

ARSLAN RAZI

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PROFILE SUMMARY

Outstanding **Product Management Professional** with over 10 years of experience in multiple industries. Strong analytical thinking and problem-solving skills with extensive experience leading complex enterprise **software development** projects. Excellent communication skills and interpersonal skills, great in building **lasting relationships** with clients. Exceptional **organization** skills, with proven experience in research and documentation of business and solution requirements. Advocate for professional development through continuous learning. **Certified Business Analyst** from the University of Toronto. **Software Product Management (SPM®) Certificate** from **Silicon Valley** based Product School.

KEY ACCOMPLISHMENTS

- With expertise in collecting and analyzing data to drive meaningful insights, developed a comprehensive **bid management** system for a large **construction company** and reduced time spent on opportunity management and reporting by **50%**
- Led the development of a high-quality software product called SignatureMaster™ written in **Java**, and **JavaScript**, with **MySQL** database. For the past 7 years, I have ensured that our System Architecture is robust and **secure**. To date, our customers from different sectors like **construction**, insurance, engineering firms, and government have trusted us with over **683,000** documents for e-Signatures and e-Seals

TECHNICAL SKILLS

- Software Development Life Cycle (Agile - Scrum / Waterfall)
- Business Requirements Document (BRD), System Requirements Specification (SRS)
- Data Modeling, Process Modeling & UML (use cases, scenarios, activity, sequence diagrams)
- User Stories, Acceptance Criteria, Test Strategy, Test Plans, Backlog Grooming, & Sprint Planning
- Java, JavaScript, microservices, RESTful APIs, AWS, SQL and NoSQL databases, GIT, Node.js, HTML
- Adobe Photoshop, Adobe Illustrator, Camtasia Studio, Snagit, Visio, draw.io, JIRA, Confluence
- Presentations and Walkthroughs, Product Strategy, QA, Digital Market Strategy
- Investigate & resolve Technical Issues, Data Management, Excellent Customer Support
- Analytical Skill, Wireframes, Mockups, Engineering, Design, Cloud, User Interface, UX/UI, CSS

PROFESSIONAL EXPERIENCE

Xenex Enterprises Inc. Toronto, ON
Software Engineering - Software as a Service

Jul 2015 - Present
www.xenex.ca

Senior Product Manager,

Aug 2018 - Present

- Successfully delivered real-time **billing system** handling over CA\$**1.5 million** annually
- Established and maintained **product roadmap**, Influenced overall **product vision**

Senior Business Analyst,

Jul 2015 - Jul 2018

- Served as the key conduit to business stakeholders for solution requirements and conducted analysis for all phases of the formal systems development life cycle for various projects
- Successfully implemented **Agile Scrum** methodology and conducted regular training sessions
- Translated project objectives and high-level requirements into use cases and specifications
- Gathered and documented business, functional and non-functional requirements
- Performed systems analysis and requirements management, acted as a subject matter expert for clarification of business requirements and objectives for development and test teams
- Ensured **customer satisfaction** and acted as primary contact for key external clients
- Planned and facilitated requirements workshops, to discover key requirements and recommended solutions to save time and development cost
- Trained new resources on domain knowledge, best practices for development, and quality assurance
- Worked **cross-functionally** to guide products from conception to launch

Business Analyst, HUSYD INC. Mississauga, ON
Software Solutions

Nov 2013 - Jun 2015
www.husyd.com

- Developed and managed Project Charters, Work Breakdown Structures, Risk Management Plans, Communication Plans, Resource requirements, Cost Estimates, Schedules, and supporting details
- Acted as a Scrum Master and successfully implemented agile scrum methodology for multiple teams
- Led requirements gathering sessions to identify and resolve **business systems issues**, documented, and maintained business and systems requirements, delivered presentations to key stakeholders
- Provided technical support, and created various reports, plans, risk management, and audit deliverables for reporting to senior management
- Collaborated with clients to incorporate their needs and requirements, and worked with Engineering, UX/UI, Marketing, Sales, and External Partners to define and build great experiences
- Developed technical documentation and **coordinated** releases with other departments

Project Manager, Standard Communications
Warid Telecom - Sales and Customer Service

Apr 2005 - Jul 2013
www.waridtel.com

- Consistently identified and assessed new opportunities through customer feedback, competitor analysis, and internal team consultation
- Thoroughly researched industry best practices and documented financial, business, billing, sales, and distribution processes to achieve sales volumes of US\$5.5 Million / year
- Reduced IT infrastructure maintenance cost by 50 %, created **technology roadmap** and Implemented accounting software, business applications, cloud file sharing, and backup system

PROFESSIONAL EXPERIENCE - CONTINUED

Business Account Manager, Standard Carpets

Manufacturers and Exporters of Hand-Knotted Carpets & Rugs

Aug 1999 - Mar 2005

www.standard-carpets.com

- Achieved around 60% growth in revenues consistently for 5 years by developing and maintaining business relationships with international clients, leadership in product **design** and **development**
- Successfully increased business volume by adding 22 new international clients and represented my organization at international trade fairs and exhibitions
- Ensured compliance with export quality standards and timely delivery of orders by effectively managing resources and production scheduling
- Effectively worked with vendors to design, **build**, and **implement** inventory control business application and **integrated** solutions

EDUCATION

Software Product Management (SPM®) Certificate

Product School - Toronto

Credential Identifier ID 11547055

May 2018

Certificate in Business Analysis

University of Toronto

Aug 2015

Bachelor's Degree (Four Years)

World Education Services - Canadian Equivalency

Apr 2012

Master of Business Administration (MBA) - Finance & Banking

Lahore School of Economics

Aug 1999