

# RAHIL SHAH

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## PROFESSIONAL SUMMARY

Results-driven Software Engineer with 2+ years at NEC Software Solutions, transitioning to Product Management. Enhanced software usability and reduced support issues by 20% through Agile workflows and strategic execution. MS in Engineering Management (Merit) with expertise in aligning technical innovation with business goals to craft scalable, user-centric products.

## EDUCATION

<b>Aston University</b> , Birmingham, UK	<b>Sep 2023 - Sep 2024</b>
Master of Science (MS), Engineering Management	Grade: Merit
<ul style="list-style-type: none"><li>• <b>Dissertation:</b> "Bridging the Gap: Technical Skills and Managerial Competencies in IT Projects" (<b>Distinction</b>)</li><li>• <b>Some Modules:</b> New Product Introduction Process, Project Management, Customer Engagement</li></ul>	
<b>K.J. Somaiya Institute of Engineering and Information Technology</b> , Mumbai, India	<b>Aug 2017 - May 2021</b>
Bachelor of Engineering (BE), Computer Engineering	Grade: 8.44/10
<ul style="list-style-type: none"><li>• <b>Research:</b> "A Novel Approach to Detect Future Arising Knee Problems" – <b>Led concept-to-prototype development</b></li></ul>	

## SKILLS

**Product Development:** NPI, Requirement Gathering, Roadmap Development, Market Analysis, User Research  
**Project Management:** Agile, Risk Management, Strategic Planning, Process Optimization, Stakeholder Management  
**Tools:** Jira, Azure DevOps, Power BI, Salesforce, MS Office  
**Technical Skills:** Java, C#.Net, Javascript, SQL, Python, HTML/CSS, AI Tools  
**Soft Skills:** Leadership, Cross-Functional Collaboration, Communication, Problem-Solving, Team Building, Adaptability

## WORK EXPERIENCE

<b>Argos</b> , Birmingham, UK	<b>Customer Advisor</b>	<b>Oct 2024 – Dec 2024</b>
<ul style="list-style-type: none"><li>• Helped customers daily, noting their preferences to spot service needs, which taught me the value of user-focused insights.</li><li>• Solved customer issues with care, tailoring solutions to boost satisfaction by 15%, fueling my passion for user designs.</li></ul>		
<b>NEC Software Solutions</b> , Mumbai, India	<b>Software Engineer</b>	<b>Jun 2021 – Aug 2023</b>
<ul style="list-style-type: none"><li>• Collaborated with cross-functional teams to deliver innovative software solutions, streamlining Agile product workflows.</li><li>• Facilitated sprint planning, gathering user feedback and translating them into prioritized features for product roadmaps.</li><li>• Mitigated risks through proactive analysis, reducing delays by 15% for seamless product execution.</li><li>• Leveraged Jira and Azure DevOps to track progress, align teams, and support effective product roadmap execution.</li><li>• Integrated customer insights from reviews, reducing support issues by 20% for user-centric design and product gains.</li><li>• Optimized SQL queries, improving data performance by 30% to provide actionable product insights for decision-making.</li></ul>		
<b>Hertzsoft Technologies Pvt. Ltd.</b> , Mumbai, India	<b>Web Developer Intern</b>	<b>Nov 2019 – Dec 2020</b>
<ul style="list-style-type: none"><li>• Proactively coded responsive websites, ensuring seamless user experiences that sparked my interest in product design.</li><li>• Managed project timelines with stakeholders, aligning deliverables with goals, honing my skills in team coordination.</li></ul>		

## PROJECTS

<b>CallTouch &amp; Aspire</b>	C#, .Net, HTML/CSS, Javascript, jQuery, SQL
<ul style="list-style-type: none"><li>• Built innovative features and boosted performance for NEC's control room software, improving incident reporting and communication via API integration and SQL migration, sparking my focus on product optimization.</li></ul>	
<b>KneeInspect</b>	React Native, ML, HTML, CSS, JavaScript
<ul style="list-style-type: none"><li>• Directed a cross-functional team, collaborating closely with healthcare experts to develop a cutting-edge knee injury app, streamlining evaluations and offering tailored exercise recommendations to enhance user health and engagement.</li></ul>	

\* **Note:** Additional Projects detailed on [LinkedIn](#)

## LEADERSHIP & ACHIEVEMENTS

<b>Postgraduate Mentor</b> , Aston University	<b>Jun 2024</b>
<ul style="list-style-type: none"><li>• Mentored new students, offering guidance for a smooth transition into postgraduate studies and academic life.</li></ul>	
<b>Program Organiser</b> , K.J. Somaiya Institute of Engineering and Information Technology,	<b>Dec 2022</b>
<ul style="list-style-type: none"><li>• Organized a winter internship on "Azure DevOps, Java, and Web Development" for 100+ students.</li></ul>	
<b>Rising Star</b> , NEC Software Solutions	<b>Apr 2022</b>
<ul style="list-style-type: none"><li>• Recognized for driving innovation and strategic initiatives, boosting team performance and client satisfaction.</li></ul>	
<b>Magazine Head</b> , AURA at K.J. Somaiya Institute of Engineering and Information Technology	<b>Jun 2021</b>
<ul style="list-style-type: none"><li>• Led a team to produce the annual magazine, managing timelines and events while publishing community literature.</li></ul>	

## CERTIFICATIONS

• <b>Chartered Management Institute:</b> CMI Level 7 in Strategic Management and Leadership Practice	Jan 2025
• <b>Business Analysis for Project Managers</b>	May 2024
• <b>Getting Started as an Agile Project Manager</b>	May 2024
• <b>Project Management Institute:</b> Project Management Foundations	May 2024
• <b>Project Management Institute:</b> Giving and Receiving Feedback	Jul 2022
* <b>Note:</b> See <a href="#">LinkedIn</a> for more certifications	