**Casper Richard Roy MBA, PRINCE2 ® Practitioner, CSM®, CSPO®**

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**Professional Summary**

Results-oriented Project Manager with over 8 (eight) years of proven expertise in successfully leading and delivering projects/programs in the telecom industry. Renowned for implementing strategies that lead to enhanced efficiency, reduced costs, and improved project outcomes. Demonstrates strong product management skills, ensuring alignment between project deliverables and the overarching product strategy.

**Skills:**

● Project management (Agile, Scrum) ● Risk management ● Budgeting and Financial management

● Contract management ● Resource allocation ● Stakeholder management

● Data analysis ● Product management ● Communication and presentation

● Negotiation and persuasion ● MS Project, Jira, ClickUp, Aha! ● Tableau, BigQuery

**Work Experience**

**Project Manager @ Robi Axiata Limited |** Marketing DivisionDhaka, BD | 02/2020 to 11/2023

* Created and maintained comprehensive marketing project plans aligned with client requirements and stakeholder expectations, resulting in a 15% reduction in project-related issues and a 25% improvement in stakeholder satisfaction.
* Proactively monitored project timelines, identifying, and addressing potential roadblocks before they impacted deadlines, resulting in a 95% project completion rate within the specified timeframe.
* Effectively scheduled and coordinated internal and external meetings, ensuring timely communication and collaboration among stakeholders, resulting in a 30% increase in team productivity.
* Maintained detailed meeting minutes and action items, ensuring all commitments were tracked and addressed, leading to a 90% success rate in implementing action items.
* Prepared clear and professional client communications, including progress reports, status updates, and issue resolutions, resulting in a 70% increase in client satisfaction with communication.

**Project Manager @ Robi Axiata Limited** | Corporate Strategy DivisionDhaka, BD | 10/2017 to 01/2020

* Efficiently coordinated timelines and schedules for all project stakeholders, ensuring seamless project execution and resource utilization, leading to a 20% improvement in project efficiency.
* Produced clear and concise presentation materials that effectively communicated project progress, key milestones, and challenges, resulting in a 15% increase in client engagement and satisfaction.
* Facilitated client calls, providing updates, and addressing concerns, resulting in a 30% increase in client satisfaction and a 15% reduction in client support requests.
* Administered project documentation, ensuring completeness, accuracy, and compliance with industry standards, resulting in a 15% improvement in audit scores.

**Loyalty Program Manager @ Robi Axiata Limited** | Marketing DivisionDhaka, BD | 01/2015 to 09/2017

* Implemented a CRM system, contributing to a 30% improvement in customer satisfaction and a 15% increase in customer retention.
* Collaborated with product and engineering teams to prioritize loyalty management features, contributing to a 15% improvement in product roadmap alignment.
* Streamlined touchpoint processes, resulting in a 30% reduction in call center complaint tickets and a 20% increase in efficiency.
* Used experimental mindset to ideate & execute initiatives, quantifying the impact & sharing learning, leading to 15% increase in high-valued customer conversion rates.

**Academics**

**Master of Business Administration (MBA in Marketing)** Dhaka, BD | 04/2020

North South University

**Professional Certificates**

● *Professional Certificate in Product Management* ***(****Ongoing, York University)* ● PRINCE2® Practitioner in Project Management

● Aha! Product Management Professional Certificate ● Certified ScrumMaster (CSM®)

● Certified Scrum Product Owner (CSPO®) ● Advanced Google Analytics