

KAZIM ALI

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CORE COMPETENCIES

- User Experience (UX) Design and User Feedback Analysis
- Market Analysis and Competitive Research
- GTM Strategies
- Strategic Product Management
- Software Development
- Data Analytics and Metrics-Driven Product Optimization
- Stakeholder Management
- Product Lifecycle Management
- Trello, Miro, Figma, ServiceNow, Jira, Azure DevOps, Tableau

Product Manager | Landis and Gyr Pvt Ltd, Noida, India

Nov'16 – Aug'22

- Implemented agile quality practices that significantly reduced product defects by 62% and critical production issues by 51%.
- Established a customer advocacy team and refined the feedback-driven development process, culminating in a comprehensive 31% boost in overall customer satisfaction scores.
- Conducted deep-dive analyses into revenue data, sales conversions, and customer spending behaviors to optimize product roadmap priorities, yielding a substantial 22% growth in average revenue per customer.
- Elevated in-app self-service adoption by 38% by integrating UX feedback from over 200 customers, leading to a 15% reduction in support volume and a 27% decline in escalations.
- Leveraged data analytics to drive key product changes, leading to a 36% increase in DAU/MAU and a 48% rise in user sessions, as well as significant improvements in customer satisfaction (CSAT up 31%) and loyalty (NPS up 38%).

EXPERIENCE

Landis and Gyr Pvt Ltd

Tokyo, JAPAN

Product Manager for IoT apps, smart meters for TEPCO

Oct'18 – Aug'22

Responsibilities:

- Developed clear vision and plan for MDMS, AMI products, and services, aligning them with firm objectives.
- Spearheaded the development and launch of a new service line, offering training sessions and business insights, securing 100% client retention and contributing to an 80% increase in project revenue.
- Launched Operational Insights on command Center (Web & Mobile), created forecasts and metrics reporting in Tableau, defined Product strategy, Customer acquisition strategy, and Go-to-Market.
- Created and led a new service line that provides customers with training sessions and business insights and 100% client return for additional projects which resulted in 80% project revenue increase on average.
- Identified project goals, allocated resources, and managed costs to enhance overall project efficiency by 20% in 36 months.

Environment: Agile Methodology, Lean Product Development, User Acceptance Testing (UAT), Product Development Lifecycle

Skills: Product Management, Strategic Planning, Market Research, Customer Insights, User Experience Design, Agile Methodologies, Stakeholder Management, Data Analysis, Product Roadmapping, Cross-Functional Collaboration, Iterative Development, Product Launch Strategies

Languages: R, Python Bitmap, SQL, Oracle 12c, Unix, Dotnet, Linux, Windows SQL

Tools used: Jira, Asana, Trello, Productboard, Aha!, Miro, Sketch, Figma, InVision, Mixpanel, Google Analytics, Tableau, Power BI, ServiceNow

Program Manager for AMI and MDMS Deployment - APS,

Arizona, Unites States

Responsibilities:

Nov'16 -

Oct'19

- Experienced in Agile and Scrum methodologies, including Daily Scrum, Product Backlog, Release Burn down, Scrum Master, Sprint Planning, Task board, To-do, and Work in Process Charts.
- Proficient in creating and managing project schedules, budgets, and resource allocation using MS Project.

- Managed a team of 30+ members, ensuring high motivation, engagement, and performance.
- Conducted regular status meetings with stakeholders to review progress against SOW, address issues or risks.
- Created CR, URS, and FRS documents for system application development.

Environment: Waterfall Methodology, Agile, UAT Sign-off, Pre-Production.

Skills: Business Delivery, Project management, Quality Assurance, Team management, Case management, Problem management, Presentations, Cloud Operations, SaaS, PaaS, Process Improvements, Customer Advocacy, Stakeholder's feedback

Languages: R, Python Bitmap, SQL, Oracle 12c , Unix, Dotnet, Linux, Windows SQL

Tools used: Asana, Wireframes, User Flow, Mix panel, ServiceNow, PowerBi, Tableau, Jira, Trello, Visio

EDUCATION

San Jose State University | M.S. in Engineering Management,

Aug'22-May'24

Dr. APJ Abdul Kalam Technical University | Bachelor of Technology in Electronics & Communication Engineering

CERTIFICATION

PMP - Project Management Professional

June 2023

Breaking Into the Product Management – Product School

April 2023

Certified SAFe 5 Practitioner Certification by People Certification by Scaled: Agile Framework

Apr 2023

ACADEMIC PROJECTS

SJSU Coaching Academy - Using Engineering Management Principles

- Conceptualized and built a MVP a blueprint for a successful Coaching academy, aimed at enabling Engineering Mgmt - undergrads and graduate students, to meet the demands of available opportunities available in Silicon Valley and prepare them for higher roles such as Product manager, Project manager, Scrum master, Product Owner etc.

Exploratory Data Analysis – COVID 19:

- Performed Exploratory Data Analysis using statistics and visualizations to analyze and identify trends in a data set of Covid-19 and its implications throughout the past two years.
- Performed data collection, data cleaning, and univariate and bivariate analysis.