

19 Crosbie Road, Apt#304, St. John's,
Canada, A1B 3W9

khalidibnehasan@gmail.com

+1 (709) 219-1544

KHALID HASAN

DIRECTOR OF PRODUCT AND TECHNICAL DELIVERY

Product and technical delivery leader who came up through software development before moving into product — comfortable at both the schema and strategy level. Currently leading a small team at a private career college serving 5,000+ learners, where AI runs as institutional infrastructure rather than as a feature layer. Builds and owns architecture in-house rather than assembling vendor stacks. Track record of measurable operational improvements — 60% reduction in manual workflows, 90% faster class setup, 67% lift in user engagement — through cross-functional Agile delivery and API-driven automation.

EMPLOYMENT HISTORY

JAN 2026 – PRESENT

Director of Product & Technical Delivery, Keyin College (Learning Labs Division), St. John's

- Own product strategy and technical delivery across the institution's digital platform portfolio serving 5,000+ learners.
- Lead a four-person engineering team and the roadmap for platform modernization, building in-house to retain control over architecture and pace of change.
- Set technical direction for internal software delivery, including AI-native platform architecture, data infrastructure, and deployment standards.
- Partner with executive stakeholders across academics, admissions, marketing, and operations to translate institutional priorities into delivered platform capabilities.
- Stay hands-on with engineering, contributing to architecture and technical review alongside product and team leadership.

JUN 2024 – DEC 2025

Product Manager, Keyin College (Learning Labs Division), St. John's

- Lead product strategy and delivery for *MyKeyin*, a platform used by **5,000+ learners**, driving major improvements across admissions, registration, and micro-credential operations.
- Modernized multiple legacy workflows into scalable digital systems, reducing manual effort across departments by **40–60%** and improving data reliability.
- Designed and launched **Teams Class Automation** using Microsoft Graph API, cutting class setup time by **90%** and eliminating weeks of manual work.
- Delivered a real-time **Instructor Dashboard** powered by Microsoft Teams education data, improving tracking accuracy and instructor usability.
- Lead a cross-functional engineering team through Agile sprints, driving clear prioritization, feature planning, and stakeholder alignment across admissions, MC support, and academics.
- Built data-driven reporting dashboards and API-based automations that streamline onboarding, cohort creation, and operational monitoring.

MAY 2023 – MAY 2024

Associate Product Manager, Beaufort Solutions Inc., St John's, Newfoundland

- Assisted in the development and launch of 35 new product features, resulting in a 67% increase in user engagement and a 21% growth in new users.
- Managed a team of 10 software developers and collaborated with cross-functional teams to define product requirements, features, and user experience.
- Created wireframes to illustrate product requirements.
- Ensured that the development team maintained its attention on the tasks that must be completed throughout each iteration, ensuring that 80% of projects met release deadlines and removing any obstacles and distractions that might hinder progress.
- Worked with the Product Manager to organize meetings, distribute team members' workloads appropriately, and change tasks as required.
- Communicated with 158 customers directly to understand their pain points and take steps to resolve their issues.

SEP 2022 – APR 2023

Junior Product Manager, Beaufort Solutions Inc., St John's, Newfoundland

- Assisted in conducting market research and competitive analysis to identify market trends and customer needs.
- Assisted in writing the user stories, including prioritization, status, and acceptance criteria.
- Suggested product enhancements to improve user experience.
- Collaborated closely with the Product Manager, keeping track of the development team's progress.

MAY 2022 – SEP 2022

Software QA Analyst (Co-Op), Beaufort Solutions Inc., St John's, Newfoundland

- Performed functional, regression, and integration testing to identify defects and ensure software stability.
- Reported and tracked defects using the Azure DevOps, and worked closely with developers to resolve issues.
- Collaborated with cross-functional teams, including developers, and product managers, to ensure effective communication and alignment on quality goals.

DEC 2021 – APR 2022

Web Developer, Build A Biz Kids, Port Moody, British Columbia

- Translated design concepts to implementation using WordPress, PHP, CSS and JavaScript.
- Developed new features and added functionalities to BBK websites.
- Coordinated with the design team for successful project completion.
- Monitored the technical performance of internal systems and provided maintenance support.

JUN 2020 – MAR 2021

Junior Developer, YY Ventures, Dhaka, Bangladesh

- Developed impact-driven websites for social businesses using WordPress, PHP, VueJs.
- Wrote and maintained codebases in git repository.
- Conducted manual development tests and fixed bugs.
- Assisted the Team Leader with all aspects of software design and coding.

EDUCATION

JAN 2021 – MAY 2023

Master of Science in Computer Science, Memorial University of Newfoundland, St John's, Newfoundland

JAN 2016 – JAN 2020

Bachelor of Science in Computer Science and Engineering, American International University-Bangladesh, Dhaka, Bangladesh

SKILLS & ABILITIES

Product & Technical Leadership

End-to-end product lifecycle ownership; team leadership; technical architecture; AI-native platform design; cross-functional delivery; Agile/Scrum at team and program level.

AI & Platform Engineering

MCP architecture and tooling; LangGraph + LlamaIndex; Claude Code in production workflows; OpenAI / Anthropic API integration; RBAC design; Azure-native infrastructure (Coolify, Azure SQL, Key Vault, Azure AD/MSAL).

Tools & Methods

Azure DevOps (boards, pipelines); GitHub; Microsoft Graph API; Microsoft Teams Education; LibreOffice / Pandoc / structured docs; PRD authoring; data-driven dashboards.

Programming Languages & Technologies

Python, JavaScript/TypeScript, PHP, C++, REST APIs, FastAPI, Express, Vue.js, WordPress.

Strategic Thinking

Develops and executes product strategy aligned with business goals and learner outcomes; systems-thinking framing of institutional change rather than feature thinking.

Cross-Functional Collaboration

Stakeholder alignment across executives, academics, operations, and engineering; direct customer and learner feedback loops; clear written communication for technical and non-technical audiences.