MOHD. FAIZ SHAIKH

Pune, Maharashtra, India | +91 91455 92101 | fz.private19@yahoo.com

PROFESSIONAL SUMMARY

Product-focused professional with 2+ years of experience in POS product operations, manual testing, client support, and product research. Currently managing 300+ active clients including enterprise retail and restaurant brands operating 50+ outlets. Strong domain expertise in POS systems, multi-outlet deployments, and customer-facing ordering platforms. Seeking Associate Product Manager or Product Operations roles.

CORE SKILLS

Product Operations & Ownership | Manual Testing & Functional QA | Product Research & Competitor Analysis | Client Management | POS Systems (Web, Android, Windows) | Retail & Restaurant Technology | Enterprise & Multi-Outlet Deployments | Sales Support, Demos & Client Onboarding | Process Improvement & Documentation

PROFESSIONAL EXPERIENCE

OneGreenDiary Software Pvt. Ltd. — Support Engineer / Product Operations (2024 – Present)

• Managing 300+ active POS clients, including enterprise retail and restaurant brands with 50+ outlets

• Acting as single point of contact (SPOC) for RisePOS product operations and support

• Supporting enterprise-grade, high-volume multi-outlet POS deployments

• Performed manual testing for 6+ POS applications to ensure release readiness and stability

• Led operational support for a major retail brand operating 60+ outlets

• Conducted market and competitor research to identify product gaps and improvement areas

• Supported sales through demos, onboarding, and long-term customer success

TMBILL Software Pvt. Ltd. — Technical Support Executive (2023 – 2024)

• Managed 150+ SMB and mid-scale POS clients across India and Middle East regions

• Resolved 1500+ customer support queries with high customer satisfaction

• Provided functional support and manual testing for Android, and Windows POS systems

• Built strong foundational expertise in POS workflows and digital ordering platforms

EDUCATION

Bachelor of Business Administration (BBA) – International Business Management
DY Patil Online University, Pune (2025 – 2027)

Diploma in Computer Technology
Ajitdada Pawar College of Polytechnic, Shrirampur (2021 – 2024)