Mohit Kishore

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EDUCATION

Algonquin College	**Ottawa**
Business Management & Entrepreneurship	*April 2021*
Brock University	**St. Catherine**
Computer Science, B.Sc. Specialized Honors	*April 2024*

SKILLS

Technical	Product Management	Business Analysis
Java, SQL, JavaScript, HTML, CSS, AWS, Azure, GCP, Shopify, Android Development, iOS Development	JIRA, Trello, Product Road mapping, Persona Creation, Go-to-market Strategy, A/B Testing	Process Flow, User Requirement, PowerBI, Google Analytics, Microsoft Office

WORK EXPERIENCE

Telus – Public Mobile   **Remote/Toronto**
Business Analyst   *August 2022 - Current*

- Completed the largest rebranding for Public Mobile. Managed bi-weekly sprints and organized planning sessions to achieve team goals on time.
- Managed product backlog and roadmap, ensuring alignment with company goals and customer needs, delivering high-impact features on time and within budget.
- Led sprint planning sessions, fostering cross-functional collaboration, and prioritizing tasks, resulting in increased team efficiency and the timely release of product enhancements.
- Effortlessly communicated project progress, gathered feedback, and maintained a transparent and productive relationship with key stakeholders. Delivered multiple projects on time and ahead of schedule.
- Identified communication and process gaps between digital and marketing teams. Increased the efficiency of launching new marketing campaigns from 2 days to 5 hours.
- Regularly participated in architecture conversations to help improve Public Mobile websites—established automated process to reduce the number of deployments and increase over-the-air updates.

Kynza Group   **Remote/Toronto**
Product Development Manager   *February 2021 – August 2022*

- Successfully completed two rounds of beta testing by moving more than $400,000 on the app. Managed weekly sprints, and organized grooming sessions with offshore development teams.
- Organize product backlog by using agile methodologies. Increased team productivity by 30% to meet customer needs during beta tests.
- Participated in product demos with various investors, incubators and potential candidates to help raise capital and attract new talent. Successfully raised $10,000 in the form of grants.
- Interviewed candidates for various roles in the company to accomplish short term projects. Successfully completed design and development sprints to release iOS application to increase customer base by 200%.
- Organized product roadmaps with the team to identify necessary features. Successfully completed A/B testing to understand feature importance.
- Developed process flow charts/diagrams to document various business logics. Created and implemented documentation process on Confluence Spaces to facilitate flow of knowledge between teams.

SureStep Systems Integrator (Client MetLife)   **Remote/Toronto**
Business Systems Analyst   *May 2021 - January 2022*

- Estimated hours and duration for projects ranging from $20,000 to $150,000. Worked closely with solution architects to estimate projects based on business requirement documents from various stakeholders.
- Organized BA workshops with clients, and sales teams. Regularly organized meetings to showcase project demos, raise technical questions, and solutions with clients.

- Translated business requirements documents into technical documents. Organized meetings with clients and developers to facilitate project solutions.
- Established a Quality Assurance Process to ensure project completion. Helped the company establish a new QA process to increase project success by 100%.
- Managed and assigned tickets from various stakeholders to the appropriate teams. Ensured tickets were assigned to appropriate teams to increase our SLA by almost 50%.

The Ottawa Hospital, Clinical Solutions   **Remote/Ottawa**
Business Analyst   *October 2020 - April 2021*
- Developed PowerBI reports to visualize old CSV systems. Designed and developed PowerBI reports that enabled various stakeholders to view never possible historical data.
- Documented functional requirements for implementation of new AI software. Worked closely with doctors to understand clinical processes to help implement software to speed up ER services by 200%.
- Analyzed and documented Threat Risk Assessments (TRA). Assisted the security team to document a detailed security analysis of new software.

The Ottawa Hospital, Information Technology   **Remote/Ottawa**
Business Analyst   *March 2020 - October 2021*
- Worked closely with Microsoft Visio to map Ottawa Hospital's real property. Helped various teams in the hospital easily access information on Microsoft's ERP.
- Integrated information from Microsoft Visio to ServiceNow to enable role-based visibility of the hospital's real data. Helped reduce employee confusion with room identification by 100%.
- Created and shaped process workflow for other BAs and Leadership to ensure project success. Completed the project in 80% of the assigned timeline.

Iversoft Inc.   **Ottawa**
Business Analyst   *July 2019 - November 2019*
- Developed the company's product strategy process to establish agile principles. Completed projects with clients like Canada Soccer, Canadian Chambers of Commerce and Harlequin Enterprises.
- Documented agile principles by releasing weekly blogs for other project managers in the company. Migrated 100% of existing projects in the company into an agile environment.
- Analyzed and presented clients on performance data from Pay Store and App Store. Increased app engagement and downloads by 150%.

Knotify Inc. (On-site client)   **Remote/Toronto**
Product Manager   *October 2017 - July 2019*
- Documented, designed and created user stories and requirements to help design and engineering teams. Successfully converted an idea into mobile apps.
- Created product road maps to identify various vertices and meet customer requirements. Acquired Brock University and York University for pilot projects.
- Documented product's business logic and future concepts to ensure knowledge transfer between teams. Improved team's productivity by 50%.

Hyfer Technologies   **Remote/Toronto**
Product Manager   *May 2016 - October 2017*
- Worked closely with various clients to help convert ideas into digital products. Successfully deployed 5+ products like search engine patents, mobile apps and web applications.
- Regularly attended various networking events to acquire new customers. Presented products to 5000+ audience and 100 investors.
- Spearheaded company's marketing and digital strategy to acquire global customers. Increased QoQ revenue by 50% within 6 months.

York University, SIS **/Toronto**
Software Developer *May 2014 - May 2016, May 2017- April 2018*
- Involved in various projects like Database updates from Oracle 9i to 11g, conversion of C++ apps to jQuery web apps and C++ apps to Java web applications. Worked closely with Java, jQuery and PL/SQL.

LEADERSHIP EXPERIENCE

Telus - Public Mobile **Toronto/Remote**
Business Analyst *August 2022 - Current*
- Managed two squads of developers, designers and QA Testers—increased team efficiency by introducing automation processes and helped other squads set up JIRA Boards.

Kynza Group **Toronto/Remote**
Product Manager *February 2021 – August 2022*
- Managed a team of 4 offshore developers, and 4 external designers. Completed two rounds of beta testing and spearheading our go to market product.

Hyfer Technologies **Toronto/Remote**
Product Manager *February 2017 - 2019*
- Managed a team of 5 offshore developers, and 2 marketers. Deployed 5+ products and grew QoQ revenue by 50%.