

Babak Banijamali
Product Manager

e-mail: babakbani@gmail.com
mobile: +49 (0)176 634 98 108
LinkedIn: linkedin.com/in/babakbani/

Dear Hiring Manager:

I greatly appreciate your kind consideration of my CV and welcome this opportunity to introduce myself.

I am a Product/ Program Manager with 10+ years experience in high growth businesses and have experiences across Software Development, Sales and C-Suite.

Highlights of my most recent work experiences:

@ **CPPE**: As a Product/Program Manager in a fast-paced Engineering company, I lead the ideation, development, and execution of multiple product areas. Much of our work involves complex systems with interdependencies.

@ **Petrel College & Academy (Co-Founder)**: Developing technical curriculum with an emphasis on gamification, project-based pedagogy & peer-to-peer learning. Gathering feedback and iterating to improve the learning journey experience for Teams.

I am a clear, concise, and fluent communicator comfortable managing cross-functional stakeholder expectations. I enjoy breaking down complex problems and researching new topics. I'm not afraid to roll up my sleeves to get work done.

As a dual Canadian/American Citizen and a graduate of the Georgia Institute of Technology in Computer Science, I am a Technology enthusiast, natively fluent in business English and familiar with French.

Looking forward to discussing this opportunity with you and the strengths that I bring to this role.

Respectfully,

A handwritten signature in black ink, appearing to read 'Babak Banijamali', written in a cursive style.

Babak Banijamali

Babak Banijamali
Product Manager

e-mail: babakbani@gmail.com
mobile: +49 (0)176 634 98 108
LinkedIn: linkedin.com/in/babakbani/

Professional Work Experience

CPPE Inc., Toronto, Canada April 2012 – Present
Program/ Product Manager, Technical Pre-Sales

- Collaborated with Engineering and Sales to streamline our RFP process resulting in measurable efficiencies.
- Educating customers on new products, gather feedback and understanding their evolving needs.
- Identifying strategic opportunities to build products and technology using Scrum/ Agile methods.
- Established QMS (ISO 9001:2015) program to mitigate risks and improve customer satisfaction.
- Identifying opportunities to upsell and maintain customer trust.
- Performing Information Security audit and integrating results into customer solutions.
- Bridging on-premise and cloud systems, and deploying VPN and cloud resources for business continuity.

Petrel College of Technology, Toronto, Canada May 2016 – Present
Product Manager, Technical Facilitator

- Developing course curriculum, teaching, and evaluating learners.
- Creating a platform for our customers to upskill and track their team learning progress.
- Planning community events & workshops to inspire youth and young adults to code.
- Driving the marketing campaigns, growth & partnerships
- Onboarding new-students and facilitating their learning journey from start through to certification.
- Maintain compliance with external regulatory body.

Petro-Ex Canada Inc., Toronto, Canada Jan 2008 – March 2012
Project Manager, Customer Success

- Evaluated & implemented IT systems for global talent sourcing & customer relations management.
- Led requirements gathering for improvements to our talent sourcing systems and procedures.
- Established and defined specific KPI success metrics.

Premier Global Services Inc., Atlanta, Georgia, USA Oct 2006 – Dec 2007
Software Engineer/ Technical Team Lead

- Engineering team: Patching critical **Java** SaaS back-end code, testing, and deploying to production servers.
- Training the Customer-Care team to better support, resolve and escalate issues to Engineering.

IBM, Atlanta, Georgia, USA Jan 2006 - Sept 2006
Technical Support Analyst at IBM Security (formerly Internet Security Systems)

- Tier 1 technical troubleshooting, and customer-facing support for IDS/ IPS Security Products.
- Trained our associate staff member deploying to EU.

Education

Georgia Institute of Technology (Atlanta, Georgia, USA)
BSc., Computer Science with additional coursework in Computer Engineering, Bio Engineering, Pre-Law, and French.

Summary of Technical Competencies

Technical: C, Java, PHP, Python, SQL, git, Linux, virtualization, Docker, Kubernetes and more.

Agile Product Development:

OKRs, KPIs, WBS, Finance, Gantt/ Burndown/ Burnup Charts, Backlog management, communication, human-centered design, product discovery, roadmaps, sprint management, Agile, Scrum, Kanban, Jira, Confluence

Sales Enablement Support: Discovery & Requirements gathering, SOW, proposals, technical writing, client relations.

Certification & Skills

- **Georgia Institute of Technology**, EdX: Introduction to Python Programming Professional Certificate, Issued December 2021
Valid Certificate ID: fbe1ff7430084fdb9d5c30882d6578f5 (no expiration date)
- **IDEO U**: Insights for Innovation – Foundation for Design Thinking
- **Product Faculty**: Advanced Product Manager (APM™), Product Strategy, Development and Growth Professional Certificate, Issued Nov 2020 (no expiration date)
- **Harvard Business School**: Business Analytics, Financial Accounting, Economics for Managers Professional Certificate, Issued September 2016
- **University of Toronto**: Agile Essentials in Project Management Professional Certificate, Issued April 2019
- **University of Toronto**: Foundations of Project Management Professional Certificate, Issued December 2011
- **AWS**: Certified Cloud Practitioner (in-progress)
- **PMI PMP**: PMI Project Management Professional (in-progress)
- **PMI ACP**: PMI Agile Certified Practitioner (in-progress)
- **Scrum.org: PSPO I** - Professional Scrum Product Owner (in-progress)
- **Scrum.org: PSM I** - Professional Scrum Master (in-progress)
- **Georgia Institute of Technology, Coursera** – Supply Chain Principles Professional Certificate, Issued January 13, 2020
Valid Certificate ID: ZD4VJQAQD3X9 (no expiration date)
- **Cisco Networking Academy** – Cybersecurity CyberOps Associate - Instructor course
- **Seneca College** “Excellence in Educating Adults” instructor workshop series. Provides educators with an overview to the nuances of working with adult learners; focusses on important aspects of teaching/facilitating adult education.

Volunteer Activities & Supporter

ReDI School of Digital Integration (<https://www.redi-school.org/hh>), Hamburg, DE
Non-profit tech school for locals and newcomers without access to digital education.
- Volunteer instructor (HTML/CSS; beginner to intermediate coding; Soft Skills)

180DC (<https://180dc.org/branch/lund-university>), Lund University, SE
- Volunteer Advisor to students in IT Business graduate studies.

Canada Learning Code (<https://www.canadalearningcode.ca>), Toronto, CA
Canada Learning Code designs, delivers, and partners on technology education for people in Canada.
- Supporter: providing classroom space, A/V equipment and supporting the program as needed.
- Teaching MIT Scratch problem-based-learning to grades 4-8 students

Heart & Stroke Foundation, Ride for Heart, Toronto, CA
- Raising funds by participating in a 50-75km bike ride yearly since 2009

Toronto Sick Kids Hospital, Toronto, CA