

Results-driven **Business Analyst & Project Manager** with **5+ years of experience** leading **medium to large-scale projects** across **Fintech, E-commerce, Education, AI, and Machine Learning** sectors for **Dubai, Canada, UK, and USA-based clients (Remote)**.

BS Software Engineer (HONS) | **Certifications:** Agile Project Management Google, Scrum Master Certification

Strong expertise in **requirement analysis, stakeholder management, Agile methodologies, and end-to-end project lifecycle management**, with a strong technical foundation in **software development, database management, and API integrations**. Proficient in **requirement gathering, process optimization, risk management, and team collaboration** to ensure seamless project execution. Adept at working with **cross-functional teams**, bridging the gap between **business needs and technical solutions**. Hands-on experience with **JIRA, Trello, Azure DevOps, ClickUp, GitHub, and GitLab** for workflow management and project tracking, with expertise in **Agile (Scrum/Kanban) and Waterfall methodologies**. A strategic problem-solver, committed to **delivering high-quality solutions on time and within budget**.

Technical Proficiencies

Agile & Scrum Management: JIRA, Trello, Azure DevOps, ClickUp

Documentation: Confluence, AI Agents Crew Chat GPT, Google Workspace

Workflow automation: Monday.com, Asana, Microsoft Planner

AI & Fintech Tools: AI Risk Engines, eKYC Solutions, Smart AI Agents, LLM

Process Mapping: MS Visio, Draw.io, Lucid Chart

Communication: Slack, Microsoft Teams, Zoom, Google Meet

Career Experience

Technical Project Manager |
DGTL Banking Solutions |
1200 Bay street Toronto
Canada

Feb 2022 – Present

- Led the design & development of **AI-driven eKYC**, risk assessment, and digital deposit solutions for **fintech** clients.
- Managed end-to-end project execution, ensuring **100% regulatory compliance** and reducing customer onboarding time by **40%**.
- Implemented Agile methodologies (Scrum, Kanban) to improve team efficiency, achieving **30% faster project deliveries**.
- Collaborated with C-suite executives, engineers, and QA teams to optimize **software deployment** strategies.
- Leading and overseeing the planning, execution, and delivery of multiple projects, ensuring adherence to timelines and budget constraints.
- **Coordinate cross-functional teams**, assign tasks and responsibilities, **effective communication and collaboration**, and perform requirements analysis.
- Developing **comprehensive project plans**, and defining **project scope, objectives, and milestones**, to guide project progress effectively.
- Monitoring project progress, identifying potential risks, and implementing mitigation strategies to ensure successful project outcomes.
- Regularly communicating project status, updates, and key milestones to stakeholders, clients, and senior management.
- Managing **project budgets**, tracking expenses, and optimizing **resource allocation** to achieve **cost-effective project delivery**.
- Implementing quality assurance measures to ensure project deliverables meet high-quality standards and client expectations.
- Utilizing **project management tools and software to streamline workflows**, monitor progress, and facilitate team coordination.

IT Project Manager |
Innovative Ideas Caribbean
(Remote – Canada)

Dec 2020 - Feb 2022

- Spearheaded multiple IT projects, improving **software development lifecycles (SDLCs)** for fintech and AI-driven platforms.
- **Managed technical teams** across multiple time zones, enhancing project delivery efficiency by 25%.
- Designed project roadmaps and risk mitigation strategies, ensuring successful product rollouts.
- Delivered business process automation solutions, reducing operational costs by 20% for global clients.
- Conducted **stakeholder interviews, mapped workflows**, and created detailed project documentation.
- Facilitating project meetings, workshops, and brainstorming sessions to foster creative **problem-solving and decision-making**.

E-commerce Business Analysts | Project Manager
AI Logic P Ltd UK (Freelance)

Aug 2021 – Jan 2022

- Led the **end-to-end development** of a scalable **multi-vendor e-commerce platform** for a USA-based client, ensuring **timely delivery and business alignment**.
- **Gathered and analyzed requirements**, translating business needs into detailed user stories and functional specifications.
- Managed **Agile (Scrum) sprints**, using **JIRA, Trello, and ClickUp** for task tracking, sprint planning, and retrospectives.
- Coordinated with **cross-functional teams** (developers, UI/UX designers, QA) to ensure smooth execution and delivery.
- Oversaw **third-party integrations** (Stripe, PayPal, logistics APIs), ensuring seamless **payment processing and order management**.
- **Mitigated project risks** and resolved roadblocks, optimizing workflows for enhanced performance and scalability.
- Successfully **launched the platform on time and within budget**, providing **post-deployment support** to ensure operational efficiency.

E-commerce Business Analysts | Project Manager
AI Logic P Ltd, UK (Freelance)

Sep 2019 – Jan 2020

- Planned and developed the Turner & Hooch Kennel Store, an intuitive and visually appealing **e-commerce platform** for pet products, ensuring efficient resource allocation, cost estimation, and adherence to realistic timelines.
- Applied effective **project execution strategies** with a strong focus on quality performance and seamless user experience.
- Managed and optimized the online store's functionality, enhancing checkout speed and improving product presentation through detailed descriptions.
- Created executive reports and insights to evaluate store performance and drive continuous improvements.

- Designed and developed Thunder hoodie, a modern **e-commerce store** specializing in hoodies, jackets, t-shirts, and accessories, ensuring efficient **resource allocation and timely execution**.
- Implemented a bold, dark-themed design with eye-catching graphics and a fully responsive layout for an optimal user experience.
- Integrated secure and fast checkout options, enhancing customer convenience and trust.
- Developed strategic reports and performance evaluations to drive continuous improvements and maintain a **customer-focused** approach.

Education

BS Software Engineer (HONS) | 2015-2019

GIFT University Gujranwala, Pakistan

Final Year Project: TripIN - a tourist guide platform with social chat system (**Received 1st Award for an innovative project**)

Certifications

Agile Project Management | Project Management Professional (PMP ®) | Google Project Management Certification | Product Management Certification | Scrum Master Certification | Business Analyst Certification.

Languages

English | Urdu – Fluent