

# **Fahid Choudhry**

(647) 909 5786

[fahidchoudhry@gmail.com](mailto:fahidchoudhry@gmail.com)

<https://www.linkedin.com/in/fahid-ch/>

Eight plus years of professional experience in managing projects in technology services and product delivery by utilizing Agile methodologies.

## **Professional Summary**

- Facilitated agile meetings, including sprint planning, backlog grooming and planning, estimation, daily stand-ups, task assignments and sprint retrospectives.
- Managing teams to delivery code deployments in different test environments (Presto Project).
- Managing risks and resolving issues through project's contingency plan to avoid schedule delays, scope changes and quality of the project (Clever Devices).
- Accountable for team's adherence to project processes, escalated risk and issue reviews, risk resolution and overall escalation procedures. Ensured team's adherence to quality, delivery and service is meeting client's set criteria.
- Helped effective planning and coordination with multiple partners (Stakeholders, Project teams and vendors).
- Allocated resources to crash sprint activity to accommodate more rapid project delivery.
- Oversee the delivery of project phases from "Solution delivery teams" including vendors and subcontractors, managing risks and issues and develop effective mitigation strategies.
- Managing team progress, prioritize roadmaps, refine backlogs, plan sprint iterations, weekly retrospectives and ceremonies with SMEs.
- Managed testing and product delivery for million dollars plus projects spanning across 1-2 years of implementation phase in transit industry (TTC, Brampton Transit and St Catherina's Transit).
- Dedicated Engineering professional with experience in project management and technology services.
- Provided leadership in the establishment and development of project base line budgets, resource allocation, and schedules in individual and group situations.
- Managed onshore and offshore teams ranging in size from 10 to 30 professionals (Engineers, Field Service Technologists and Service providers).
- Prepared and presented monthly progress reports and presented them to PMO.
- Performed and documented test procedures to assist the teams and clients.
- Controlled cost by closely monitoring and ensuring only appropriate changes are included in cost baseline.
- I have extensive skills in the following project management tools:

Microsoft Project, Project Manager, Salesforce, JIRA, Confluence, SharePoint, SLACK, SAP, Teamwork Projects, ADP Scheduling, Shift-board (Scheduling), Microsoft Office Suite

## **EXPERIENCE**

### **Project Coordinator (Field Engineering Services)**

**Clever Devices** Toronto, ON

May '18 – Present

**Project by Toronto Transit Commissions (TTC) to install accessibility equipment on public transportation vehicles and provide CAD software to maximize fleet's uptime.**

- Spearheaded Clever Equipment installation on newly acquired Nova and New Flyer e-buses.
- Work with program manager and project manager to manage any interdependencies.
- Actively contributed to the continuous improvement of project framework (Agile methodology).
- Communicated with, trained and coordinated project teams, clients and stakeholders.
- Provided leadership in the establishment and development of project base line budgets, resource allocation, and schedules in individual and group situations.
- Track, manage and report expenditure, against the baseline, budgets and forecasts while monitoring variances within project deliverables.
- Managing outsourced work, consultants, vendors, and relationships.
- Ensure the project team understands all aspects of prime contract relating to their respective responsibilities and goals on installation of Clever Devices equipment.

### **Project Coordinator & Field Engineering Services**

**Scheidt & Bachmann** Toronto, ON

April '16 – May '18

**Project by TTC, Metrolinx and Bombardier; installed Fare Gates and Presto equipment throughout Toronto Subway Stations, buses and streetcars.**

- Supported Fare Media Vending Device (FMVD), SRVMs, AVMs and Fare Gates installation activities on subway stations and TTC vehicles.
- Managed multiple sprint activities (installation, servicing and software deployments) of Presto project.
- Lead a team of ten and managed sub-contractors to achieve milestones of the project
- Facilitated emergency service calls to mitigate all issues directed by clients.
- Improved processes to generate business opportunity through customer requests (Acquired additional transit equipment).
- Troubleshoot complex circuits by reading blueprints of Fare gates and automated money reloading machines (FMVDs, SRVMs, AVMs).
- Prominently reconfigured and resolved issues remotely by using FareGo software to minimize the down time of Fare collection systems.
- Managed and proficiently handled debit/credit card issues with Moneris Solutions on AVMs (Wave I and II), SRVMs and Fare gates.
- Allocated resources and scheduled them according to project needs.
- Managed acceptance criteria set by the clients over installation is met for project delivery.
- Ensured software deployments are successful on Fare Gates, SRVMs and AVMs.

- Engaged clients and further answered inquiries made by any or all stakeholders regarding project milestones.
- Mentored, provided technical knowledge and troubleshooting techniques to teams at the customer's facility.

## Engineering Technologist

**Intermec (Honeywell) Inc.** Mississauga, ON

May '13 – April '16

**Contracted by Honeywell, we redesign, troubleshoot and repair several products. Industrial scanners, computer hardware, POS systems, Medical equipment are part of the systems we dealt with.**

- Responded on field or office calls for estimates and repairs by customers (Canada Bread, Siemens, Intermec, Canada Post etc.)
- Typical repair involved wireless communication and software installation between industrial printers and handheld scanners.
- Performed QA testing at customer sites to eliminate any disruptions.
- Promptly responded to customer needs and prioritize duties accordingly.
- Tested units with updated software version in house before official deployment.
- Demonstrated excellent analytical and problem-solving skills under pressure situations and met customer deadlines without trouble.
- Tested PCBs, modem boards, bar code reading scanners, POS system software, antenna assembly and replaced physical components if needed via SMT soldering.
- Established LAN servers and installed surveillance camera systems.
- Experience with Dameware and Team Viewer to remotely access client's POS systems for troubleshooting and network installations.
- Assisted a team with blue prints, wiring and schematics diagrams and repairing techniques.
- Supported the team to write a manual to troubleshoot products made by Honeywell.
- Briefly documented and reported test results and project activities to manager.

## EDUCATION

**Project Management Certification** (2018)

**University of Toronto**

**Electronics Engineering Technology** (2013)

**Humber College Institute of Technology**

## Online Certifications

| Agile Project Management | Lean Six Sigma | Scrum Master | Leading Project in Organizations |  
Completed on Udemy Inc. and LinkedIn Learning