

AHMED RASHWAN

IT Project Manager

CONTACT INFO

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SKILLS & TOOLS

- PMP
- Waterfall & Agile Frameworks
- PMP Training & Career Coaching
- Cross-functional Team Leadership
- Collaboration & Communication
- Project Planning
- Risk Management
- Time Management
- Cost Estimate
- Resources Estimate
- Budget Management
- Conflict resolution
- Negotiation
- Leadership
- Research & Analysis
- Critical Thinking and Problem-Solving
- Technical Analysis
- System thinking
- Change management
- Reliability and Adaptability
- Technical Analysis
- Research & Analysis
- Business Analysis
- Vendor Management
- Stakeholder Management
- Strategic Planning
- Performance Evaluations
- Program Evaluation
- Software Development
- Scrum & Kanban Frameworks
- Jira & Confluence
- MS Project

PROFESSIONAL SUMMARY

Certified PMP and Agile IT Project Manager with over 8 years of experience leading transformative IT and software projects. Proven track record of managing cross-functional teams of up to 20 members to deliver innovative solutions that drive organizational value. Highly skilled in overseeing complex projects from initiation to completion, ensuring alignment with business strategy and objectives. Committed to ensuring stakeholder satisfaction and consistently delivering measurable value across all phases of the project lifecycle.

EDUCATION

- **Masters of Data Science and Program Evaluation , 2022**
Arizona State University - Arizona - U.S.A
 - **BSC of Software Engineering with Multimedia , 2016**
Limkokwing Creative Technology – Malaysia
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EXPERIENCE

IT Project Manager - May/2022 to Nov/2024

Roads Transport Authority (RTA) (Outsource Contract) – (Dubai , UAE)

- Managed end-to-end delivery of business IT applications, from initiation to closure. Implemented process improvements, driving a 60% increase in user adoption and system usability, utilizing both Waterfall and Agile methodologies.
- Led a team of engineers in the development and implementation of an Artificial Intelligence monitoring systems, resulting in a 25% increase in productivity and a 30% reduction in operational costs.
- Developed and documented all critical project components such as the Business Case, RFPs, Evaluation reports, project schedules, budgets, risk assessments, and stakeholder communication plans.
- Planned and coordinated projects activities, allocated appropriate resources, controlled scope changes, and maintained up-to-date project plans and baselines to ensure successful project execution and alignment with stakeholder expectations.
- Enhanced the operational efficiency of the Smart Monitoring Center Teams by reducing time and effort of 40% involved in the monitoring process & service quality improvement by 15%.

- Value-Driven User Stories
 - Enterprise Architecture
 - Mobile Application Development
 - Product Management
 - Product Roadmap Planning
 - User Experience Design
 - A/B Testing
 - Prioritization Techniques
 - Performance Metrics Analysis
 - Market research
 - Quality Assurance
 - E-commerce
 - Agility
 - Digital-Marketing
 - IoT
 - Artificial Intelligence
 - Machine Learning Models
 - Neural Networks
 - Jupyter Notebook
 - Google Colab
 - Data Science
 - Big Data
 - Data Analytics
 - Data Visualization
 - Power Bi & R Studio
 - DAX, Power Query
 - Python & SQL
 - R Programing
 - Tracking systems
 - Systems Integration
 - Presentations
 - Coaching & Mentoring
 - AI Prompt Engineering
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LANGUAGES

- Arabic - Native
- English - Professional

VISA STATUS

- UAE Golden Visa Valid till 2031

- Managed vendor relationships and negotiated contracts for software licensing, hardware procurement, and technical services, resulting in cost savings of 45%.

IT Project Manager - Jan/2020 to May/2022

ZAS Group - (Dubai , UAE)

- Managed end-to-end delivery of a cross-functional project to build product features based on user feedback—driving scope, timelines, and stakeholder alignment, resulting in a 41% boost in customer retention and a 25% increase in user satisfaction.
- Delivered digital platforms as part of a strategic digital transformation program, ensuring alignment with portfolio objectives—resulting in a 34% increase in active users and 77% revenue growth within 6 months through effective project delivery and stakeholder engagement.
- Managed the delivery of high-impact digital marketing initiatives within a strategic program—achieving 32% cost savings by aligning execution with organizational goals and optimizing campaign performance.
- Improved on-time project delivery rate through the implementation of agile governance frameworks and continuous delivery practices.

Agency Manager - Jan/2017 to Dec/2019

ADCB - (Dubai , UAE)

- Boosted portfolio performance and profitability by 58% through streamlined banking management strategies.
 - Ensured compliance with consumer risk management standards, reducing risk-related incidents, and reduced risk exposure by 30% through more effective risk mitigation practices.
 - Enhanced customer satisfaction scores by 45%, resulting in higher customer retention rates.
 - Introduced strategies that increased operational efficiency by 18%, contributing to a 12% decrease in resource wastage.
 - Evaluated performance metrics, leading to a 12% rise in team productivity and the identification of 10 key areas for operational improvement.
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CERTIFICATIONS & TRAINING & AWARDS

- Project Management Professional (PMP) , ACP- Agile Practitioner
- Professional Scrum Master (PSM) , Agile Development with Scrum of Scrums
- Artificial Intelligence Prompt Engineering for Project Managers
- Generative Artificial Intelligence for Project Managers
- Complete A.I. & Machine Learning, Data Science Bootcamp
- Big Data – Ultimate Hands-On-Hadoop-Tame your Big Data
- Power Bi Advanced Intelligence DAX, Power Query
- MBA in Product Management
- RTA-International Business Excellence Award - Artificial Intelligence (IBXA 2024)
- Saudi Federation Hackathon (SAFCSP)
- Dato' Seri Najib presented the Prime Minister Creativity & Innovation Award
- Founder of PMP Mastery Hub, Future Minds AI & ML and Tawari Application.