

Alaa Serhal

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EMPLOYMENT HISTORY

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

- Managed a team of 7 developers to develop & maintain Murex Testing Suite (MTS) with over 300 predefined test blocks, resulting in a 40% increase in testing coverage and precise alignment with SLAs/SLOs.
- Coordinated with 5 departments to seamlessly integrate 90+ (including SaaS) clients and 15 CI/CD projects resulting in a streamlined process and enhanced user experience.
- Streamlined 'MTS' release cycle by segregating standalone test blocks into a separate cycle enabling faster, more frequent releases and reduced backport requests, improving overall efficiency.
- Spearheaded the implementation of agile methodologies for the development process and designed a new generic solution that led to 50% reduction in overall tests development cycle times.
- Onboarded 15+ test engineers and spearheaded the team to implement 3000+ test scenarios.
- Collaborated closely with stakeholders to define technical requirements for MTS enhancements, enabling 35% faster time-to-market.
- 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

- Conducted interviews with stakeholders from 3 BMW plants to gather requirements, resulting in a comprehensive understanding of their needs and 30% decrease in UI change requests from the end-users.
- Led the user interface team to develop the new user interface for all 4 robots that improved the robots' responsiveness and engagement by 63% measured through user feedback and user testing.
- Developed the user interface and API using Flask (python), HTML, CSS, and ROS (robotics operating system) to control the 4 robots deployed in production, resulting in a 40% decrease in robot downtime, faster robot control and improved operational efficiency.
- Successfully launched the Logistics Robotics Web Application, enabling real-time monitoring and remote/on-premises control of the 4 robots, leading to increased productivity.
- Developed a comprehensive performance analysis framework that resulted in a 40% reduction in troubleshooting time and enhanced system documentation, facilitating future maintenance and upgrades.

EDUCATION

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

BE in Computer Engineering

- Awards: Dean's Distinction List

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 – PHP – HTML – SQL – Matlab
- **Tools:** Jira – Confluence – Pega – PeopleSoft – Microsoft Office & Power BI – Git – Business Process Management
- **Soft Skills:** Business acumen – Presentation Skills – Storytelling – Leadership Skills
- **Languages:** English – Arabic – French (A1)

CERTIFICATES

Jan 2022

Data Analyst Associate, Microsoft

Jan 2021

Certified SAFe® 5 Agilist, Scaled Agile Framework® (SAFe)