

# BILAL IQBAL

B. Eng & Mgmt, PMP, CSM

Phone: (905)518-6584, Email: bilal@bilal-iqbal.com, Web: <http://www.bilal-iqbal.com>

## SUMMARY

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Results-oriented project leader with five years of experience in project management, process improvement and coaching. Proven success record with managing projects in challenging environments through the use of effective problem solving and conflict management skills. Career portfolio includes:

- Successful execution of various BlackBerry enterprise beta programs with up to 2000 participants
- Delivery of streamlined software defect triaging, tracking and prioritization processes which significantly reduced the training and rework costs
- Organization-wide rollout of enterprise project management solution

## WORK EXPERIENCE

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**Project Specialist** May 2009 to Present

***Enterprise Programs – User Engagement, Research in Motion, Waterloo, Ontario***

- Provided project management oversight on various internal beta programs for the BlackBerry Mobile Voice System (MVS) product line and supported over 2000 participants
- Planned and executed the communication activities of an external beta program for BlackBerry Enterprise Server 5.0 that led to increased participation and improved quality of feedback
- Managed various beta programs for different BlackBerry products including BlackBerry Presenter, the first advanced accessory from Research In Motion (RIM)
- Implemented changes to the product defect management process that effectively raised stakeholder visibility and improved tracking of issues found in internal beta
- Worked with the stakeholders to drive significant improvements in the software release and deployment processes for the assigned beta programs
- Increased stakeholder involvement across all assigned programs through careful use of common techniques and tools such as process maps, brainstorming sessions and tailored reporting
- Contributed to the successful launch of RIM's first public beta portal, BlackBerry Beta Zone
- Provided Agile-Scrum coaching to interested teams, while working with the Software Services Project Management group

**Team Coordinator** May 2008 to Apr 2009

***Handheld Java Applications, Research in Motion, Waterloo, Ontario***

- Spearheaded project to standardize team processes for triaging and tracking bug reports logged against Handheld Java Applications and obtained buy-in from the stakeholders
- Documented standardized triaging and tracking processes, procedures and guidelines to establish a knowledge base for the team, minimize rework and reduce training time for new hires
- Proposed and implemented practical metrics for assigning priority to bug reports based on key factors to ensure timely resolution of issues and consistency across the board
- Liaised with the development team to develop tools for automating team processes and performed testing to validate the intended functionality
- Generated and distributed daily reports on critical issues for multiple software releases

**Project Coordinator** May 2006 to Aug 2007

***SQM Project Management, Research in Motion, Waterloo, Ontario***

- Managed project to rollout an Enterprise Project Management solution in production for common use across various project management offices
- Provided support as interim project manager and scrum master for three high visibility projects involving organization-wide software deployment and process improvement initiatives
- Assisted project managers with numerous tasks including data management, risk management and status reporting
- Developed standard set of project management processes, procedures and guidelines for the organization to achieve CMMI Capability Level 1
- Developed, deployed and maintained the collateral for scrum project management
- Developed and maintained numerous automation tools for project management using Visual Basic, ASP and Microsoft Access database

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**Teaching Assistant, Engineering Computation** Sep 2005 to Apr 2006, Sep 2007 to Apr 2008  
**Engineering Dept., McMaster University, Hamilton, Ontario**

- Taught first year engineering students the theory behind computing and writing structured computer programs in C and C# programming languages
- Advised over 40 students in regards to assignments and other course-related questions
- Graded lab assignments, quizzes and invigilated the midterm exams

**Student Consultant** Sep 2005 to Apr 2006  
**University Technology Services, McMaster University, Hamilton, Ontario**

- Provided technical and customer support for computer labs across the university campus
- Performed troubleshooting for problems related to software, hardware and networking
- Coordinated with the management and provided detailed feedback on a regular basis

**Research Assistant** May 2005 to Aug 2005  
**Materials Science & Engineering, McMaster University, Hamilton, Ontario**

- Managed research project to develop a time-resolved temperature measurement device for studying temperature changes in metals upon laser irradiation
- Worked with experts from various departments to design two variations of the device to measure changes caused by nano-, pico-, and femto-second laser pulses
- Exercised creativity and effective cost management practices to manage scope creep and costs without compromising the overall project objectives

## EDUCATION

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**Bachelor of Electrical Engineering & Management** Apr 2009  
**McMaster University, Hamilton, Ontario**

- Dean's Honour List, 2006 and 2009
- Engineering & Management is a unique 5 year program which combines a full engineering course load with the core requirements of a commerce degree

## CERTIFICATIONS

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<b>Project Management</b>	Project Management Professional (PMP), Certified ScrumMaster (CSM)
<b>Computer Networking</b>	Microsoft Certified Systems Engineer (MCSE), Network+ (Network Support), i-Net+ (Internet and Online Technologies)
<b>Database Administration</b>	Microsoft Certified Database Administrator (MCDDBA)
<b>System Administration</b>	A+ (Entry Level Computer Service), Linux+ (Linux Operating Systems)
<b>Web and Security</b>	Master CIW Designer, CIW Security Analyst, CIW Certified Instructor

## SKILLS

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<b>Methodologies</b>	Agile, Waterfall, Iterative
<b>Processes</b>	Scrum, PDCA, CMMI, Estimation
<b>Techniques</b>	Value Stream Mapping, Process Mapping
<b>Languages</b>	C, C#, CGI/Perl, JavaScript, ASP, PHP, SQL, QBasic, Visual Basic
<b>Tools</b>	Microsoft Project, Microsoft SQL, MKS Integrity, DevTrack, Remedy

## PROFESSIONAL MEMBERSHIPS

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<b>Project Management</b>	Project Management Institute (PMI), Scrum Alliance
<b>Engineering</b>	Institute of Electrical and Electronics Engineers (IEEE)
<b>Other</b>	Mensa Canada

*\* References available upon request \**