

NIRAV SHAH

Product Manager

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CAREER SUMMARY

PMP®-certified Product Manager with 7+ years leading enterprise supply chain planning, workforce scheduling, and optimization products across Oil & Gas, Logistics, Aviation, and Manufacturing domains. Proven track record delivering Quintiq-based solutions for world-class clients including **QatarEnergy, FedEx, and Petronas MLNG** — driving measurable operational impact including **\$50–100M in revenue recovery** and 15–20% workforce utilisation improvements. Combines deep domain expertise with Agile product leadership, PMP execution discipline, and AI-driven product thinking to deliver scalable, high-impact digital solutions.

CORE COMPETENCIES

- Product Lifecycle Management
- Agile & Scrum Methodologies
- Supply Chain Planning & Optimization
- Product Roadmap Development
- Stakeholder Engagement & Communication
- Cross-Functional Team Leadership
- Data-Driven Decision Making
- AI in Product Strategy
- Risk & Dependency Management
- User Research & Discovery
- OKR / KPI Framework Design
- Execution Excellence (PMP)

PROFESSIONAL EXPERIENCE

QatarEnergy | Product Manager

Aug 2025 – Present

Payroll via Bugle Technology

- Led end-to-end product lifecycle for Oil & Gas supply chain and manufacturing scheduling platform serving **~100 operational planners**, owning vision, roadmap, and stakeholder alignment across engineering, operations, and business teams.
- Spearheaded the **Disturbance Mitigation Optimizer (DMO)** — an automated re-planning engine that detects cargo disruptions (vessel delays, unplanned maintenance) and generates optimum delivery schedules in **minutes using predefined KPI profiles**, replacing hours of error-prone manual replanning by planners.
- DMO directly enabled **2 additional cargo shipments per quarter**, recovering an estimated **\$50–100M in revenue** previously lost to under-delivery and late delivery caused by unoptimized manual contingency planning.
- Reduced planner response time to disruptions by **10–20%** and recovered **300–500 hours/month** of manual effort across the planning team — equivalent to 2 FTEs redirected to higher-value work.
- Built and maintained strong stakeholder trust through iterative delivery and feedback loops — resulting in **roadmap expansion approval** from senior leadership and measurable reduction in escalations and support tickets.

Wipro | Consultant

Jul 2024 – Aug 2025

- Led end-to-end digital consultancy for **Petronas MLNG** — one of the world's largest LNG producers — conducting comprehensive business process analysis across production scheduling, inventory management, reporting, and resource allocation for ~100 planners and operations staff.
- Diagnosed **5 major systemic gaps**: over-reliance on SAP manual planning with Excel-based data sharing across teams, no resource management system to track contractor hours, poor maintenance planning, absence of real-time IoT equipment data, and no executive-level dashboard for Plan vs. Actuals visibility.
- Delivered a **multi-product transformation roadmap** presented to senior leadership, recommending: Quintiq + AVEVA for automated production scheduling (projected **+10% plant efficiency** in Phase 1); Quintiq Workforce Planner for contractor auto-planning (projected **15–20% workforce utilisation improvement**); IoT integration for real-time equipment data; and Power BI executive dashboards for global Plan vs. Actuals visibility.
- Initiated and led **SupplyChainGPT** — an internal AI product POC that accepts Excel-based supply chain data and answers natural language user queries through an intelligent chatbot. Owned ideation, wireframing, and stakeholder pitch — secured **senior partner approval** for POC and collaborated with the development team to build the product.
- Defined and delivered 4–7 requirements and feature enhancements on the Quintiq scheduling platform, applying product management principles to prioritise by business impact and align with client objectives.

Atos | Product Lead, Workforce Planning (FedEx)

May 2023 – Jun 2024

Payroll via Voyager Partners Consultancy

- Acted as **product lead for FedEx's global workforce scheduling platform** — managing shift planning and scheduling operations for planners across multiple continents, owning the full product roadmap and ensuring continuous alignment with FedEx's business goals.
- Led **end-to-end migration of the workforce planning platform from desktop to web application** — modernising the product architecture to improve accessibility, eliminate local installation dependencies, and enable planners globally to access scheduling tools seamlessly.
- Delivered new features and roadmap enhancements that reduced scheduling time by **10–20%**, directly improving planner productivity across global operations.
- Built and onboarded a **cross-functional team of 4 from scratch** — grooming 2 junior Quintiq Specialists, 1 QA Engineer, and 1 Business Analyst to full project productivity within **4 months**, ensuring zero disruption to delivery timelines.
- Defined and tracked KPIs and success metrics to measure product performance and adoption, creating stakeholder visibility into how platform improvements translated to operational outcomes.
- Served as primary client liaison for FedEx stakeholders, maintaining high satisfaction through regular feedback cycles, transparent roadmap communication, and rapid issue resolution.

SKH Algorithms | Quintiq Specialist

Mar 2022 – May 2023

- Delivered sprint-based feature enhancements and issue resolution for **Posti's logistics planning solution** — one of Finland's largest postal and logistics operators — ensuring continuous product improvement through structured backlog management and rapid defect resolution.
- Acted as **Technical Product Owner for Finnair's workforce planning solution**, managing end-to-end crew and operational staff scheduling for **200–500 employees** — owning the product backlog, defining requirements, and aligning technical delivery with airline operational goals.
- Expanded technical product scope by developing **4–6 custom workflow widgets for AVEVA** — enabling clients to manage complex operational workflows more efficiently through purpose-built UI components tailored to their specific planning needs.
- Led **end-to-end delivery of an in-house Employee Management System** as Project Manager — driving ideation, wireframing, task management, resource allocation, and final stakeholder presentation. The system was successfully adopted and **continues to be actively used by 50–200 employees** across the organisation today.

The Logic Factory | Quintiq Specialist (Techno-Functional)

Apr 2019 – Mar 2022

- Began career as a Quintiq technical specialist and progressively evolved into a **techno-functional consultant** — building deep technical expertise while developing business consulting capabilities including direct client communication, requirements gathering, and solution presentation.
- Delivered **6–8 client implementations** across Logistics & Transportation, Aviation, Workforce Scheduling, and HR Planning domains — gaining broad cross-industry exposure rare for early-career specialists.
- Served as direct client-facing technical consultant throughout — translating complex business planning requirements into Quintiq-based solutions, bridging the gap between technical teams and operational stakeholders.
- Designed and implemented planning solutions that improved scheduling efficiency and user experience across multiple industries — laying the technical and functional foundation for all subsequent product leadership roles.

CERTIFICATIONS & LEARNING

- **Project Management Professional (PMP®)** — Project Management Institute (PMI), 2025
- **IBM AI Product Manager Professional Certificate** — In Progress (2025)
- Certified Logistic Planner Consultant
- Certified SwE L1 (Former QS L2) — Quintiq Platform Certification
- LinkedIn Learning — Product Roadmapping, Agile Product Ownership, Stakeholder Management

TECHNICAL SKILLS

Product & PM Tools: JIRA, Confluence, Miro, Trello, Figma

Domain Expertise: Supply Chain Planning, Workforce Scheduling, S&OP, Production Optimization, Logistics Planning

Planning Systems: Quintiq (DELMIA), AVEVA

Methodologies: Agile / Scrum, PMP Frameworks, OKR-based Planning, Sprint Management

Data & Analytics: Power BI, MySQL, Data-Driven Decision Frameworks

EDUCATION

B.E. (Engineering) — L D College of Engineering, Ahmedabad

2014 – 2018 | CPI: 7.77