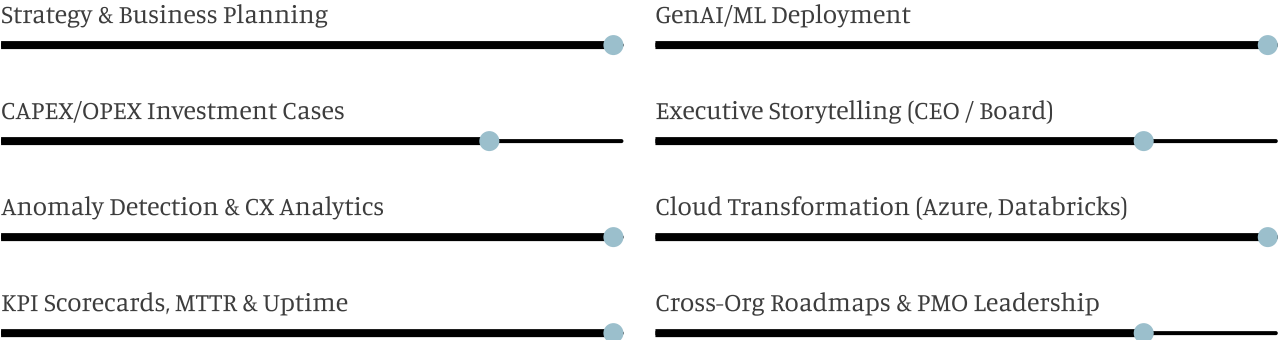# Muhammad Rizwan Butt

Address: Toronto, ON • **Phone number:** +1-514-402-8508 • **Email address:** rizwanbutt86@gmail.com •
Web: linkedin.com/in/muhammadrizwanbutt

AI & Analytics Platform Leader: 12+ yrs driving enterprise strategy. Secured $17M+ CAPEX/OPEX & delivered AI insights influencing $2B+ annual decisions. Leads 4 teams (Data Science, Dev, Data Eng, GIS); collaborating across Network, Digital, Marketing and PMO. Known for executive storytelling & vendor partnerships delivering speed & savings.

CORE COMPETENCIES

— CORE COMPETENCIES

Strategy & Business Planning	GenAI/ML Deployment
CAPEX/OPEX Investment Cases	Executive Storytelling (CEO / Board)
Anomaly Detection & CX Analytics	Cloud Transformation (Azure, Databricks)
KPI Scorecards, MTTR & Uptime	Cross-Org Roadmaps & PMO Leadership

PROFESSIONAL EXPERIENCE

10/2024 — present
Toronto, ON

Senior Manager, Analytics & Insights
ROGERS COMMUNICATIONS

Org design & leadership — Built four amazing teams (**Data Science**, Software Dev, Data Engineering, **GIS**); delivering data as a product for Wireless Network, Marketing, Digital and PMO.

AI product portfolio — Own road-map of forecasting, anomaly-detection and GenAI initiatives worth **C$ 17 M** CAPEX/OPEX; solutions underpin > **C$ 2 B** in annual decisions.

People & culture — Built succession paths, quarterly skills workshops, and a community-of-practice now **120 + members**; internal attrition < 3 %.

Stakeholder alignment — Single "front door" for VP/Director partners; monthly KPI reviews on cost, velocity, value, and risk.

Operational excellence — Platform uptime 99.98 %, **MTTR ↓ 42 %**; FinOps dashboards save C$ 4 M / yr.

Executive storytelling — Present AI impact scorecards to ELT/Board; secured incremental funding for customer-journey analytics (eCDR) and GenAI assistants, supporting products like **5GHI**.

Engineering Excellence (Netstat) — Developed real-time network monitoring platform used by 1,300+ users (NOC, Engineering, CX, Tier-2) with 99.98% SLA.

- Drives proactive fault isolation and improves mean-time-to-detect by 42%.
- Led the development of E2E anomaly detection capabilities spanning wireless Radio Access to Core enabling **geographical fault detection**.
- Serves as single source of truth for all real-time and long term **radio/core KPIs** and counters.

07/2021 — 09/2024
Toronto

Manager, Analytics & Insights
ROGERS COMMUNICATIONS

- Managed **12 direct reports**, coordinate **20+ matrix staff**; scaling org toward 200-person vision.
- Launched GenAI agents (OpenAI, Llama) contextualizing network KPIs in natural language—cut frontline issue resolution time by 30%.
- Delivered churn and upsell models integrated with Customer 360 API—500K API calls/day, AUC 0.88, with 99.9% availability.

PROFESSIONAL EXPERIENCE

• Designed & deployed ML-powered forecasting platform used by planning, marketing, and commercial teams—reduced planning cycle by 35%.
• Drove cloud migration and self-service data-science workspace (RBAC, tokenization) adopted by all engineering tribes.
• Own monthly KPI governance: capex/opex vs. value, platform uptime, MTTR, cost-per-pipeline.

05/2018 — 06/2021
Toronto, ON

Team Lead / Principal Designer, Data Science
ROGERS COMMUNICATIONS
• Led team of 8 across AI/ML dashboard development, geo-analytics, and ML pipelines.
• Created ML solutions optimizing $150M in capital investment through better resource allocation and predictive modeling.
• Collaborated with engineering, marketing, and IT teams to deliver impactful AI use cases under agile delivery cycles.

01/2013 — 04/2018
Toronto, ON

Senior Solutions Engineer (progressed from New Grad/Engineer I/II)
TELUS
• Created ML-informed subscriber heat maps guiding multi-billion-dollar spectrum bids.
• Designed automation tools and ML-based monitoring to improve operational response times and service reliability.

EDUCATION & PROFESSIONAL DEVELOPMENT

01/2011 — 02/2013
Montréal

Master of Electrical Engineering
McGill University
Telecommunications, CS, AI

09/2016 — 01/2017
Toronto

Data Science
University of Toronto
Maximizing Value from Predictive Analytics & Big Data

09/2024 — 12/2025
Toronto

Generative AI and Analytics
Databricks Academy
GenAI Engineering/Data Analytics with DB

SELECT AWARDS & RECOGNITION

Ted Rogers Award
2019, 2022, 2023

Top Performing Manager
Rogers
2021-2024

BOARD & COMMUNITY LEADERSHIP

Toronto

Founder
Rogers Data Engineering Community of Practice
120+ members sharing best practices in lakehouse, Data Science and AI productization.