

BILAL IQBAL

MBA (Candidate), B. Eng & Mgmt, PMP, CSM
(647)876-6584, bilal@bilal-iqbal.com, <http://www.bilal-iqbal.com>

PROFILE

Results-oriented project leader with over five years of experience in project management, process improvement and training. Proven success record in managing global IT projects with large cross-functional teams; exceptional problem solving and conflict management skills. Career portfolio includes:

- Execution of various process improvement programs using Six Sigma, Rummier-Brache, Kaizen and Agile methodologies that led to cost savings of over \$1M
- Execution of various BlackBerry enterprise beta programs with over 2000 participants worldwide, resulting in significant usability and functional improvements to the final products
- Delivery of streamlined software defect triaging, tracking and prioritization processes that reduced annual training and rework costs by over \$150,000
- Rollout of Microsoft Enterprise Project Management (EPM) solution that improved collaboration and enabled enterprise resource sharing across the organization

EDUCATION

Masters of Business Administration (Candidate) Apr 2012

Schulich School of Business, York University, Toronto, Ontario

- Specializations: Strategic Management and Operations Management

Bachelor of Electrical Engineering & Management Apr 2009

McMaster University, Hamilton, Ontario

- Dean's Honour List, 2006 and 2009

WORK EXPERIENCE

Process Improvement Manager Feb 2011 to Aug 2011

Continuous Improvement – Global Supply Chain, Research in Motion, Waterloo, Ontario

- Led various process improvement programs to streamline organization-wide operations that led to cost savings of over \$1M
- Redesigned the Advance Shipping Notice (ASN) delivery process that reduced rework and shipment delays, resulting in 20% efficiency increases and improved customer experience
 - Identified and quantified the impact of ASN failures across 500+ carriers and distributors
 - Collected comprehensive data over three months to identify and prioritize issues; led multiple projects to identify and implement short-term and long-term solutions
- Defined the buyer's remorse return process for BlackBerry PlayBook through collaborative workshops with cross functional groups
- Documented order fulfillment and return processes with clearly marked interdependencies, customer touch points and associated operational data that assisted management in selection and prioritization of improvement initiatives
- Evaluated various project management tools for tracking improvement programs; implemented project workspaces and trained team members on the Microsoft EPM solution
- Contributed towards defining the overall framework and standard operating procedure for the newly formed Continuous Improvement team

Project Manager May 2009 to Feb 2011

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

- Managed global beta programs for various BlackBerry products including Enterprise Social Networking Solutions, BlackBerry Presenter and BlackBerry Mobile Voice System (MVS) that introduced significant usability and functionality improvements prior to product launches
- Facilitated the deployment of major IT infrastructures in Asia Pacific, Europe and North America that enabled expansion of BlackBerry MVS beta programs to over 2000 participants worldwide
- 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
- Implemented changes to the product defect management process that effectively raised stakeholder visibility and improved tracking of issues found in internal beta

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- Overhauled software release and deployment process that reduced the turnaround time by 5 business days
- Increased stakeholder involvement across all assigned programs through careful use of common techniques and tools such as process maps, brainstorming sessions and tailored status reports
- Contributed to the successful launch of RIM's first public beta portal, BlackBerry Beta Zone
- Trained interested teams in Agile-Scrum methodology

Team Coordinator

May 2008 to Apr 2009

Handheld Java Applications, Research in Motion, Waterloo, Ontario

- Streamlined processes for triaging and tracking software defect reports that reduced annual training and rework costs by over \$150,000
- Implemented practical metrics for assigning priority to defect reports that ensured timely resolution of issues and consistency across the board
- Established common knowledge base with documented processes, procedures and guidelines that provided extensive learning resources to new and existing hires
- Liaised with the software engineers to develop tools for automating team processes and coordinated testing activities to validate the intended functionality

Teaching Assistant, Engineering Computation

Sep 2007 to Apr 2008

Engineering Dept., McMaster University, Hamilton, Ontario

- Taught engineering students the theory behind computing and writing structured computer programs in C
- Advised over 40 students in regards to assignments and other course-related questions

Project Coordinator

May 2006 to Aug 2007

SQM Project Management, Research in Motion, Waterloo, Ontario

- Managed project to rollout Microsoft EPM solution that improved collaboration and enabled enterprise resource sharing across the organization
- Supported three high visibility projects involving organization-wide software deployment and process improvement initiatives
- Developed standard set of project management processes, procedures and guidelines that raised the organization's CMMI capability level to 'Managed' for project management process areas
- Developed extensive documentation for managing Agile-Scrum projects that served as orientation for new project managers
- Developed and maintained various automation tools for project management

CERTIFICATIONS

Project Management	Project Management Professional (PMP), Certified ScrumMaster (CSM)
Process Improvement	Rummler-Brache Process Improvement Methodology, KT Resolve
System Administration	Microsoft Certified Systems Engineer (MCSE), A+, Linux+, Network+
Other	CIW Certified Instructor, BlackBerry MVS Certified Integration Specialist

SKILLS

Methodologies	Six Sigma, Rummler-Brache, Agile, Waterfall, Iterative, CMMI
Processes	PDCA, Kaizen, Wideband Delphi
Techniques	Value Stream Mapping, KT Problem Solving and Decision Making
Languages	C, C#, CGI/Perl, JavaScript, ASP, PHP, SQL, QBasic, Visual Basic

PROFESSIONAL MEMBERSHIPS

Project Management	Project Management Institute (PMI), Scrum Alliance
Other	Mensa Canada

INTERESTS

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- Martial arts enthusiast with a Black Belt in Krav Maga, an Israeli self-defense system
 - Participation in recreational sports such as rock climbing, rappelling and sky diving
 - Active involvement in fundraising events for Heart & Stroke Foundation and Prostate Cancer Canada