

Rizwan Zaveri

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PROFESSIONAL SUMMARY

Product Manager with 6+ years of cross-functional operational experience in digital product delivery, team leadership, and client operations across CDN, SaaS, eCommerce, and Martech. Proven track record in managing end-to-end operations from client onboarding and contract management to resource allocation and project delivery. Experienced in financial oversight, workflow optimization, and implementing operational efficiencies that drive business growth and client satisfaction.

SKILLS SNAPSHOT

- **Operations & Team Leadership:** Cross-functional Team Management, Resource Planning, Workflow Optimization, Client Operations, Vendor Management, Process Improvement, Project Delivery
- **Financial & Commercial Operations:** Payment Gateway Integration (Stripe, PayPal, Instamojo), Invoicing Management, Budget Tracking, Contract Management, Revenue Operations
- **Product & Project Management:** Agile, Roadmapping, GTM Strategy, Feature Planning, Scrum Methodology, KPI Monitoring, Performance Tracking, API
- **Client & Stakeholder Management:** Client Servicing, Requirement Gathering, Live Chat Operations, Client Onboarding, Communication Management
- **Analytics & Reporting:** GA4, PostHog, MSCLarity, Mixpanel, Data Analysis, Management Reporting, Performance Dashboards
- **Design & Prototyping:** Figma, Adobe XD, Miro, Balsamiq, Photoshop, UX Design, UI Design, Product Design
- **Development:** Webflow, WordPress, Shopify, Wix, HTML/CSS, Framer, WooCommerce,
- **Platforms & Operational Tools:** JIRA, Notion, ClickUp, Trello, Monday.com, Slack, HubSpot, Basecamp, Google Drive, Dropbox

PROFESSIONAL EXPERIENCE

5centsCDN Inc.

Product Manager | Remote, Mumbai | May 2022 - August 2025

- Led operational strategy and product execution aligned with business OKRs, managing cross-functional teams to achieve a 15% increase in user retention
- Launched V5 Dashboard (Beta) with end-to-end operational coordination, delivering real-time analytics and 50% speed improvement
- Coordinated client demonstration operations, resulting in a 25% increase in conversions through streamlined processes
- Implemented operational efficiencies using Scrum methodology, reducing time-to-market by 20%
- Prioritized and managed delivery of 10+ client-requested features, increasing weekly active sessions by 10%
- Managed dashboard operations and performance monitoring, improving usability scores from 3.8 to 4.5
- Oversaw client onboarding processes and stakeholder communication for seamless product delivery
- Maintained operational documentation and performance tracking systems for continuous improvement

Draftss

Sales & Marketing Manager | Bandra, Mumbai | October 2021 - April 2022

- Managed revenue operations and client lifecycle management, increasing upsell revenue by 30% through strategic operational processes
- Led client acquisition operations through integrated email and LinkedIn campaigns, boosting demo bookings by 3x
- Handled payment processing operations using Stripe, PayPal, and Instamojo for invoice management and client documentation
- Coordinated between sales and delivery teams to ensure a seamless client experience and requirement fulfilment.

Draftss

Senior Project Manager | Bandra, Mumbai | March 2020 - September 2021

- Led operational management of 15+ team members using Trello for project coordination, achieving 90%+ client satisfaction through efficient workflow management
- Managed end-to-end delivery operations for 200+ projects across Shopify and WordPress platforms, maintaining 48-72 hour operational standards
- Implemented quality assurance processes and resource allocation strategies that enhanced client retention
- Coordinated cross-functional team communication and managed daily operational workflows
- Handled vendor management and subcontractor coordination for specialized service delivery

Draftss

Client Operations Manager | Bandra, Mumbai | March 2019 - February 2020

- Managed client operations across the design delivery portal, maintaining a consistent 4.0+ client satisfaction rating
- Handled contract management and client onboarding operations for seamless service delivery
- Implemented SEO operational processes, including Meta Title/Description optimization, Alt tags, headers, and sitemap management
- Coordinated between creative teams and clients for requirement clarity and timely delivery

EventBaba

Operations Manager | Bandra, Mumbai | January 2018 - March 2018

- Coordinated logistics and resource management for large-scale event delivery, ensuring seamless operational execution and client satisfaction
- Managed operational workflows using Trello & Excel, improving efficiency and increasing event bookings
- Handled client communication operations before and after events, enhancing client relationships and operational satisfaction
- Managed event databases and operational research, optimizing planning and execution processes

PORTFOLIO:

V5 Dashboard | <https://www.5centscdn.net/dashboard> | Jun 2022 - Aug 2025

- Led operational coordination for dashboard redesign involving 4+ departments
- Managed phased rollout operations and user adoption campaigns
- Coordinated cross-functional teams for seamless operational delivery

CDNToolkit.com | <https://cdntoolkit.com> | Oct 2024 - Jan 2025

- Managed 4-person team operations and resource coordination
- Led operational cost reduction through customized open-source tool implementation

Education:

North East Christian University (NECU), Nagaland Bachelor Of Commerce	2021 - 2024 Avg. 6.3 CGPA
R.D. National College, Mumbai 12th (HSC), Commerce	2016 - 2017 64.31%
Victoria High School, Mumbai 10th (SSC), High School	2014 - 2015 69.40%