

ARNOLD SEGINE

Senior Product Manager | AI Product Builder | Operations Leader

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PROFESSIONAL SUMMARY

Senior Product Manager and former Chief Operating Officer with 7+ years of experience leading products, operations, and teams across healthcare, telecom, and insurance. I have owned company-wide strategy, built and scaled teams, and driven measurable operational results at the executive level. What sets me apart today is that I also build. I independently design, develop, and ship AI-powered digital products, managing the full lifecycle from user research through MVP launch. I bring the strategic mindset of an operator, the execution discipline of a project manager, and the hands-on capability of a product builder.

CORE COMPETENCIES

Product Strategy and Roadmapping	AI Product Development	MVP Definition and Delivery	Agile and SAFe Delivery
Stakeholder Management	People and Team Leadership	OKR and KPI Tracking	Change Management
Cloud and Digital Transformation	Requirements and Prioritization	AI-Assisted Product Building	Operational Excellence

FREELANCE PRODUCT MANAGEMENT AND DELIVERY

Currently taking on freelance product and build engagements, owning the full product lifecycle from user research and problem framing through MVP build and client delivery using AI-assisted development workflows.

Event Management Platform: Designed and delivered a client-facing event management platform that generated strong user adoption and repeat client demand for additional builds. Managed the full product lifecycle from brief through launch.

Client Portfolio Websites: Built and delivered portfolio websites, managing each project from initial brief through design, build, and launch. Recognized for quality of delivery with ongoing client referrals.

Job Application Platform: Identified a market opportunity and led end-to-end product development. Defined user personas, wrote product requirements, scoped the MVP, and shipped a working platform, managing all product decisions across the full development lifecycle.

TravelBuddy AI: Identified an underserved market gap through independent user research: existing travel platforms fail to address identity-specific needs such as culture, faith, language, and diaspora services for travelers. Owned the full PM process including problem framing, persona development, feature prioritization, user flow design, and MVP scope definition, resulting in a working prototype of an LLM-powered identity-aware travel discovery application.

PROFESSIONAL EXPERIENCE

Chief Operating Officer | Canadian Fertility Consulting Ltd. | Woodbridge, ON

July 2023 to March 2026

- Owned overall operations, strategy, and performance of the company, driving high quality fertility health service delivery at scale.
- Partnered with the CEO on strategic planning and new service development, using market analysis to identify emerging opportunities in the fertility sector.
- Reduced operational costs by 15% through process automation and operational improvements while maintaining service quality.
- Led a multidisciplinary team, building a culture of accountability, continuous improvement, and professional development.

- Designed and delivered a workforce analytics platform automating insights across the full HR lifecycle, eliminating 120+ manual hours per month and enabling a proactive retention strategy.
- Managed key relationships with fertility clinics, clients, and partners to strengthen service delivery and expand the company's network.

Project Manager | Charter Communications | Charlotte, NC

March 2021 to July 2023

- Spearheaded an enterprise cloud migration, moving the business from a monolithic architecture to microservices on AWS, enabling scalability and long term platform flexibility.
- Defined project scope, resource allocation, timelines, and risk mitigation plans across a distributed onshore and offshore delivery team.
- Managed phased rollout with structured stakeholder reviews, keeping all teams aligned to objectives and go live milestones.
- Drove delivery using Jira, Confluence, and MS Project; proactively removed blockers and maintained delivery velocity throughout the project lifecycle.

Agile Scrum Master | Charter Communications | Charlotte, NC

September 2020 to March 2021

- Facilitated Agile ceremonies including stand-ups, sprint planning, reviews, and retrospectives across multiple teams in a SAFe scaled environment.
- Tracked and reported on Agile metrics including velocity, burndown, and cycle time, using data to identify bottlenecks and continuously improve team performance.
- Collaborated closely with Product Owners on backlog grooming and story refinement, ensuring alignment between delivery and product goals.
- Coached team members on Agile best practices, accelerating team maturity and consistently meeting sprint delivery targets.

Project Manager | Combined Insurance | Thornhill, ON

August 2019 to August 2020

- Managed end to end delivery of complex insurance product development and customer experience projects across people, technology, and budget dimensions.
- Identified and mitigated project risks proactively, keeping initiatives on schedule and within scope while ensuring regulatory compliance.
- Reduced operational errors by 8% through implementation of automated systems and process standardization.
- Maintained clear, consistent stakeholder communication on project status, risks, and decisions throughout delivery.

HR and Office Manager | Kale Recruitment | Bucharest, Romania

March 2017 to May 2019

- Developed and implemented HR strategies, full cycle recruitment processes, and performance frameworks aligned to company objectives.
- Managed employee relations, coaching, conflict resolution, and office operations including vendor relationships and facilities.
- Conducted employee performance evaluations and provided coaching to enhance individual and team performance.

KEY ACHIEVEMENTS

- Reduced operational costs by 15% at a healthcare services company through process automation and operational improvements.
- Led enterprise AWS cloud migration for a major telecom organization, enabling a scalable microservices architecture from a legacy monolith.
- Reduced operational errors by 8% through automated systems and process standardization.
- Eliminated 120+ manual hours per month by designing and delivering a workforce analytics platform automating full HR lifecycle reporting.
- Coached and scaled Agile teams in a SAFe environment, consistently meeting sprint delivery targets across distributed teams.
- Independently built and delivered multiple AI-powered digital products for clients, demonstrating end to end product ownership from user research through launch.

CERTIFICATIONS AND TRAINING

AI Product Management | Project Management | Business Analyst Immersive | Cisco IT Essentials

EDUCATION

Master of Business Administration (Graduate Coursework in Strategic Management)

University of Bucharest, Romania

Bachelor of Engineering, Marine Engineering and Navigation

Constanta Maritime University, Romania