Sib Raza

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EMPLOYMENT

Associate Product Manager, Brightstar (subsidiary of SoftBank)   ALPHARETTA, GEORGIA - MAY 2019 - CURRENT

- Launched the Subscriber Online Claim web application (27 million annual visitors) into various regions such as EMEA.
- Designed and implemented several key enhancements such as the Digital Identity Fraud Prevention solution- resulting in $6.0 million in profit and an 8% improvement of net promoter score.
- Led a cross-functional approach on product requirements elicitation, defining user stories and acceptance criteria, product planning, product roadmap, product design of new features, backlog prioritization, and measured the success of the product through defined metrics.
- Drove qualitative and quantitative research to translate the needs of the market and customers by redesigning the online customer journey - significantly decreased call volume: $1.2 million in savings.

Lead Technology Systems Analyst, DataScan   ALPHARETTA, GEORGIA - OCT 2017 - MAY 2019

- Worked closely with product management and development on several product initiatives such as building and implementing an API strategy that replaced the need for canned financial reporting.
- Revitalized training program and promoted knowledge sharing by creating a 103 page training guide that included several technical documents like UML diagramming, use cases, design documents, business requirement specifications, and functional requirements documentation - effectively reduced Tier I analyst training from 1 year to 6 months.

Technology Systems Analyst, DataScan   ALPHARETTA, GEORGIA - FEB 2017 -OCT 2017

- Assisted clients with financial analysis on DataScan's 100 billion dollar loan collateral software system.
- Engaged with customers to gather customer requirements and ensure alignment with development teams.

UX/UI Designer Intern, Physician Nexus   REMOTE - AUG 2011 - JAN 2012

- Assisted in implementing a user interface for a social media website designed for physicians.
- Helped in marketing and implementing search engine optimization methods.

EDUCATION

Master of Science, Computer Science.   Nova Southeastern University - AUG 2016 -AUG 2018

Bachelor of Science, Neuroscience.   Florida Atlantic University - MAY 2012 - AUG 2014

LANGUAGES, TECHNOLOGIES, AND, SKILLS

Microsoft SQL Server, JavaScript, React, Java, HTML, CSS, Twitter Bootstrap, Sass.
Tableau, Trello, JIRA, GIT, Eclipse, Wordpress, Atom, Microsoft Project.
Rest API, UML Diagramming, Agile Development, Scrum, Test Driven Development.

CERTIFICATIONS

- Advanced Google Analytics   Certified - SEP 2019 - JAN 2023

MEMBERSHIPS

- Product Hunt   NOV 2019 -CURRENT

codepen.io/sibraza/   sibraza.com   github.com/SibRaza15