Tawfeeq Ali Khan

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*Australian Permanent Resident*

Summary

As a seasoned product manager, I have been involved in managing digital products for more than 3 years. Having experience in all phases of a product lifecycle from ideation, discovery, experimentation and managing prioritized product backlog, I have collaborated with the development team to deliver maximized value, all the whilst working with stakeholders to understand and translate the business drivers into intuitive and meaningful user experiences via the product.

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| Work Experience | Skills |
| **Digital Tech. Consultant (Pro Bono) FEB 2018 – Till Date**  **Patience Community Services (Non-Profit)** Epping, VIC  ***Responsibilities:***   * Lead a diverse team to come up with a digital strategy for the website, social media presence and online marketing campaigns. * Advice senior management on program prioritization, sustainability & revenue generation. * Manage a team of designer and developer to develop content, design brand and assets and enhance the organization’s website.   **Digital Projects Manager JUL 2014 – DEC 2017**  **Community Jameel (Non-Profit)** Jeddah, Saudi Arabia  A Saudi based social enterprise organisation that operates a wide range of initiatives which promote and contribute towards positive societal change and economic sustainability in the region and beyond.  ***Achievements:***   * Successfully transitioned multiple businesses' websites on to Sitecore in order to have a personalized user experience and have greater marketing reach. * Spearheaded redevelopment of recruitment system in use by 200+ employees, resulting in reduction of almost 50% operation time using Sitecore and Taleo. * Formulated cloud strategy to consolidate isolated product environments and migrated them onto Microsoft Azure.   ***Responsibilities:***   * Research and propose the right technology and solution to each businesses' depending on their unique requirements. * Lead strategic planning to achieve business goals by identifying and prioritizing development initiatives and setting plans for the evaluation, development, and deployment of products. * Managed strategic client/vendor relationships, identified opportunities for tighter integration/value creation and became the subject matter expert on all vendor solutions. * Assist development team to ensure the product being developed has backlog prioritized and have user stories and acceptance criteria clearly defined. * Work closely with department across the businesses such as Legal, Risk, Digital Marketing, PR, IT and Support   to gather product insights and requirements.   * Participate in agile events as a product owner to refine and clarify product requirements. * Conduct product discovery sessions to validate initiatives. * Gather product insights and utilize in validating user behaviour and product feature requirements.   **Sr. GIS Web & Mobile App Developer JUL 2012 – AUG 2014**  **Intergraph Saudi Company** Jeddah, Saudi Arabia  Authorized Partner of Hexagon/Intergraph Geospatial in the Middle East. A regional leader in the specialized field of GIS with a broad stream of contracts with big businesses and government units within the country and across the region.  ***Achievements:***   * Developed the first GIS based mobile apps on iOS and Android in Saudi Arabia which was well recognized throughout Jeddah city.   ***Responsibilities:***   * Propose web/mobile app or feature development plan to the client with resource estimate. * Drive requirement gathering session with clients and other non- technical stakeholders in a project. * Design and implement new web/mobile apps or additional features to an existing app while keeping the latest UI/UX trends in mind. * Design & Maintain GIS Data-sets on multiple database technologies but primarily on Oracle 10g * Assign and oversee development tasks to junior developer and designer and also confirm if they have adhered to best practices. * Execute performance, security, integration and unit testing. * Mentor team members by providing feedback, key industry insights and support. | **Product & Project Management**  • Strategic Product Planning • Product Backlog Management  • Human Centred Design • User Journey & Story Building  • Backlog Prioritisation & Refinement• Agile • Scrum  • Kanban • UI Mock-up Tools • Release Planning  **Design & Development**  • HTML5 • CSS3 • SASS/LESS • JavaScript • ASP.Net • C#  • jQuery • jQuery UI • jQuery Mobile • Restful APIs • SQL  • Bootstrap • 960.gs • Sitecore • Wordpress • Drupal • Adobe Photoshop • Adobe Illustrator • Adobe InDesign • Sketch  Certifications   * **Project Management**   Course provided by University of Adelaide on edX   * **User Experience**   Course provided by University of Michigan on edX   * **HTML5**   Course provided by W3Cx on edX  Courses   * **Leading Digital Transformation**   Course provided by Mohammad Bin Salman College for Business and Entrepreneurship   * **Project Management Professional (PMP) Training**   Course provided by Project Management Institute (PMI)  Education  **Bachelor of Computer Science & Engineering** **2001 - 2004**  **Osmania University** Hyderabad, India  **Higher Diploma in Software Engineering** **2001 - 2003**  **APTECH Computer Education** Hyderabad, India |
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