

# Alaa Serhal

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## EMPLOYMENT HISTORY

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

- Led a cross-functional team to define and execute the roadmap for the Murex Testing Suite (MTS), achieving a 40% increase in testing coverage and improved alignment with SLAs/SLOs.
- Designed and implemented test automation solutions addressing stakeholders' pain points by streamlining the development process, reducing the time to onboard new features by 30%, and improving the usability of cloud-based services within MTS.
- Collaborated with engineering teams to develop cloud-ready solutions, such as scaling test frameworks (MXtest web, MXevolve studio) and enhancing resource provisioning efficiency, to support client-specific needs across diverse infrastructures.
- Streamlined the MTS release cycle by segregating standalone test blocks, enabling faster and more frequent releases while reducing backport requests.
- Investigated platform performance bottlenecks and collaborated on improving application architecture to ensure the scalability and reliability of testing solutions.
- Promoted a culture of teamwork and inclusivity by encouraging active collaboration among diverse teams, fostering an environment of shared learning and innovation.

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

- Collaborated with stakeholders from 3 BMW plants to gather requirements, reducing UI change requests by 30% through comprehensive needs analysis.
- Led the development of a user interface for robots, increasing responsiveness and engagement by 63% based on user feedback.
- Built and deployed the robots' APIs and UI using Flask (Python), HTML, and ROS (robotics operating system), leading to a 40% decrease in robot downtime and improved operational efficiency.
- Launched the logistics robotics web application for real-time monitoring and control, enhancing productivity and responsiveness.
- Developed a performance analysis framework, reducing troubleshooting time by 40% and improving system documentation.

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## EDUCATION

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

#### BE in Computer Engineering

- Awards: Dean's Distinction List

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## SKILLS

- **Product Management:** Agile Methodologies – Data Analysis – Strategic Planning – A/B Testing – Market Research – Stakeholder collaboration – Prioritization – Go-to-market strategies
- **Technical Expertise:** Requirements Gathering – Software Testing (QA) – Application Lifecycle Management – Software Development Life Cycle
- **Programming Languages:** Python – Java – PHP – HTML – SQL – Matlab
- **Tools and Frameworks:** Jira – Confluence – Pega – PeopleSoft – Microsoft Office – Power BI – Git – Business Process Management
- **Soft Skills:** Business Acumen – Presentation – Storytelling – Leadership
- **Languages:** English – Arabic – French (A1)

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## CERTIFICATES

**Jan 2022**

Data Analyst Associate, Microsoft

**Jan 2021**

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

**June 2021**

Certified tester, International Software Testing Qualifications Board (ISTQB)