

Muhammad Dawood

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EXPERIENCE

TripArc

July 2025 – Present

Product Manager

Toronto, ON

- Leading a cross-functional team to define and execute the end-to-end product strategy and roadmap for a graph-based microservice, unifying profile data across systems and mapping complex profile relationships.
- Driving the roadmap and success metrics for the ADX Plus feature, introducing commission markups for agent bookings, incentivizing performance, increasing **agent retention**, and **average monthly commissions** by **12%**.
- Regularly performed root cause analysis on critical QA regression bugs using **Dynatrace** and **SQL**, accelerating the resolution of showstopper issues by over **60%** through providing actionable insights to the developers.
- Leading the delivery of the Bulk Invoice feature, enabling travel agents to upload multiple client invoices at once, reducing manual processing time by **70%** and increasing operational efficiency for **200+ travel agents**
- Standardized communication processes for branding and customer feedback, improving response time by **50%**.

1Password

May 2025 – July 2025

Product Manager Intern

Toronto, ON

- Built a permission-management feature used by the IT team to streamline management of employee permissions and grouping, improving access control for **1,500+ users** by enhancing visibility and reducing engineering overhead.
- Improved Single Sign-On by collaborating cross-functionally, removing friction and reducing login issues by **25%**.
- Restructured internal permission groups, improving operational efficiency by **40%** while reducing security threats

theScore

May 2024 – August 2024

Product Manager Intern

Toronto, ON

- Led the development of a Top 10 games carousel from concept to launch, collaborating cross-functionally across teams, resulting in **150,000+ monthly game launches** and generating **\$1.5M+ in monthly revenue**.
- Orchestrated the development of an internal AI tool that analyzed **1,000+ monthly App Store reviews** for theScore and its competitors, enabling teams to query and retrieve relevant insights for better decision-making.
- Incorporated tags on games, increasing click-through rate on search results by **33%**, to enhance game discovery.

IBM

Sep 2023 – Dec 2023

Product Manager Intern

Toronto, ON

- Collaborated with stakeholders to enhance the booking experience for **5+ million users** on the Air Canada mobile application, implementing new features and addressing user pain points through user testing and market research.
- Revamped the flight rules screen to better display information, resulting in a **25% increase** in user engagement.
- Documented the allocation of **\$3M+** for stakeholders at Air Canada to track monthly transactions with IBM.

IBM

Jan 2023 – Apr 2023

Product Manager Intern

Toronto, ON

- Led the production of Air Canada's cargo website, by coordinating and prioritizing tasks to be delivered by the development team, ensuring a timely delivery of features to a user base of over **4+ million monthly visitors**.
- Increased the user acquisition rate by **30%** through implementing an online sign-up process for new users.

TextNow

May 2022 – Aug 2022

Product Manager Intern

Waterloo, ON

- Coordinated the migration process of **3000+** users from unsupported data plans to TextNow's publicly active plans, successfully generating a monthly revenue of **\$20,000+** while maintaining customer satisfaction.
- Led the migration of **650+** users from KORE to PWG sims, resulting in the company saving **\$7,000+** a month.

EDUCATION

University of Waterloo

Waterloo, ON

Systems Design Engineering, BAsC

SKILLS

Product: Roadmap development, KPI/metric definition & tracking, PRD's, agile prioritization, user & market research, A/B testing, stakeholder communication, cross-functional team leadership, Wireframing, User interviews.

Language/Tools: SQL, Python, Amplitude (product analytics), Looker, Figma, Dynatrace, Jira, Confluence, Excel.