

Sayma Khan

Dual Citizen of USA and Canada | Seeking 2024 New Grad PM Opportunities

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Education

University of Waterloo | Candidate for B.A.Sc. in Honours Computer Engineering Sep 2019 – Apr 2024

- **Courses:** B2B/B2C Product Management, Operations Management, Data Structures & Algorithms (C++), Digital Hardware Systems, Databases (SQL), Operating Systems (C++), Networks (Python), Software Architecture (Kotlin).
- **Awards & Activities:** President's Scholarship, Elected Representative of Engineering Society, PM Club, CS Club, Photography/Film Club, Visual Arts Club, Ultimate Frisbee.

Experience

Product Manager | Datadog New York, NY, USA | Sep 2023 – Dec 2023

- Led the Internal Data Analytics platform team for Datadog's APM product to enable engineering, product, and company executives to make **data-driven** business decisions.
- Designed **3** dashboards on **Metabase** to visualize core usage and telemetry data for over **5,000** user applications.
- Conducted **50+** customer interviews and defined engineering tasks on **Jira** to visualize **40+ KPIs** (e.g, onboarding time to value, release version adoption overtime) for **4** external products.

Product Manager | Datadog New York, NY, USA | Jan 2023 – Apr 2023

- Designed and demoed crashlytics product features that resulted in closing deals with **\$1M+ ARR** customers.
- Released **8** features in the crash reporting product by conducting a competitive **market analysis**, interviewing **10+** customers, prototyping in **Figma**, and presenting product **specs** to engineers.
- Launched an internal dashboard that aggregates crash data from **thousands** of customers to measure feature usage.
- Developed a **technical PoC** to determine **requirements** to expand product into tracking back-end crashes, doubling **total addressable market**.

Program Manager | Opal Menlo Park, CA, USA (Remote) | Jan 2022 – Dec 2022

- Launched **5+ customer-centric** features within **2** months to increase **user engagement** by **10%**.
- Triaged key **user stories** on **Jira backlog** while managing **product roadmap**, releasing **MVP 1 month** early.
- Directed **3 cross-functional** teams to resolve architectural issues, accelerating **sprint velocity** by **20%**.

Software Developer | Thomson Reuters Toronto, ON, CA (Remote) | Jan 2022 – Apr 2022

- Aggregated performance data from **50+** Azure Pipelines to spot bottlenecks, increasing **feature release speeds** by **10%**.
- Visualized user-related **KPIs** by integrating **Datadog** RUM with client apps to showcase data from **1.5 million** users.
- Designed a **proof-of-concept** to rebuild platform registration flow using **Blazor**, reducing repository size by **34%**.

Software Developer | Thomson Reuters Toronto, ON, CA (Remote) | May 2021 – Aug 2021

- Shipped full-stack features in **.NET** and **Angular** to optimize the payment workflow for **20,000** firms/banks.
- Utilized **Apollo GraphQL** to securely retrieve the bill payment status from **millions** of client invoices.

Front-End Developer | TAMVOES Health Waterloo, ON, CA (Remote) | Sep 2020 – Dec 2020

- Developed front-end features with Figma, Bootstrap, and jQuery, achieving a **20%** increase in **user engagement**.
- Examined metrics from **Hotjar** to implement more intuitive UI changes to boost **website traffic** by **450%**.

Junior Software Developer | TAMVOES Health Waterloo, ON, CA | Jan 2020 – Aug 2020

- Refactored registration and onboarding flow using **Bootstrap** and **jQuery**, boosting **conversion rate** by **200%**.
- Designed a go-to-market **strategy** for monthly product **feature launches** that attained **100+** subscribers.

Projects and Activities

Hardware: Embedded Microprocessor Systems—Infrared (IR) Thermometer [View Project](#)

- Led team research on analog-to-digital converters (ADCs) to find which were most power-efficient and cost-effective.

Facebook Hackathon (Artificial Intelligence and Machine Learning): InterChat [View Project](#)

- Co-engineered a **MERN** stack application using **NLP** to streamline the resume-screening process for recruiters.

Skills

- **PM Tools:** Metabase, Tableau, Salesforce CSM, Confluence, Figma, Azure DevOps, Jira, Asana, Git, Excel, Agile.
- **PM Skills:** PDLC, Data Analysis, Market Analysis, Design, Strategy, Engineering, User Empathy, Collaboration, Leadership.
- **Languages/Frameworks:** Python, SQL, C/C++, Java, .NET, Angular, React, Node.js, MongoDB.