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RAHIL SHAH

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PROFESSIONAL SUMMARY

Results-driven Software Engineer transitioning to Product Management with 2+ years at NEC Software Solutions. Drove 25% higher user satisfaction by integrating customer insights into Agile product roadmaps. MS in Engineering Management (Merit) with a proven ability to align technical innovation with business goals, delivering scalable, user-centric solutions.

EDUCATION

Aston University, Birmingham, UK · **Sep 2023 - Sep 2024**
Master of Science (MS), Engineering Management · Grade: **Merit**
- **Dissertation:** "Bridging the Gap: Technical Skills and Managerial Competencies in IT Projects" **(Distinction)**
- **Some Modules:** New Product Introduction Process, Project Management, Customer Engagement

K.J. Somaiya Institute of Engineering and Information Technology, Mumbai, India · **Aug 2017 - May 2021**
Bachelor of Engineering (BE), Computer Engineering · Grade: **8.44/10**
- **Research:** "A Novel Approach to Detect Future Arising Knee Problems" – **Led concept-to-prototype development**

SKILLS

Product Development: Product Lifecycle, 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

Argos, Birmingham, UK · **Customer Advisor** · **Oct 2024 – Dec 2024**
- Helped customers daily, noting their preferences to spot service needs, which taught me the value of user-focused insights.
- Solved customer issues with care, tailoring solutions to boost satisfaction by 15%, fueling my passion for user designs.

NEC Software Solutions, Mumbai, India · **Software Engineer** · **Jun 2021 – Aug 2023**
- Collaborated with cross-functional teams to deliver innovative software solutions, streamlining Agile product workflows.
- Facilitated sprint planning, gathering user feedback and translating them into prioritized features for product roadmaps.
- Mitigated risks through proactive analysis, reducing delays by 15% for seamless product execution.
- Leveraged Jira and Azure DevOps to track progress, align teams, and support effective product roadmap execution.
- Integrated customer insights from reviews, reducing support issues by 20% for user-centric design and product gains.
- Optimized SQL queries, improving data performance by 30% to provide actionable product insights for decision-making.

Hertzsoft Technologies Pvt. Ltd., Mumbai, India · **Web Developer Intern** · **Nov 2019 – Dec 2020**
- Proactively coded responsive websites, ensuring seamless user experiences that sparked my interest in product design.
- Managed project timelines with stakeholders, aligning deliverables with goals, honing my skills in team coordination.

PROJECTS

CallTouch & Aspire · *C#, .Net, HTML/CSS, Javascript, jQuery, SQL*
- 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.

KneeInspect · *React Native, ML, HTML, CSS, JavaScript*
- 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.

* Note: Additional Projects detailed on LinkedIn

LEADERSHIP & ACHIEVEMENTS

Postgraduate Mentor, *Aston University* · **Jun 2024**
- Mentored new students, offering guidance for a smooth transition into postgraduate studies and academic life.

Program Organiser, *K.J. Somaiya Institute of Engineering and Information Technology*, · **Dec 2022**
- Organized a winter internship on "Azure DevOps, Java, and Web Development" for 100+ students.

Rising Star, *NEC Software Solutions* · **Apr 2022**
- Recognized for driving innovation and strategic initiatives, boosting team performance and client satisfaction.

Magazine Head, *AURA at K.J. Somaiya Institute of Engineering and Information Technology* · **Jun 2021**
- Led a team to produce the annual magazine, managing timelines and events while publishing community literature.

CERTIFICATIONS

- **Chartered Management Institute:** CMI Level 7 in Strategic Management and Leadership Practice · *Jan 2025*
- Business Analysis for Project Managers · *May 2024*
- Getting Started as an Agile Project Manager · *May 2024*
- **Project Management Institute:** Project Management Foundations · *May 2024*
- **Project Management Institute:** Giving and Receiving Feedback · *Jul 2022*

* Note: See LinkedIn for more certifications