finalist

Global Innovation Competition 2014

Hackathon Winner

SMSGH / Dev:Congress — MPowerPayments Hackathon 2013

Education

AI for Everyone

Deep Learning.AI 2023

Introduction to User Experience Design

Georgia Institute of Technology 2019

Post-Graduate Diploma in Software Development & Entrepreneurship

Meltwater Entrepreneurial School of Technology 2013 - 2015

Bachelor of Science, Aerospace Engineering

Kwame Nkrumah University of Science Technology 2009 - 2013