Altamash Gulrej Shaikh

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Summary

Results-driven Product Manager with over 3 years of cross-functional experience in IoT integration, smart automation systems, QA engineering, and enterprise-scale deployment. Proven success in conceptualizing and deploying internal tools such as the Support App and OTA Utility, streamlining field service operations and firmware management. Adept at aligning product strategies with client needs, bridging technical and non-technical teams, and managing full release cycles, documentation, and site readiness. Skilled in designing SOPs and workflows for seamless on-site infrastructure deployments. Proven record of handling release cycles, documentation, AI integration, network configurations, and on-site support for enterprise automation clients

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💼 Work Experience

Product Manager

Surmount Energy Solutions | *April 2024 – Present*

- Led the design and development of the internal Support App used by field engineers for delivering onsite support, logging issues, and tracking configurations.

- Co-developed the OTA Utility, allowing 10000+ IoT devices to receive seamless remote firmware updates (Sensors, Gateways, Nodes).

- Managed end-to-end product releases and prepared training, release documentation, and SOPs.

- Collaborated closely with developers to clarify client-side requirements and functional expectations.

- Managed the Coolmaster release at the client site, used for controlling VRF/VRV ACs centrally.

- Collaborated with R&D and software teams to integrate DALI protocol support for smart lighting control.s

- Acts as the technical bridge between hardware (R&D) and software teams, ensuring seamless data flow, alignment, and integration.

- Coordinated end-to-end BMS and IoT projects for large-scale deployments (e.g., Club Mahindra, BRSSCL, MaxVal, Vectre, BOB).

- Engaged with Automation, and network planning teams for enterprise clients including Club Mahindra, Motherhood Hospital, and BRSSCL.

- Provided regular Product training to internal teams including Sales, Project Managers, and Support staff for product knowledge and rollout preparedness.

- Currently extending the Support App for the Production Team to automate manual workflows and enable data logging for better traceability and efficiency.

- Owned release planning, field readiness, and internal documentation (SOPs, changelogs, fault flow diagrams).

- Authored a structured SOP and deployment workflow to streamline network infrastructure setup at customer sites which helped in reducing Network related support calls by 45% since March 2025.

Software Tester

Surmount Energy Solutions | *2022 – 2024*

- Executed manual, functional, API, UAT, and regression testing for web, iOS, and Android platforms.

- Conducted test planning for AI control systems and OTA deployments across test benches and live sites.

- Handled bug triage, test logs, and enhancements using GitHub; closely collaborated with developers.

- Set up and maintained test benches with IoT hardware: Modbus, Coolmaster, Sensors, Gateways, Nodes, Network Infrastructure etc.

- Provided hands-on field support for firmware rollouts, device troubleshooting, and BMS gateway configuration.

🔧 Skills

- Product lifecycle management and sprint planning.

- SOP creation, user documentation, and release planning

- Basic analytics interpretation for user feedback and feature prioritization

- Requirement gathering and documentation

- Critical thinking skills

- Stakeholder and cross-functional team collaboration

- Team training and support enablement

- Client communication and issue resolution

- Problem-solving and decision-making

- Product design feedback using Figma Productivity and documentation with Notion and Plane

- Strategic Planning & Analysis

- IoT protocol knowledge: Modbus, MQTT

- Manual, functional, and regression testing for mobile/web apps

- API testing and validation using Postman

- QA ownership: bug logging (GitHub), UAT, and field validation

- Tools: GitHub, Notion, Plane, Google Workspace, Figma, Google Analytics

- Hardware-software integration and field-to-dev feedback resolution

📘 Education

Bachelor of Science (IT) – Pillai's College of Arts, Commerce & Science, 2022
HSC – KLE Jr College, 2018
SSC – Carmel Convent High School, 2016

🏆 Key Projects

- Support App: Designed and deployed a mobile-first tool used by field and production teams for issue logging, system status, and test reporting.
- OTA Utility: Developed the OTA deployment tool for pushing firmware to BuildTrack's globally deployed smart IoT devices.
- Network Survey SOP: Authored the Network Survey SOP used as a standard for site infrastructure planning and configuration.
- Project Deployments: Executed full-stack smart BMS rollouts at sites including Club Mahindra, BRSSCL, and MaxVal.
- Release Documentation: Created SOPs, changelogs, and release documentation for Software updates.
- AI System QA: Validated occupancy logic, override conditions, and edge cases in AI-driven building control systems.
- Hardware-Software Alignment: Bridged gaps between R&D, QA, and dev teams, ensuring real-world field compatibility.

Extra-Curricular Activities

- 🏃 Athletics – Winner of 1.5 km and 5 km track events at district level competitions
- ⚽ Football – Active team player in local football tournaments
- 🎮 Esports – Regular participant in BGMI and Pokémon GO community tournaments
- 🎮 Gaming Enthusiast – Passionate about open-world and strategy games like GTA V
- ✍️ Blogging – Tech blogger focusing on smartphones, gadgets, and AI tools

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