HAROON RASHID

517 William Street • Boonton, NJ 07005 • (862) 812-1242 • haroon.rashid1994@gmail.com

SUMMARY

- Technical product manager & certified scrum master seeking advanced opportunities in project execution, software delivery & business strategy; engineer passionate about solving large-scale problems through leadership engagement & people management

WORK EXPERIENCE

JPMorgan Chase & Co., Jersey City, NJ

Digital Product Manager for Corporate Investment Bank - Digital Platform Services   *March 2020 – Current*

- Design, engineer & implement a new digital platform, based in OpenFin technology, to provide efficient application discovery & developer tools to more than 20,000 users in CIB
- Drive delivery of three distinct features across the platform, enabling developers to utilize two API service & a new automated, self-service configuration tool, reducing support costs by 60%
- Own, lead & manage the desktop channel, developing the marketing strategy, producing content on a website & creating on boarding guides for new users; supported & automated on boarding for more 100,000 users & 150 application teams
- Define & adopt an Agile model for software delivery, improving team performance by 60%, reducing technical debt by 30% & increasing sprint velocity by more than 40%, specifically through efficient resource allocation & set capacity for defects
- Manage expectations from more than 30 stakeholders across the organization by providing key insights, reporting new updates & developing creative solutions for disparate business needs
- Produce, manage & prioritize a roadmap with a set of 15 new features or capabilities, to optimize stability, increase performance & drive integrity of the digital platform, channels & its assets
- Partner with technology team to define, estimate, test and implement user stories with appropriate structure, including description, acceptance criteria and business value

Project Execution & Certified Scrum Master (CSM) in Global Technology – Infrastructure Automation   *July 2017 – March 2020*

- Created roadmaps, implemented strategies and produced designs for an orchestration engine, aimed to provision virtual servers, automating infrastructure delivery by more than 50%, eliminating several inefficient manual processes
- Improved customer experience through the adoption of a single-entry, streamlined user interface, optimizing usability by 30%
- Worked directly with engineers to design & architect an infrastructure system, translating requirements into workflows
- Removed daily impediments through constant identification of issues & directed these to the right personnel with minimal impact
- Led Agile ceremonies, including daily scrum, sprint planning, product backlog refinement, retrospectives and demos to ensure fast & efficient delivery of incremental software
- Identified, tracked & reported dependencies for requirements & then, worked directly with engineering teams to ensure there were no discrepancies between customer expectations, acceptance criteria and definitions of done
- Established basic scrum guidelines through Confluence to ensure developers followed a clear & consistent protocol for code check-ins, commits & deployments; implemented controls & processes to a high degree through re-enforcement
- Provided transparency on product & sprint backlogs to by updating Agile tracking systems, such as JIRA
- Improved team's performance by 50% through effective progress tracking mechanisms, such as sprint burn-down and velocity chart
- Drove execution & delivery of compute platform program requirements, such as enabling more than 1000 virtual services in three global data centers; monitored the compute, storage, performance, utilization & security of each server
- Addressed communication gaps between clients, stakeholders, product managers and development teams by applying facilitation techniques & coaching practices from scrum workshops & trainings
- Demonstrated true business value of product increments (features, enhancements, etc.) to clients & stakeholders by hosting weekly presentations, including demos & hands-on workshops at the end of each sprint

Summer Technology Analyst for Global Technology - Problem & Incident Management   *June 2016 – August 2016*

- Worked directly with engineers, incident managers and operate teams to resolve more than 50 high priority infrastructure issues related to UNIX, WINTEL, storage, network, database, software, cloud and mainframe; identified automated solutions through RCA (root cause analysis)

VOLUNTEERING

Agile Network

Jersey City Lead   *October 2017 – Present*
- Led event management, marketing and communication work streams; organized a philanthropy event in partnership with the Boys & Girls Club of Hudson County; arranged more than 100 summer kits for under-privileged elementary school students

Technology for Social Good

UI Designer/Software Engineer   *October 2017 – May 2018*
- Worked as a software developer to identify product requirements, design a user interface (UI) and implement an application that converted speech to text for autistic children in a non-profit organization, Eden II; won an award for delivering a top solution

EDUCATION

Stevens Institute of Technology, Hoboken, NJ

Bachelor of Engineering in Electrical Engineering, May 2017