

nivin nabeel

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education:

100 SCHOOL | 2024

#100DaysOfAI

SPRINGBOARD | 2018

UX Design

TORONTO METROPOLITAN UNIVERSITY | 2016

Bachelor's of Architectural
Science

SOOCHOW UNIVERSITY | 2015

Chinese Construction Methods

ARCHITECTURAL ASSOCIATION SCHOOL OF ARCHITECTURE - GERMAN JORDANIAN UNIVERSITY VISITING SCHOOL | 2014

Parametric modelling of Eroded
Morphologies of The Desert

THE CHANG SCHOOL OF CONTINUING EDUCATION | 2013

Building Information Modelling

WESTERN UNIVERSITY | 2012

Arts and Computer Science

software:

Product Management & Analytics:

Productboard, JIRA, Azure DevOps,
Power BI, Tableau, Excel

Customer Management:

Dynamics CRM, NetSuite

AI, Product Design & Prototyping:

Figma, Miro, Sketch,
Notepad++, Moqups, ChatGPT,
Copilot

Media & Communication:

Illustrator, Photoshop, InDesign,
Premiere Pro, After Effects,
Camtasia, PowerPoint

Digital Design and Construction:

Revit, ACC/BIM360, Ideate
Software, Ideate Automation,
Dynamo, Grasshopper, Rhino

professional summary:

Product Manager with experience in SaaS, automation, and data-driven product development, backed by over a decade in digital design technology, customer success, and workflow innovation. I solve real problems by turning complex workflows into scalable, intuitive solutions that deliver value. Known for being collaborative, curious, and highly technical, I work across engineering, users, and business teams to drive product strategy from idea to release. My goal is simple: build products that work better, feel intuitive, and deliver real impact.

work experience:

GRAITEC GROUP | TORONTO, CANADA

Product Manager - Senior Solutions Architect | Apr 2024 - Present

- Ideate Software, now part of Graitec Group, evolved my role from Customer Success Manager to Senior Solutions Architect and ultimately Product Manager, reflecting increased ownership of product strategy, roadmap, and feature delivery.
- Led product strategy and roadmap development for 16 products using Productboard, DevOps, and JIRA to manage backlog prioritization, sprint planning, and releases based on customer feedback, analytics, and business needs.
- Drove research and definition of AI-driven use cases, identifying opportunities to enhance automation, solve customer problems, and shape future product strategy.
- Designed and implemented a Python script to scrape and structure product documentation for use in an internal AI agent, supporting automation, knowledge retrieval, and future AI-driven product capabilities.
- Defined feature requirements, user stories, and acceptance criteria, working closely with software development, QA, and UX teams in an agile environment to deliver functionality aligned with real-world customer workflows.
- Owned end-to-end delivery of new tools, driving design decisions, testing, and release readiness to deliver scalable, user-focused automation solutions.
- Led cross-functional collaboration across engineering, technical, marketing, and customer success to plan releases, validate solutions with users, and ensure successful adoption of new functionality.
- Acted as product subject-matter expert for internal teams and customers, providing technical guidance, solving complex problems, and helping deliver corporate solutions aligned with real-world AECO/BIM workflows.
- Managed release enablement including demos, documentation, and training materials to support product launches and global adoption.
- Continuously addressed localization challenges across products, ensuring solutions supported international workflows and improved accessibility for global users.
- Maintained Getting Started guides, How-To articles, What's New documentation, videos, and training content for ongoing releases and customer enablement.
- Provided advanced (Level 3) technical support for complex issues, analyzing logs and journals, identifying root causes, and coordinating with development teams on bug investigations, fixes, and escalations.

IDEATE SOFTWARE | TORONTO, CANADA

Customer Success Manager | Aug 2022 - Apr 2024

- Served as primary owner of the team's technical knowledge base, maintaining deep expertise across products and acting as the go-to resource for internal teams and customers on complex technical and workflow-related issues.
- Delivered technical support, QA testing, and troubleshooting, leveraging customer insights to guide product improvements and feature prioritization.
- Represented customer needs throughout the product lifecycle, translating feedback into clear requirements and collaborating with product and development teams to drive usability, performance, and automation improvements.
- Designed and built internal tools, including a log and journal parser that significantly reduced the time required to review, diagnose, and resolve technical issues.
- Developed a Power BI dashboard using DAX and Power Query, integrated with product data to provide customers worldwide with actionable model analytics and KPIs to support decision-making and workflow optimization.
- Led customer enablement through training sessions, technical workshops, and product demonstrations delivered remotely, in person, and at industry conferences.
- Provided technical consultation for customers, helping design solutions that aligned with corporate standards, BIM workflows, and automation requirements.

contributions:

BIGMODE GAME JAM | 2025

Cats On Treadmills!

AUTODESK UNIVERSITY SPEAKER | 2023

AS131400 | Clone Yourself and Save Time on Repetitive Revit Tasks with Ideate Automation

REVIT PURE LIVE GUEST SPEAKER | 2023

Mastering the Art of Revit Data

BUILDING TRANSFORMATIONS (CANBIM) GUEST SPEAKER | 2022

Industry Summit on Prefabrication Big Team, Big Project, No Time

TORONTO DYNAMO USER GROUP | 2019

Found Committee Member

NUIT BLANCHE - SOMNIUM | 2016

Interactive Public Art Installation

SUKKAHVILLE | 2015

Temporary Public Art Installation

work experience (con't):

MONTGOMERY SISAM ARCHITECTS | TORONTO, CANADA

BIM Manager | October 2020 - Aug 2022

- Led the firm's digital transformation during COVID, driving workflow optimization and efficiency across design and documentation processes.
- Implemented new standards and best practices in modeling and documentation, improving project quality, coordination and collaboration.
- Implemented BIM360 and Ideate Software, developing an interactive BXP Plan that streamlined project kick-offs and improved disciplines coordination.
- Designed and deployed a data-driven Power BI dashboard to enhance project visibility and enable data-informed mode-management decisions.
- Conducted hands-on workshops and training sessions to address challenges in BIM adoption, ensuring consistent standards and proficiency across teams
- Championed the firm's expansion into BIM-driven delivery, promoting scalable digital practices that strengthened quality, and long-term efficiency.

GENSLER | TORONTO, CANADA

Digital Design Specialist | February 2019 - October 2020

- Bridged design and technology, managing multiple office projects to ensure seamless workflows and successful delivery.
- Led the implementation of new digital tools and technologies while providing ongoing technical support and training across teams.
- Conducted product testing to ensure quality and reliability, and developed BIM Execution Plans to enhance project efficiency and coordination.
- Spearheaded the firm's transition to BIM360, streamlining collaboration and project coordination.
- Optimized workflows for Sidewalk Labs' CIBC Tower project and maintained BIM standards for the Pier G Airport development.
- Supported teams in preparing precise digital files for laser cutting, 3D printing, and PointCloud scanning, ensuring accurate and efficient production.

MGBA INC. | TORONTO, CANADA

Intermediate Architectural Technologist | February 2018 - February 2019

RZA INC. | TORONTO, CANADA

Architectural Designer/ Project Manager | August 2016 - November 2017

DEPARTMENT OF ARCHITECTURAL SCI. | TORONTO, CANADA

Assistant Curator | January 2016 - April 2016

EIGHT ART HOTEL | SHANGHAI, CHINA

Architectural Designer In Residence | June 2015 - August 2015

ECADI | SHANGHAI, CHINA

Architectural Designer | June 2015 - August 2015

ATELIER3AM, TORONTO, CANADA

Architectural Designer | May 2014 - August 2014