

ARHAM JAVED

Director of Operations & Product

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PROFESSIONAL SUMMARY

Operations and product leader with 4+ years of experience scaling a remote-first market intelligence company from 10 to 36 team members across 5 countries, doubling both revenue and client base while maintaining 100% client retention across 80+ enterprise accounts. Proven track record building scalable systems, launching data-driven product features (predictive modeling, market visualizations, insights reporting), and reducing turnaround time by 45%. Promoted four times in four years from individual contributor to Director. Combines a BS in Computer Science (3.92 GPA) with hands-on operational expertise to bridge product, engineering, and business strategy.

CORE COMPETENCIES

Operations Management	Strategic Planning	Agile / Scrum
Product Strategy & Execution	Process Design & Scalability	Stakeholder Communication
Cross-Functional Leadership	Data Analysis & Quality	Performance Management
Remote Team Management	Talent Acquisition & Development	Market Intelligence & Research

PROFESSIONAL EXPERIENCE

LivingPath — Senior Living Market Intelligence Platform | Chicago, IL (Remote)

Promoted four times in four years, progressing from individual contributor to Director leading all operations and product.

Director of Operations & Product

Jan 2026 – Present

- Lead global operations and product execution for a market intelligence platform serving 80+ senior living clients across the US
- Direct a cross-functional team of 36 spanning product development, data operations, engineering, and client services across 5 countries
- Shipped 3 major product features in Q1 2026 — data visualizations, insights-driven reports, and predictive rate modeling — driving new client acquisition
- Spearheaded content strategy to position LivingPath as an industry thought leader, generating qualified inbound leads
- Own end-to-end product lifecycle: roadmap prioritization, sprint management, release cycles, and delivery accountability
- Maintain 100% client retention rate while scaling operations and expanding service capabilities

Head of Operations & Management

Feb 2023 – Jan 2026

- Scaled the Data and Operations team by 300% while maintaining quality benchmarks across all deliverables
- Reduced project turnaround time by 45% through redesigned workflows and performance tracking systems
- Cut data error rates by 70% by building QA and review processes adopted company-wide
- Maintained 100% client retention across 80+ enterprise accounts through consistent delivery quality and proactive client management
- Supervised and mentored 20+ team members across Ukraine, USA, Turkey, UAE, and Pakistan encompassing Client Relations, Data Management & QA, and Research
- Authored all company SOPs for data collection, QA, onboarding, and project management — operational foundations still in use today
- Spearheaded talent acquisition across 5 countries and developed onboarding frameworks that reduced new-hire ramp-up time

Data Management Team Lead

Dec 2022 – Feb 2023

- Led 5 data specialists responsible for competitive market data accuracy and completeness across all client deliverables
- Standardized data collection and QA workflows that became company-wide SOPs adopted across all teams
- Served as bridge between data operations and senior leadership on quality metrics and team performance

Data Management Specialist

Apr 2022 – Nov 2022

- Researched, gathered, and validated senior living competitive market data, compiling analytical reports for US-based enterprise clients
- Identified data quality improvements adopted company-wide; promoted to Team Lead within 8 months based on delivery quality and leadership initiative

LLM Trainer (Contract) — Turing | United States (Remote)

Sep 2025 – Dec 2025

- Trained and evaluated large language models for a leading global AI client, delivering structured feedback to improve model performance and accuracy

Teaching Assistant, Communication Skills

Feb 2021 – Jul 2021

Information Technology University | Lahore, Pakistan

- Supported Communication Skills course for 30 students; designed and led tutorial sessions on public speaking and formal writing

EDUCATION

Bachelor of Science in Computer Science (BSCS)

2018 – 2022

Information Technology University (ITU), Lahore, Pakistan | CGPA: 3.92 / 4.0

- Dean's Honor List · 19 A+ and 14 A grades across coursework

TECHNICAL SKILLS

Tools & Platforms: Jira, Trello, Asana, MS Office Suite, Google Workspace, Slack, HubSpot, Salesforce

Technical: Python, C++, SQL, Data Analysis, Web Scraping, QA Methodologies

Methodologies: Agile, Scrum, OKRs, KPI-Driven Performance Management, Process Documentation & SOPs

Languages: English (Fluent), Urdu (Fluent), Punjabi (Fluent)

ACHIEVEMENTS & LEADERSHIP

- Grew LivingPath from a 10-person team to 36 across 5 countries while doubling revenue and client base to 80+ accounts
- Promoted 4 times in 4 years: Data Specialist → Team Lead → Head of Operations → Director
- 1st Place, All Pakistan Educators Declamation Contest (2016)
- 3rd Place in English Debate, 1st All Pakistan Trilingual Speech Competition 'Darbar'