

Faizaan Shaikh

faizaanshaikh1@gmail.com | [linkedin.com/in/faizaan](https://www.linkedin.com/in/faizaan) | faizaansk.me | 365-888-6355

RELEVANT EXPERIENCE

Web & Desktop Application Assistant

January 2020 – Present

Registrar Office, McMaster University, Hamilton, Canada

- + Adopt and optimise ways of task execution to escalate staff efficiency in the registrar's office.
- + Design and prepare program code for the website/desktop to ensure appropriate accuracy and monitor efficient functionality with University standards.
- + Assist University Technology Services (UTS) to fast-track digital transformation during the pandemic outbreak and Fielded staff complaints and issues, with **+90% of issues resolved** to staff satisfaction.
- + Collaborated with cross-functional departments to develop **Registrar's Chatbot (MAC)** to resolve student queries.

Product Lead

October 2019 – December 2020

TaleTeller, Hamilton, Canada

- + Conducted product ideation, research including pre-product and post-product interviews with customers to identify problem areas and to get feedback. Initiated and received feedback from more than **150 potential customers** through surveys and customer interviews.
- + Conceived and developed an end-to-end platform to connect writers with potential customers who have a desire to write their life stories **in just three months**.
- + Developed and implemented an **AI chatbot (Sierra)** using IBM Watson Assistant to absorb user stories/experiences about different stages of life.
- + Defined KPIs, deliverables, timeline, budgets, milestones for MVP development.
- + Successfully led fundraising efforts for company, raising **\$10,000 funds** from SEPT Merit funding for extensive market research. Implemented marketing strategies leading to potential customers.
- + Performed deeper and thorough competitive analysis to isolate sustainable competitive advantage.
- + Implemented SEO goals and drove the product launch initiative across the website and social media; achieved a **35% monthly increase** in customer reach.

Software Developer

August 2017 – July 2019

Buymaxo Online Private Limited, Pune, India

- + Produced elegant user interface through a customer-focused approach in building front-end software using Agile methodologies that led to **45% increase** in signups.
- + Launched **two major projects** of the Buymaxo Ecosystem (>250k products): Buyer Admin Panel (Dashboard) and Order Management Automation. Integrated efficient third-party **API's** for seamless payment, automatic zip code detection and real-time order tracking.
- + Collaborated cross-functionality with technical and business team including design to identify new/improved features and thereby enhance the customer experience. Designed and led two usability studies with **more than 60 people** participating.
- + Collaborated with designers, developers, and product owners regularly to avail interactive and scalable website.
- + Leverage A/B testing, user research and data analytics to identify measurement methods to improve performance.
- + Pared down feature list by **30% to enable more rapid development** of critical features.
- + Executed **"Next Day Delivery"** project that resulted in **70% repeat order rate** every month.

SKILLS

Product Management	Product Development	Product Launch	Project Management	Agile Methodologies
Competitive Analysis	User experience (UX)	Marketing Strategy	Market Research	Data Analysis
Gap Analysis	Lean Continuous Improvement	Lean Six Sigma	Software Development Life Cycle	Testing
Data Visualisation	Data Organisation	Scheduling	Task Management	Information Gathering
Critical Thinking	Team Management	Leadership	Time Management	Communication

Software/Tools:

MS Office	Jira	Power BI	IBM Watson Assistant	MS Teams/Zoom	Google Analytics
Hotjar	Slack	Trello	GTMetrics	Stack Overflow	Flock

Languages and Framework:

C++	Python	AngularJS	Polymer	HTML	LESS/CSS	SASS	SEO	SQL	WordPress
-----	--------	-----------	---------	------	----------	------	-----	-----	-----------

EDUCATION

Master of Engineering in Entrepreneurship and Innovation <i>McMaster University, Hamilton, Canada</i>	December 2020 GPA: 3.8/4.0
+ Committee member of Information Technology Student Advisory Committee (ITSAC)	
Graduate Diploma in Water Without Borders, Social Sciences <i>United Nations University, Hamilton, Canada</i>	August 2020 GPA: 3.9/4.0
+ Researcher: Drought Early Warning Systems [DEWS], United Nations, Lima, Peru	
Bachelor of Engineering in Computer Science <i>Pune University, India</i>	August 2017 GPA: 3.7/4.0
+ International Website Contest Co-ordinator, IEEE R-10 Student activities Committee, Asia-Pacific.	

POSITIONS OF RESPONSIBILITY

Website Contest Coordinator <i>IEEE R10 Student Activities Committee (Asia-Pacific)</i>	June 2017
+ Conducted a website contest among student branches under different sections of IEEE Region 10 - Asia Pacific.	
+ Inter-nation connect was a major boon, my team members included IEEE volunteers from the Asia Pacific region. Exposure to conduct and lead an event at an international level.	
Technical Head <i>Pune Institute of Computer Technology - IEEE Student Branch, India</i>	March 2017
+ Elected as the head of the annual technical symposium 'CREDENZ' for:	
+ Inter-Collegiate C/C++ Coding Competition - 'Clash'	
+ Intra-Collegiate and International level Competition – 'National Computing Contest' hosted in college and on CodeChef respectively.	
Designated as the Senior Web Developer for PICT's IEEE Student Branch event 'CREDENZ'	
+ Designed and developed an entire event website.	
+ Organized web development competition - Web Weaver, for two years.	
+ Managed to get title sponsorship for Web Weaver.	

AWARDS/HONOURS

- Awarded with "Employee of the Month" by Buymaxo Online Private Limited (2018)
- Awarded with "FIRST PRIZE" in Network Category for final-year project at Impetus and Concepts (2017)
- Awarded with "SPECIAL PRIZE" and Direct placement for outstanding final-year project by Velotio Technologies. (2017)
- Idea Recognised at World's Biggest Open Innovation Model at Smart India Hackathon (2016)

VOLUNTEER ACTIVITIES

- Volunteer at Startup Weekend, ThoughtWorks Technologies, Pune, MH
- Volunteer at Bharat Innovation Summit, Vijnana Bharati and Government of Maharashtra, Pune, MH
Bharat Innovation Summit presents an opportunity for young innovators/entrepreneurs to offer problem-solving ideas and get recognition and support for prototyping/ commercialization.
 - Developed a web platform for innovators to showcase their idea or prototype.
 - Worked under the guidance of Dr. Raghunath Mashelkar (Chairperson of India's National Innovation Foundation, recipient of Padma Vibhushan, the second-highest civilian award of the Republic of India)

MEMBERSHIPS/AFFILIATIONS

- Member of Ontario Society of Professional Engineers
- Member of Entrepreneurship Exchange Community, IEEE
- Member of IEEE SIGHT (Special Interest Group on Humanitarian Technology)
- Member of IEEE Life Sciences Community, IEEE