

# Saba Hossein

Senior Project Manager

## CONTACT

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## EDUCATION

- 2014  
**Masters of Computer Application - Science**  
MIT Pune, India
- 2011  
**Bachelors of Computer Application**  
MIT Pune, India

## CORE COMPETENCIES

Software Development Lifecycle	●●●●●
Strategic Planning	●●●●●
Cloud Computing Concepts	●●●●●
Cybersecurity Awareness	●●●●●
Database Fundamentals	●●●●●
Frontend Development	●●●●●
Process Optimization	●●●●●
Competitive Strategy	●●●●●
TypeScript Development	●●●●●
Product Development Lifecycle	●●●●●
JavaScript Programming	●●●●●

## IT SKILLS

### Technical Skills:

JavaScript, React.js, TypeScript, GraphQL, Gatsby.js, HTML, CSS, Flutter

**Tools:** MS Project, MS Visio, Jira & Confluence, GitHub Issue Tracker, Asana, Trello, Figma, Coda, AI tools.

## ABOUT ME

Strategize and lead dynamic project management and product management roles in the IT industry, leveraging over a decade of experience in handling cross-functional teams and delivering high-quality software solutions. Targeting positions in Pune and remote locations.

## PROFILE SUMMARY

- Over 10 years of expertise in Agile Project Management, specializing in Scrum, Kanban, and Lean methodologies within the IT industry.
- Currently spearheading cross-functional teams as a Senior Director of Development, focusing on enhancing product value proposition and streamlining processes.
- Proficient in stakeholder communication, process improvement, and Agile tools like Jira and Trello for efficient project delivery.
- Implementing Lean management principles led to substantial efficiency gains and cost savings, resulting in improved workflow and value delivery.
- Spearheaded cross-functional teams, resulting in a high-performance culture and efficient project delivery.
- Conceptualized and implemented new features, enhancing product value proposition and customer satisfaction.
- Implemented Lean management principles, driving significant efficiency gains and cost savings.
- Recruited top talent and optimized team efficiency, contributing to organizational success.
- Led project teams, ensuring timely and quality project delivery aligned with company objectives.
- Showcased strong leadership and collaboration abilities, guaranteeing project success and high client satisfaction levels.
- Directed stakeholder interactions and drove process enhancements for improved operational efficiency.
- Supervised project and product managers to uphold industry standards and optimize team performance.
- Well-versed in Agile reporting, risk management, program project management, and quality assurance principles.

## WORK EXPERIENCE

Since Jan '24 **Senior Project Manager**  
**igital (eatOS), Remote, Singapore**  
Role:

- Leading cross-functional teams of up to 26 professionals, fostering a high-performance culture that consistently exceeds targets and delivers exceptional results.
- Conceptualizing and implementing innovative features based on comprehensive analysis of customer pain points, significantly enhancing the product value proposition and driving user satisfaction.
- Emphasizing Lean management principles, effectively eliminating waste, optimizing workflows, and enhancing value delivery, leading to substantial efficiency gains and cost savings.
- Conducting rigorous testing and quality assurance checks on product features, guaranteeing stability, reliability, and seamless performance prior to deployment.
- Developing a comprehensive Product playbook, which streamlines processes and improves organizational efficiency, resulting in more cohesive and effective team operations.

## PERSONAL DETAILS

Date of Birth : 6<sup>th</sup> May 1991

Languages Known : English, Hindi

- Creating and meticulously documenting processes and product guidelines for project and product managers, ensuring seamless implementation and execution, and adherence to best practices across all teams.
- Contributing to significant cost reduction initiatives by implementing efficient tools and recruiting highly motivated talent, thereby enhancing operational efficiency and reducing overhead costs.

### Achievements:

- Enhanced product value proposition by implementing new features.
- Developed a comprehensive Product playbook for streamlined processes.
- Implemented efficient tools leading to cost reduction initiatives.
- Recruited highly motivated talent for team optimization.
- Spearheaded a cost reduction initiative, leading to a remarkable savings annually.
- Implemented a new project management framework at ePaisa, resulting in an increase in team efficiency.
- Recognized for exceptional problem-solving skills and the ability to adapt quickly to changing project requirements, ensuring project success and stakeholder satisfaction.

### Nov'22 to Dec'23 **Project Manager (Technical)** **ePaisa (eatOS), Remote, India**

#### Role:

- Developed product strategies aligned with market demands.
- Designed business logic for optimized user experience.
- Provided exceptional customer support for high client satisfaction.
- Managed custom deployments to meet specific business needs.
- Ensured successful project delivery aligned with company objectives.
- Collaborated with cross-functional teams for project success.
- Implemented tailored features to increase client retention.

#### Achievements:

- Aligned product strategies with company objectives.
- Optimized user experience through effective business logic.
- Drove high client satisfaction through exceptional customer support.
- Increased client retention through tailored feature deployments.
- Successfully delivered projects in line with organizational goals.
- Collaborated with the marketing team to launch a new product feature, resulting in an increase in user engagement.
- Spearheaded strategic acquisition initiatives in Canada and the UK, resulting in an impressive growth of the client base from 20 to 5000 clients.

## AWARDS & HIGHLIGHTS

- **Apr'19 – Oct'22:** Senior Program Officer, Bahá'í World Centre (Haifa, Israel)
- **Jun'18 – Mar'19:** Chief Operating Officer, ForTech Technologies (Pune, India)
- **Jun'14 – Jun'18:** ForTech Technologies (Pune, India)  
Growth Path: Software Developer Jun'14 – Mar'16  
Project Manager Mar'16 – Jun'18