

SABA A. RIZVI

STRATEGY & OPERATIONS MANAGER

Leveraging Client-Centric Culture in Building Scalable & Efficient Engineering Solution

sabaarizvi@hotmail.com



480-399-1609



San Jose, CA



[LinkedIn.com/saba-rizvi-796311109](https://www.linkedin.com/in/saba-rizvi-796311109)



KEY COMPETENCIES

Business Development
Strategic Initiatives
Management Consulting
Business Process Optimization
Stakeholder Management
Business Planning & Analysis
Business Process Design
Program & Data Management
Deep Dive Analysis
Data Analytics
Product Management
E-Commerce
Information Technology
Social Media Networking
Strategic Planning & Execution
Organizational Architect
Agile Methodology
Concept Development

EDUCATION

Executive Master of Business Administration

Cornell University, Ithaca, NY

Executive Master of Business Administration

Queen's University, Ontario, CA

Bachelor of Science in Business Management

University of Phoenix

PROFESSIONAL PROFILE

Analytical, articulate, data-driven engineering program management professional with 5+ years of functional and operational experience in the domains of technology. Multifaced leader and team member with stellar interpersonal skills devoted to communicating with personnel in various roles, functions, and levels. Ambitious and conscientious individual with a relentless work ethic and proven track record committed to implementing a cross-functional approach in identifying pain points. Drive improvements through adept attention to detail and by understanding as well as defining business initiatives and requirements to build end-to-end process to ensure sustainability.

CAREER LEGACY & ACHIEVEMENTS

PRODUCT OWNER/PROJECT MANAGER

Cisco Systems – San Jose, CA | February 2019 – Present

- ✓ Subject matter expert in **delivering strategic initiatives for business transformation of Software and License delivery**; review of existing internal business processes, data, and user pain points.
- ✓ Develop tailored and innovative solutions to **reduce costs, increase revenue while maximizing profits** in an Agile Tribe Squad based Release Train model.
- ✓ Influence and support Business Architects by delivering recommendations to **identify operational capabilities**, business processes, and user requirements.
- ✓ Assess Smart Licensing business scope for operational impact and communicate changes on a release basis to the support team.
- ✓ **Define acceptance criteria** to author user stories while handling data and conducting analysis to generate upper management consumption reports.
- ✓ Function as the **Voice of Customer (VOC)**; review, categorize, and prioritize customer feedback into applicable process and UI improvements.
- ✓ Deliver support to different Cisco business units and resolve daily production issues and the month-end closure of P1 issues.
- ✓ Oversee stakeholder engagement, KPI development and business analytics.

SENIOR BUSINESS ANALYST/PRODUCT OWNER

Cisco Systems – San Jose, CA | June 2013 – January 2019

- ✓ Determined **business needs, product strategy, and vision for technological alignment** from offer definition to transaction capabilities.
- ✓ Resolved system issues with the Advanced Service Quotes and Order Booking
- ✓ Supported Cisco Sales, Business Development Managers, and Deal Support Team.
- ✓ **Developed a global adoption strategy** from the legacy stand-alone pricing tools to Cisco's Enterprise commerce platform.
- ✓ Formulated a **roadmap vision across multiple cross-functional teams** coupled with a regular status update in managing risks and dependencies.
- ✓ Participated in Estimate and Quote creation in SFDC, Backlog Grooming, Sprint Planning, Daily Stand-up, and Sprint Retrospective while driving end-to-end Business Acceptance Testing (BAT) or User Acceptance Testing (UAT).
- ✓ Prepared **training materials for every major release and recognized for designing business flow diagrams and context-level diagrams**.
- ✓ Captured requirements or business rules in a Business Requirement Document (BRD) and developed Cases and System Flow for impacts.
- ✓ Launched SQL queries and accessed back-end data for testing and reporting.



TECHNICAL EXPERTISE

MS Office Suite

(Word, Excel, PowerPoint)

SQL**ERP****Microsoft Projects | Visio****Rally****HP Quality Center****Cisco's Advanced Services Quoter
Tool****Advanced Services Pricing Tools****Cisco Commerce Workspace
(CCW)****Salesforce (SFDC)****Pega****Tableau****MindJet Mindmanager****Cisco Smart Software Manager
(CSSM)****Smartsheet Management**

PROFESSIONAL AFFILIATIONS

MEMBER**Delta Mu Delta, International
Business Honors Society****MEMBER****Phi Theta Kappa Honors
Society**

CAREER LEGACY & ACHIEVEMENTS (Continuation)

CLIENT COORDINATOR/BUSINESS ANALYST**Commoditrade LLC – Phoenix, AZ | December 2010 – May 2013**

- ✓ Provided support on all campaigns by maintaining constant communication and updates on project progress with the assigned team and Client Manager.
- ✓ Contributed to the **client's strategic planning process**.
- ✓ Exemplified analytical skills, engineering knowledge, and adept presentation skill in **translating technical terminologies to layman's term**.
- ✓ Reported to internal and external stakeholders, the result of the collected and translated client solutions requirements.
- ✓ **Ensured the fulfillment of client expectations** through the conversion, composition, and alignment of client requirements with the output.
- ✓ **Liaised between clients and internal partners** or stakeholders to formulate a mutual solution to problems requiring sound business judgment.
- ✓ Conducted research to **resolve task issues and manage challenging situations** with clients through the appropriate conveyance of information.
- ✓ Strictly complied with guidelines in handling issues towards resolution.

AWARDS & CERTIFICATIONS

SAFe (Scale Agile Framework) | 2015**Project Management****University of Phoenix | 2015****Agile PO/PM | 2020**