



Amin Abdi

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Profile

Technical Product Manager working across product lifecycle, driving product strategy and guiding customer delivery. Self-motivated discovering market opportunities and promoting digital transformation, prioritizing user value and aligning organisational vision. Accustomed to balancing stakeholder expectations, managing risks and improving success metrics. Have been exposed to many industries, working with Agile, SAFe, DevOps, Lean, Kanban and Waterfall.

Expertise

Product Expert – Comfortable owning complex ideas, quickly learning and easily communicating concepts relating to market trends. Lead from the front, maintaining big picture vision in all strategic decisions, informing clear product roadmap to reflect business objectives. Strong attention to detail, consistently prioritising backlog to align customer needs to delivery plan. Tracking data to validate hypotheses, driving adoption and engagement.

Customer Champion – Representing customers interests in daily forums. Translating requirements into actionable user stories that communicate user needs and product goals to development teams. Facilitate ideation workshops, focusing on user-centric design, to develop the right product. Bridging technical teams and business interests to enhance collaborative problem resolution.

Best-Practice Advocate – Lead agile ceremonies to commit teams to delivering efficiently and iteratively. Expanding knowledge and blending best frameworks to optimise project schedule. Resilient under pressure, organizing multiple projects/tasks and adapting to changing circumstances.

Education

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| King's College London, CPD Product Management Career Accelerator | Pass with Merit |
| King's College London, MSc Robotics | Pass with Merit |
| City University of London, BEng Biomedical Engineering (Hons) | Class II Upper Division |
| The Windsor Boys School, A-levels | BBBC |

Employment History

Northrop Grumman UK, London

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|--------------------------------------|----------------------------|
| Senior Scrum Master | Jan 2025 – Current. |
| Software Development Engineer | Mar 2022 – Jan 2025 |

Delivering a secure user platform for naval vessels within B2B SAFe framework. Tackling technical debt, transforming processes, managing multiple teams to develop against customer requirements. Strategizing development pipelines, managing sprint cycles and ensuring prioritised completion of backlog item. Eliminating team blockers and serving to improve workflows by implementing automated reporting through gen AI tools. Analysing project data to create certainty and alignment amongst stakeholders that roadmap remains on track. Collecting feedback and reviewing KPI's to ensure customer needs and business objectives are met.

- Used data to justify resource smoothing that created **revenue savings of 8%** over release lifecycle.
- **Increased average team velocity by 16%** per sprint by improving team engagement and introducing automated tooling.
- Created Business Case for automated software deployment solution which created resource savings and reduced product deployment time by 40% per project, leading to a **2-point increase in customer satisfaction.**
- Restructured code review process, reducing human error by 24%, **increasing customer retention by 14%** over a year.

CliniSys, Chertsey, App Support Engineer

Sep 2021 – Feb 2022

Supporting lab equipment software applications for customers, maintaining servers and operations, building strong customer relationships and delivering high quality service.

- Maintained data-sensitive system to ensure fluid operation of nationwide customer sites, resulting in 99.8% uptime for all applications, **increasing customer retention by 12%** over a quarter.
- Addressed risks within application support process by implementing preventive measures, reducing critical errors by 30%, **increasing customer adoption by 5%** over a month.

Hyster-Yale Group, Frimley, Embedded Software Engineer

Jan 2020 – Sep 2021

Developing an automated software solution for the materials handling industry. Systems developed mainly using C++, Matlab, Simulink, DDS, python and CAN. Project tracked using RedMine and GitKraken.

- Managed the full product development of the fork-lift truck display, **increasing customer satisfaction and engagement by 28%** over lifecycle.
- Built robust logging system that improved speed of resolution of errors, **improving team productivity by 11%** and **saving 4% revenue** over a quarter.

Skills

- *Product Management*: Product Roadmap, GtM Strategy, Business Case, Backlog Prioritization, KPI/OKR, North Star Metric, Requirement Gathering, User Stories, Usability Testing, Customer Interviews, User Journey Map, Customer Empathy Map, Product Discovery, Competitor Analysis, Wireframing, Prototyping, Stakeholder Management, Market Research
- *Project Management*: Presentation, Risk Management, DevOps, SAgE, Scrum
- *Technical*: SQL, VBA, API, Microsoft Suite, Miro, Figma, Canva, HotJar, Google Analytics, JIRA, Confluence, JavaScript, React, HTML, CSS, Python, C#, C++, Linux, AWS, Tableau, AI, UI/UX
- *Languages*: English (Fluent), German (Advanced), Spanish (Intermediate), Persian (Intermediate), Arabic (Beginner)

Projects and Achievements

- *Kings Leadership and Professional Skills Award* – seminars to grow professional skills in networking, communication, project management, leadership, presentation, problem solving and innovation (21/06/18).
- *Principal's Global Leadership Award* – seminars presented by talented leaders, developing a leadership style and completing an assessment on leadership qualities (21/06/18).
- *Negotiation: Essential Strategies and Skills* – course completed online issued by University of Michigan (08/02/22).
- *Agile with Atlassian Jira* – course completed online issued by Atlassian (12/12/22).
- *AWS Certified Cloud Practitioner* – course completed online issued by Amazon (27/01/23).
- *Professional Scrum Product Owner (PSPO) I* – course completed online issued by Scrum.org (18/06/24).
- *Professional Scrum Master (PSM) I* – course completed online issued by Scrum.org (05/08/2024).
- *Data Analysis with Python* – course completed online issued by IBM (04/12/2024).
- *Machine Learning with Python* – course completed online issued by IBM (11/12/2024).
- *Personal Website* – built webpage using next.js which is deployed online to display my portfolio and share my interests (21/08/2025).