

Faheem Mistry

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A **Harvard Extension School result-oriented Product Manager** with almost **5 years** of experience in driving day-to-day digital products, delivering commitments on time for large-scale IT projects in fast-paced and collaborative **Fintech** environment. A fast and eager learner with **Project Management Professional (PMP) Certification**, committed to deliver innovative solutions with a proven track record of solving key business problems into simple and effective **innovative solutions** to maximize business value from IT investments.

Global Recognitions and Key Skillsets

- Successfully completed **Project Management Professional (PMP)** from **PMI org**, enabling me to coordinate with cross-functional teams to drive product development and contribute to exponential growth
- Displayed **strong presentation & interpersonal communication skills**, both verbal and written in order to establish rapport and build credibility with stakeholders at multiple levels, internal as well as external vendors
- Highly skilled in various project management principles and tools like **Scrum Agile**, Waterfall, **Scrum, Kanban, Atlassian Jira, GitLab, Confluence, ServiceNow**, Quality Assurance and Control
- Exceptional knowledge in Agile Software Development Lifecycle (SDLC), **Microsoft Office (PowerPoint & Excel)**, **Python** and **SQL**, providing technical solutions in specialized areas to meet business objectives
- **Demonstrated product management, analytical thinking, problem solving, & stakeholder management** skills to enable seem-less flow of project work as per the planned scrums and schedule for multiple projects

Professional Experience

JANUARY 2022 – JANUARY 2024

Product Manager | IDFC First Bank Ltd

- Fostered a collaborative working environment with a team of **37 members**, including BAs, **Salesforce Devs** and QAs in order to deliver smooth and efficient **solution** as per the overall product roadmap vision
- Participated in **daily stand-up and scrum calls** to ensure continuous integration for **prioritizing backlog items and user stories**, ensuring the solutions are aligned with stakeholder's expectations
- Digitalized the entire **Loan Origination Process** of the bank on **Salesforce web app**, providing an end-to-end paperless journey from inception to delivery, improving the stakeholder satisfaction **by 30 times margin**
- **Translated business objectives** into functional and technical solution requirements, setting a **digital product roadmap** defining a Most Viable Product (MVP) and using an incremental business approach, to improve upon existing business process, which lead to reducing overall **Turnaround Time (TAT) by 40%**
- Acted as a single point of contact for the **technology team** in case of escalations, issues, roadblocks, impediments and hurdles during the Sprint, ensuring on-time delivery and maintaining quality standards
- Built an online **web** portal enabling end-users to research on various educational programs across the world and apply for Education Loan (EL), which **doubled the revenue** of the bank for EL Business Unit
- Facilitated problem-solving and collaborated with **cross-functional teams**, recommending improvements analyzing feedbacks and addressing implementation challenges to deliver complex products

OCTOBER 2021 - JANUARY 2022

Technical Business Analyst | India Infoline Finance Limited (IIFL)

- **Lead product backlog grooming calls** to build a modern stock market trading application, facilitating the customers to trade and invest in the stock markets, mutual funds and derivatives at their fingertips
- Analyzed and translated **business requirement** into a clear, concise and accurate documentation including **BRDs, FRDs/FSD, user stories and test cases**, facilitating a clear understanding of the Stakeholder's vision
- **Conducted Sprint retrospective calls** with cross functional teams at the end of every Sprint, identifying and improvising on the team's strengths and weakness, to remove impediments for the next product releases
- Collaborated with various clients like **Google Pay and Airtel payment bank** to develop a like Progressive Web Applications (PWA) solution which was designed and customized as per client's need and expectations
- Acted as a **Single Point of Contact (SPOC)** for the technology team to ensure a timely product release

SEPTEMBER 2019 - OCTOBER 2021

Technical Business Analyst | A.K. Capital Finance Limited

- Devised first in class **electronic platform**, in the Indian **Capital market**, which digitalized the **nationwide** trading of **fixed income securities** like bonds and debentures in secondary and primary **financial markets**
- Developed and delivered comprehensive **Business Requirement Documents (BRDs)**, Design documents, Use Cases and process models as per the **functional and technical requirements** for successful delivery
- **Liaised** between **business community** and IT organization for implementation and integration of various solutions, ensuring it aligns with end-to-end business needs and goals to ensure timely project delivery
- Provided Quality Assurance by infusing quality control in every phase of Software Development Lifecycle (SDLC) by conducting continuous regression testing from a **QA standpoint**, prioritizing performance issues
- Participated and collaborated in **requirement analysis, product designing and project planning** to arrive at an accurate release plan with proper **scope release deliverables** as per a pre-defined **release cycle**
- Created acceptance criteria based on the requirement, which acted as a guide for the technology teams to set a benchmarks and standard for all the features and useful in assessing and evaluating test cases
- **Worked proactively and constructively in a fast-paced, collaborative, matrixed team environment.**, capturing **feedback** and **inputs** for the adjusting and re-prioritization approach wherever required

Education

OCTOBER 2023

Certificate of Project Management Professional (PMP) | Project Management Institute (PMI)

JULY 2020 – NOVEMBER 2022

Master's of Computer Application (M.C.A.) | Amity University, Noida

FEBRUARY 2019 – FEBRUARY 2020

Post Graduate Diploma in Data Science (P.G.D.D.S) | IMS Proschool

AUGUST 2018 – NOVEMBER 2020

Master's of Management Studies (M.M.S. - Finance) | University of Mumbai

JUNE 2015 – MAY 2018

Bachelor's of Commerce (B. Com) | University of Mumbai

Additional Qualifications

- **Advanced Machine Learning & Artificial Intelligence Course** 2021
IMS Proschool
- **Flutter Development Bootcamp with Dart** 2020
Udemy
- **Web Development Bootcamp-(HTML & CSS, JavaScript & REST APIs)** 2020
Udemy
- **Artificial Intelligence in Business world** 2019
Harvard Extension School
- **AWS Certified Solutions Associate** 2019
Amazon Web Services
- **PHP and MySQL** 2018
Compufield
- **Python Programming** 2018
Compufield
- **Java Developer** 2018
Compufield