

# YAZAN AL-KATANANI



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## EDUCATION

**University of Waterloo**

May 2023

Bachelor of Applied Science in Chemical Engineering (Honours BAsC)

*with Specialization in Chemical Process Modelling, Optimization and Control*

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## PROFESSIONAL EXPERIENCE

**Product Manager**

May 2023 - Present

**Animo Tech**

Toronto, ON

- Automated supplier report receipt and QC sampling processes with VBA, cutting manual processing time by 10% daily.
- Developed a Python/OpenCV app to read seven-segment displays for firmware and PCB validation
- Weekly presentation of PowerBI reports tracking store RMAs, flagging underperforming stores and reducing false submission rate by 30%
- Drafted SOPs for teardown analysis, and standardized inspection procedures by implementing AQL levels, improving defect detection rate by 8%
- Prepared monthly presentations for manufacturers, categorizing issues by severity to drive targeted product improvements.
- Designed electro-mechanical test fixtures to simulate real-world product usage and identify potential failure points
- Teardown analysis of customer returns to determine root causes of device failures.
- Overhauled customer return policy by introducing complaint-based screening requirements, reducing falsified submissions by 40%
- Aligned sales and engineering teams, translating customer feedback to targeted engineering change requests (ECRs) to resolve post-launch issues

**Product Analyst**

May – Aug 2022

**Loblaw Companies Limited (Shopper's Drug Mart)**

Toronto, ON

- Directed project requirements using Gherkin to facilitate stakeholder needs
- Constructed JIRA user stories pertaining to the development of customer interfaces and set KPIs to monitor HealthWatch form submissions
- Evaluated automated drug dispensing solutions within the provincial distribution center (Tomson Robots, SynMed XF, SynMed Ultra, VBM)
- Designed a VBA utility to allow backwards compatibility of standard design team feedback forms

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## CORE COMPETENCIES

Python

C/C++ (Arduino)

Notion/Asana

SQL

Excel/VBA

MiniTab

PowerBI

AutoCAD