

ADRIAN BILIC

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GENERAL STATEMENT

Product-focused operations professional with enterprise software experience across sales, product, implementation, and customer success. Skilled at translating complex technical requirements into practical workflows, supporting onboarding and troubleshooting, capturing customer feedback, aligning cross-functional stakeholders, improving processes, and enabling effective product delivery.

PROFESSIONAL EXPERIENCE

Growth Consultant, Arteria AI, Toronto, ON

2025 – 2026

- Served as the primary feedback loop between Sales and Product, translating client experience and field observations into structured feature recommendations and requirements that directly inform the product roadmap.
- Led end-to-end proof of concept delivery with Scotiabank and Citadel across their Toronto and New York offices, owning requirements gathering, environment configuration, and feature alignment for a complex software platform; designed and delivered training programs that drove adoption and stakeholder readiness, advancing the deal to contract negotiation at an estimated \$1M contract value for each individual deal.
- Completed multiple RFPs, RFIs, and SOWs, translating enterprise client requirements into product and technical solution narratives, achieving a 100% stage-progression rate with some of the largest global financial institutions in the world.
- Delivered 50+ product demonstrations of a complex, technical software platform to large-scale global financial institutions and Fortune 500 companies, consistently translating product capabilities into client-relevant, outcome- focused narratives.
- Own the demo environment product lifecycle for the Sales org, overhauling the deployment process, standardizing version upgrades, and ensuring new product features are validated and integrated at each release cycle, improving reliability and release readiness across all environments.
- Partnered directly with the CEO to deliver market and competitive research for a flagship industry conference, synthesizing landscape insights into executive-ready positioning materials.

Business Analyst, d1g1t Inc., Toronto, ON

2022 – 2025

- Analyzed, cleaned, mapped and integrated client data into the d1g1t platform to ensure high-quality data management, usability, and integrity.
- Successfully onboarded new clients by configuring and optimizing their environment, establishing system integrations and processes, delivering comprehensive training, and managing the client experience to ensure a seamless go-live process.
- Implemented Single Sign-On (SSO) functionality for 10+ production clients, enhancing system accessibility and security, while reducing the number of incoming login-related support tickets by 2%.
- Led multiple investor portal rollouts, managing end-to-end processes including client outreach, demos, configuration design, feature specification, functional testing, implementation, and final handoff.
- Achieved a 90% improvement in first response time and a 95% enhancement in resolution time for support tickets. Received recognition for ranking in the top 5% of ticket resolution success rate, over five consecutive quarters.
- Conducted comprehensive training sessions and full-time mentorship for one full-time employee and two interns, enabling new employees to seamlessly integrate within the team and perform at a high level that is aligned with organizational processes and goals.
- Investigated and resolved software-related issues, collaborating with clients to analyze and diagnose problems while coordinating cross-functionally with product and engineering teams to define solutions and plan releases.

EDUCATION

Bachelor of Commerce, Smith School of Business, Queen's University, Kingston, ON

2017 – 2021

- Excellence Entry Scholarship (90-94.9% average upon entering First Year)

SKILLS

- Microsoft Office Suite
 - JIRA, Confluence, Notion, Jenkins, Postman, AWS, Django Admin API
 - Passionate about electronic music & DJing, vinyl collecting and hockey
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