

MD ARIF RAIHAN

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PROFILE SUMMARY

- Enterprise Project Manager with 10+ years of experience leading large-scale digital, data, and operational transformation initiatives across public- and private sector environments (\$1M–\$50M).
- PMP and Agile-certified with strong expertise in enterprise governance, risk management, executive stakeholder engagement, and delivery within regulated, high-ambiguity environments.
- Transitioning into AI-enabled product development. Actively building AI fluency through practical experimentation with Claude, Gemini, and agentic IDEs for product research, prototyping, and rapid iteration.
- Proven ability to own problems end-to-end, move fast, and hold a high bar for quality and correctness in mission-critical contexts.

SKILL SUMMARY

- Product Delivery & AI:** End-to-end product ownership, Agile delivery, cross-functional coordination. Actively exploring agentic workflows and multi-model AI stacks (Claude, Gemini, ChatGPT) for product research, prototyping, and rapid iteration.
- Enterprise Leadership:** Project charter and plan ownership, RAID/risk management, budget and schedule control, vendor coordination, executive reporting, stakeholder engagement.
- AI & Development Tools:** Google AI Studio, Gemini CLI, Claude Code, Cursor, Ollama/Owen, Google Antigravity (IDE), VS Code, Figma (with AI), Agentic development workflows.
- Product & Analytics Tools:** Jira, Confluence, Microsoft Project, Power BI, Excel, Figma, Miro; SQL data exploration; comfortable learning new platforms and building with AI-assisted tools.
- Domain Exposure:** Analytics strategy, data platforms, payment systems, fintech product design, and regulated financial workflows. Genuine interest in fintech and accounting automation.

EDUCATION

- Master of Management Analytics**, Smith School of Business, Queen's University, Kingston, ON 2025 – 2026
- Focus on analytics strategy, modern data platforms, predictive modelling, AI ethics, and analytics project delivery
 - CGPA 3.96
- Bachelor of Business Administration**, Heriot-Watt University, UK 2013 - 2015

SPECIALIZED TRAINING

- Project Management Professional (PMP)**, PMI 2021
- Certified SAFe 5 Agilist**, Scaled Agile Inc 2024
- Certified Professional Agile Coach (ICP-ACC)**, ICAgile 2020
- Certified Scrum Product Owner (CSPO)**, Scrum Alliance 2017
- Certified Scrum Master (CSM)**, Scrum Alliance 2017
- Certified CAL O & CAL E**, Scrum Alliance 2021

PROFESSIONAL EXPERIENCE

- Senior Business Analyst**, PRESTO, Metrolinx, Toronto, Canada 2024 - Present
Deployment Lead for multiple enterprise-scale initiatives within PRESTO.
- Led end-to-end deployment execution across cross-functional teams and vendors, achieving on-time delivery with zero critical post-deployment issues.
- Project Manager**, PRESTO, Metrolinx, Toronto, Canada 2023 - 2024
Served as Project Manager to launch Mobile Wallet (Google and Apple) for PRESTO, Metrolinx
- Led cross-functional delivery of PRESTO Mobile Wallet (Apple & Google), a major enterprise digital transformation initiative, coordinating Product, Engineering, Program, Finance, and external vendors.

- Led development and approval of Project Charter, Project Plan, RAID logs, and executive dashboards, providing steering committee and senior leadership updates.
- Proactively identified, assessed, and mitigated project risks; recommended corrective actions to maintain schedule and budget adherence.
- Partnered with Finance to manage project budgets and cost controls, achieving 5% cost savings while maintaining delivery outcomes.
- Supported vendor engagement, scope definition, change control, and delivery oversight in alignment with Metrolinx procurement, contract governance, and quality assurance standards.

Project Manager, FastPay Digital Wallet, Erbil, Iraq

2019 - 2022

Served as Project Manager to launch FastPay Digital Wallet.

- Led end-to-end delivery of the FastPay Digital Wallet, enabling rapid market entry and achieving 60% customer acquisition within 3 months.
- Implemented Jira and Confluence to standardize Agile delivery, reducing operational cycle time from 30 days to 10 days.
- Identified project improvement areas and facilitated cross-department collaboration to establish efficient communication channels, eliminating project impediments by 80%
- Monitored and identified risks using the RAID (Risk, Assumption, Issues, Dependencies) document, resolving 95% of risks as planned

Project Coordinator / Officer, SSL Wireless, Paragon Group, Zeteq System – Bangladesh

2015 – 2019

Delivered software, ERP, and digital platform projects across telecom, FMCG, and fintech sectors.

- Managed rollout of ERP (HR and F&A modules) at Paragon Group within a \$20M budget, impacting 10,000 end-users across the organization.
- Delivered multiple software projects (Robi 1Service, Lafarge Holcim LMS, SBAC MFS) ahead of schedule, saving CAD 10K+ per project while managing 10–25-member cross-functional teams.
- Consulted in the CMMi Level 3 final appraisal audit at SSL Wireless, contributing to the company earning CMMI Level 3 certification.
- Coordinated GIS application requirements and delivery at Zeteq; adopted Jira and Confluence early as foundational delivery tools.

PERSONAL PROJECTS & PRODUCT EXPLORATION

GO Companion — AI-Powered Transit Companion App for GO Transit Riders

- Conceptualized and designed a rider-focused companion app for GO Transit, addressing unmet needs around tap compliance, service disruption response, and coach comfort visibility.
- Defined core feature set including geofence-based tap reminders (Tap Guardian), automated Service Guarantee claim flows, Coach Comfort Ratings, Friend Finder, and an SOS emergency feature.
- Conducted early-stage stakeholder validation with Metrolinx product and I&T team members; developed privacy architecture across three hybrid modes (location+motion, motion-only, manual) to address data sensitivity concerns.
- Built product positioning materials including a Privacy Ledger slide and stakeholder briefing documents to support internal discovery conversations.

AI Intelligence PMO — AI-Augmented Project Intelligence Platform

- Designed a concept for an AI-native PMO intelligence layer that surfaces delivery risks, resource bottlenecks, and velocity signals from Jira worklog and sprint data using LLM-powered analysis.
- Defined product requirements, data flows, and prompt engineering patterns for extracting actionable PM insights from unstructured project data — drawing directly from enterprise Jira governance experience at Metrolinx.
- Prototyped core analytical workflows using Claude API and Google AI Studio, exploring multi-model orchestration for automated status reporting, risk flagging, and capacity forecasting.

Project Tadabbur — AI-Powered Quranic Exploration Tool

- Designed and prototyped product exploring AI-native interfaces for religious text study and semantic search using Claude and Gemini APIs.
- Experimented with agentic workflows, multi-model AI stacks, and product-market fit discovery through user interviews and rapid iteration.

Amanaah — Product Design Exploration

- Collaborated on product design for wealth management and financial advisory platform targeting diaspora audiences. Used Figma, AI design tools, and customer research to define feature sets and user flows.
- Contributed to problem definition, competitive analysis, and product roadmap prioritization in early-stage product discovery phase.

Wasila — Fintech Product Design

- Explored fintech product design for payment orchestration and merchant solutions. Conducted domain research on payment gateway architectures, merchant workflows, and regulatory compliance considerations.
- Designed product concepts, user flows, and feature specifications using Figma and Claude-assisted analysis. Investigated FinRoute platform and payment infrastructure opportunities.

ADDITIONAL INFORMATION

- Mentored project professionals through PMI Bangladesh's Project Management Mentorship Program (2025) on governance, delivery best practices, and career development.
- Completed training in Practical Application of Generative AI for Project Managers (PMI) and Structured Problem-Solving (Lean CoE, MetroInx).
- Comfortable operating in high-trust, high-accountability environments with executive stakeholders. Skilled at expectation setting, communicating tradeoffs, and translating ambiguity into clear action plans.
- Actively building product management mindset and AI fluency. Genuine interest in fintech, accounting automation, and how AI is reshaping product delivery workflows.