

Shana Habib, MBA

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Fake address here, Madison, Wi 55555

PROFESSIONAL SUMMARY

- MBA professional with more than 8 years of experience in Product Management, Business Analysis, IT Governance and IT Solutions Delivery
- Possesses strong management skills with experience in product development, pricing, profitability client relationship management, pre-sales, and process improvement initiatives such as ITIL and CMMi and communication
- Experience in various multicultural and physical environments such as the US, Australia, Bahrain, and Pakistan

WORK EXPERIENCE

Computerized Management Systems, Madison, WI

Product Manager, January 2010 – Present

- Developed new products, prepared sales documents, analyzed product profitability and related pricing and customer related pre-sales
- Created sales commission plan to compensate Sales Specialists, rapidly increasing sales of commoditized cloud computing Managed Services products through new Sales Specialists channel
- Analyzed profitability of all products, redirecting the focus of capital on the most profitable and marketable products
- Spearheaded the effort to offer premier-level service to top-level customers, which required working with Account Management to provide them the tools to differentiate and accommodate top tier customers and relevant requests
- Worked with top tier customers to address their concerns regarding service levels and peak time handling of requests

IT Governance Consultant, September 2007 – December 2009

- Established and implemented processes and guidelines for maintenance and asset management
- Provided IT Governance related process improvement consultancy to external clients, requiring training and coaching major clients for ITIL related process improvement opportunities globally
- Provided financial and KPI's based consultancy for IT businesses, entailing evaluating IT services in terms of their impact on business profitability, total cost of ownership, and cost management for CIO's
- Led sales and consultancy efforts for monitoring and reporting consultancy services for Managed Services Infrastructure for CIO's and CEO's

CONSULTING EXPERIENCE

Translinked, Australia

Project Manager, October 2005- September 2009

- Led project team to perform business intelligence analysis using various data sources to highlight customer segmentation
- Identified ways of increasing customer profitability by modifying pricing strategy
- Helped to persuade a customer to select the Teradmata product on the business value demonstrated through the technology, which resulted in an initial contract valued over \$5 million

Comco, Pakistan

On-site Lead, October 2004-November 2005

- Coordinated efforts of all teams and provided a clear understanding of customer objectives
- Primary point of contact for the client and onsite PS team to the Pakistan GCC
- Translated customer requirements into detailed design specifications for the Pakistan GCC and validated the code deliverables before going into test environment
- Ensured quality and user acceptance of development deliverables

FGH Telecommunications, Brisbane, Australia

On-site Lead, June 2002- October 2004

- Provided support and coordinated efforts of offshore vendor in Australia to understand requirements of the client in Pakistan
- Provided on-site and off-site team management in Pakistan and Australia. This team developed the product in Australia and then successfully deployed and supported the product in Pakistan

Ufone, Pakistan

Professional Services Consultant, May 2000- May 2002

- Developed web based call center agent with interfaces from various systems – accounting, billing, switching systems, EDW
- Participated in the design and implementation of the Teradata based EDW at Ufone, which is focused on delivering network analysis and customer segmentation analysis
- Provided insight into producing a business case with senior management for outsourcing development and support services (establishing GCC) for products to NCR worldwide

HONORS & AWARDS

- NCR Pakistan Professional Services Consultant Award 2000 - 2001
- LUMS Deans Merit Scholarship 2005
- SLUMS (Sports@LUMS) Liaison Award 2000

EXTRACURRICULAR

- Graduate Project Manager, Association of Information Systems Professionals
- Member of Adventure Foundation, Pakistan
- Represented Pakistan at international trekking meets in China and Pakistan
- BSc. Year Book editor of PLUMS (Publications@LUMS, executive member)

EDUCATION

- University of Wisconsin-Madison
Master of Business Administration, May 2007
- Lahore University of Management Sciences (LUMS), Lahore, Pakistan
Bachelors of Computer Science (Honors), August 2000