

# nivin nabeel

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## education:

**100 SCHOOL | 2024**  
#100DaysOfAi

**SPRINGBOARD | 2018**  
UX Design

**RYERSON UNIVERSITY | 2016**  
Bachelor's of Architectural Science

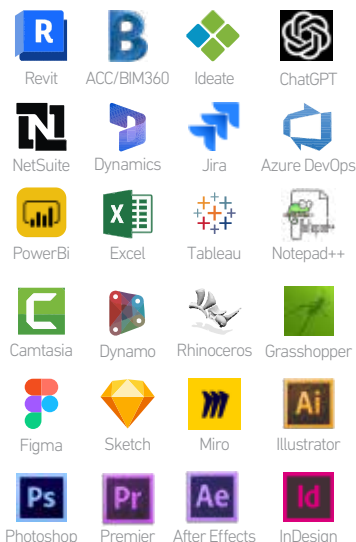
**SOOCHOW UNIVERSITY | 2015**  
Chinese Construction Methods

**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:



## professional summary:

Innovative and results-oriented Customer Success Manager with a twist! With over 10 years of experience in digital design technology and BIM Management, I offer a unique blend of professionalism, strong technical skills and a vibrant personality. I am proficient in providing personalized training and implementing data-driven strategies. I excel in cross-functional collaboration with sales, marketing, and product teams to delivery value-driven SaaS solutions that exceed expectations. I love infusing projects with creativity and fresh perspectives, and turning challenges into opportunities. With a passion for problem-solving and a customer-centric approach, I am excited to leverage my skills and expertise to drive growth, success, and innovation. Let's create something extraordinary together!

## work experience:

**IDEATE SOFTWARE | SAN FRANCISCO, UNITED STATES**  
Customer Success Manager | Aug 2022 - Present

- Excelled in fostering strong client relationships through timely technical support, onboarding, and product training.
- Managed global enterprise and non-enterprise clients, utilizing application logs to identify and resolve product issues, including workflow questions, error handling, licensing, and identifying unpredictable product outcomes.
- Developed a custom log parser and an AI-powered tool to expedite technical support built on a trained learning model.
- Played a role in localization efforts for our products to ensure it caters to global clients, addressing issues in their native languages.
- Analyzed customer data to execute success plans, ensuring retention and identifying upselling opportunities.
- Utilized DAX and Power Query expertise to create a Power BI dashboard that seamlessly integrated with our software and was provided to customers globally, enabling them to access valuable and actionable KPIs.
- Led training sessions both in-person and remotely, as well as at events and conventions.
- Proactively contributed to technical documentation and knowledge-sharing resources across multiple formats, including videos, blogs, and help topics.
- Actively listened to customer needs, documented feature requests, and developed use cases to effectively communicate with the development team. Upon feature implementation, I conducted thorough product testing and QA/QC to ensure quality.
- Spearheaded the adoption and implementation of Automation and AI tools.

**MONTGOMERY SISAM ARCHITECTS | TORONTO, CANADA**  
BIM Manager | October 2020 - Aug 2022

- During COVID, I led our office's expanded focus on workflow optimization, engaging in multiple projects to enhance operational efficiency.
- Addressed diverse needs by implementing new workflows in documentation, modeling, best practices, and clash detection, enhancing project quality and collaboration.
- Introduced BIM360 and Ideate Software, significantly improving processes and developing an interactive BXP plan that streamlined project kick-offs, fostering better communication and coordination.
- Designed and launched a data-driven PowerBI dashboard to maintain project oversight, while also updating office standards to reflect industry advancements and best practices.
- Addressed challenges in BIM implementation by conducting comprehensive workshops focused on training and best practices, while providing ongoing support and guidance to the team.
- Played a pivotal role in supporting MSA's expansion by promoting the adoption of BIM, a contribution that I take great pride in, knowing it has driven the organization forward.

## contributions:

### **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 2022  
Big Team, Big Project, No Time

### **TORONTO DYNAMO USER GROUP | 2019**

Founding Committee Member

### **NUIT BLANCHE - SOMNIUM | 2016**

Interactive Public Installation

### **SUKKAHVILLE | 2015**

Temporary Public Installation

## work experience (con't):

### **GENSLER | TORONTO, CANADA**

Digital Design Specialist | February 2019 - October 2020

- In a role that seamlessly integrated design and technology, I managed and oversaw a variety of office projects, ensuring smooth operations and successful outcomes.
- Took the lead in implementing new tools and technologies, while providing ongoing technical support to teams across the organization.
- Conducted thorough product testing to ensure quality and reliability, and played a key role in developing comprehensive BIM Execution Plans to enhance project efficiency.
- Spearheaded the transition to BIM360, facilitating a smoother workflow and better collaboration within the team.
- Noteworthy projects include work on SidewalkLabs, where I optimized workflows for the CIBC tower, and maintained rigorous BIM standards for the PierG airport project.
- Additionally, I supported teams in the precise preparation of files for laser cutting, 3D printing, and PointCloud scanning, contributing to the successful execution of these technical processes.

### **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