Muhammad Dawood

(548) 333-4497 | MuhammadDawood.com | Dawom2055@gmail.com | LinkedIn

EXPERIENCE

TripArc — July 2025 – Present
Product Manager — *Toronto, ON*
- Driving the end-to-end product strategy for a **graph-based microservice** that unifies profile data across systems, eliminates duplicates, and enabling visibility into complex relationships between agents, clients, and vendors
- 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.
- Led 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 brand communications, improving response time by **50%** for issue resolution and feature requests.

1Password — May 2025 – July 2025
Product Manager Intern — *Toronto, ON*
- Building a new feature for an internal tool used by the IT team to streamline management of permissions and their groups, improving access control for **1,500+ users** by improving visibility and reducing engineering overhead.
- Improving Single Sign-On by collaborating cross-functionally, removing friction and reducing login issues by **25%**.
- Restructuring 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.

TribalScale — Sep 2021 – Dec 2021
Product Manager Intern — *Toronto, ON*
- Owned the product backlog for TribalScale's website team, wrote **20+** user stories, prioritized feature development, and kept developers unblocked resulting in a **20% increase** in development efficiency and timely product releases.
- Reduced content discovery time on SlingTV's homepage by **15%** through conducting effective **A/B Testing**.

EDUCATION

University of Waterloo — Waterloo, ON
Systems Design Engineering, BASc — *Sep 2020 - Apr 2025*

SKILLS

Product: A/B Testing, Wireframeing, Roadmaps, PRDs, Cross-team Collaboration, Prioritization, User Interviews
Language/Tools: Amplitude, Looker, Excel, SQL, Confluence, Figma, Dynatrace, Jira, Python, React Native