# Alaa Serhal

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## EMPLOYMENT HISTORY

### Product Manager, Murex | Jul 2020 — Present | Beirut, Lebanon

- Led a team of 6+ developers to enrich and maintain the Murex Testing Suite (MTS).
- Improved the test coverage KPI by 38% and aligned with SLAs/SLOs.
- Coordinated with 5 departments to integrate 90+ (including SaaS) clients and 15 CI/CD projects (Jenkins, ansible and nexus).
- Launched the roadmap for Murex's largest module using Agile and SAFE methodologies.
- Onboarded 15+ test engineers and spearheaded the team to implement 3000+ test scenarios.
- Revamped existing processes and designed a new generic solution cutting off by 40% the development costs.
- Prioritized the program backlog on JIRA, translated customer needs to user stories and implemented 50+ stakeholder features.
- Acted as a liaison and the point-person for escalation, incident management and product questions for 35+ test automation engineers.

### Software Engineer, BMW | Feb 2019 — Aug 2019 | Munich, Germany

- Collected and analyzed the BMW plants' requirements for the 4 robots' GUI.
- Led the user interface team to develop the new user interface for all 4 robots that improved the robots' responsiveness and engagement by 63%.
- Developed the user interface and API using Flask (python), HTML, CSS, and ROS (robotics operating system) to control the 4 robots deployed in production.
- Launched the Logistics Robotics Web Application to monitor the 4 robots in production and control the robots remotely and on-premises.
- Established and utilized strategic methodologies to efficiently analyze the robots' performance and documented all supported systems.
- Onboarded 3 interns to maintain and improve the BMW logistics robotics user interface.

## EDUCATION

### Lebanese American University | Sep 2015 — Jun 2020 | Beirut, Lebanon

### BE in Computer Engineering

- Awards and Clubs: Dean's Distinction List, IEEE, Robotics club.
- Activities: Computer Lab Assistant.

## SKILLS

- **Product Management:** Agile Methodologies – Data Analysis – Strategic Planning – A/B Testing – Market Research
- **Software Engineering:** Requirements Gathering – Software Testing (QA) – Application Lifecycle management
- **Programming Languages:** Python - Java – JUnit- PHP – HTML – SQL – Matlab – Git
- **Tools:** Jira - Confluence – Pega – PeopleSoft – Microsoft Office – Microsoft Power BI – Business Process Management
- **Soft Skills:** Business acumen – Presentation Skills – Storytelling – Leadership Skills
- **Languages:** English – Arabic – French (A1)

## CERTIFICATES

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|---|---|
| **Jan 2022** | Data Analyst Associate, Microsoft |
| **Jan 2021** | Certified SAFe® 5 Agilist, Scaled Agile Framework® (SAFe) |
| **Sep 2020** | Digital Marketing Specialist, Fundamentals of Digital Marketing by Google Garage |