

CV of Serron Ben-Tovim

Degrees: MBA (UCT GSB, 2018); MSc Medical Science (UKZN, 2012)

Profession: Product Manager & Operations Specialist

Profile Summary

Product manager and operations specialist with a science background, bringing a strategic, systems-oriented approach to complex environments. Experienced in leading cross-functional teams, improving regulated processes, and aligning diverse stakeholders around clear priorities. Known for combining analytical rigour with practical execution, enabling accountable, evidence-based decision-making.

Professional Experience

10X Investments — Process Improvement Lead (2025–present)

- Led cross-functional efforts to strengthen compliance and operational stewardship across the retail business, incorporating a strategic lens on risk and efficiency.
 - Worked with executives, product, legal, and data teams to ensure aligned, accountable decision pathways.
 - Applied data-driven oversight to identify systemic issues and guide measurable, sustainable improvements.
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LifeQ — Product Manager (2022–2024)

- Provided strategic and cross-functional leadership across science, engineering, and commercial teams to drive coherent product development.
 - Translated complex physiological data into prioritised requirements balancing feasibility, risk, and long-term direction.
 - Managed stakeholder alignment, ensuring clarity, coordinated execution, and responsible decision-making.
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Competitive Capabilities International — New Business Development Manager (2019–2021)

- Led the development and early scaling of an enterprise leadership platform, aligning product direction with the strategic goals of global manufacturers.
 - Worked with senior clients and technical teams to ensure product decisions supported organisational and governance needs.
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Roche Sequencing Solutions — Product Development Scientist (2014–2019)

- Provided scientific leadership in the development of next-generation sequencing products, ensuring methodological rigour and strategic alignment with regulatory frameworks.
 - Ensured compliance with medical device and quality standards, maintaining operational and scientific integrity.
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Skills

Strategy • Systems thinking • Process improvement • Regulatory & Compliance • Cross-functional leadership • Stakeholder alignment • Data-driven decision-making

Education

- Masters of Business Administration — University of Cape Town (2018)
 - Masters of Medical Science — University of KwaZulu-Natal (2012)
 - BSc Biochemistry (Hons) University of KwaZulu-Natal (2006-2009)
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Honours & Awards

NRF Scholarship (x2) • Global Health Travel Award (x2) • Golden Key Honour Society
