Fahid Choudhry

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• https://fahidch.github.io/Website/ (Portfolio)

PROFESSIONAL SUMMARY

- Experienced in managing projects in SaaS delivery, Technology implementation and Field Services industry (Multifunctional Teams Environment)
- Managed testing and product delivery for $1.1m - $4.5m projects spanning across 1-2 years of implementation phase in transit industry (TTC, Brampton Transit and St Catherina's Transit)
- Managed onshore/offshore teams of 10-30 professionals (Engineers/Field Service Technologists/Service providers)
- Managed complex SaaS implementation for multiple clients (FareGo, Presto, Clever CAD etc.)
- Achieved budget reduction of 15% through improved expenditures and support, reduction in resources and travel expenses ($20,000-$35,000)

EXPERIENCE

Project Manager

Clever Devices, Toronto, ON   Jun 2017 – Apr 2020

Project by Toronto Transit Commissions (TTC) to install accessibility equipment on public transportation vehicles and provide CAD software to maximize fleet's uptime (Budget ~ 3.2 Million)

- Spearheaded Clever Equipment installation on 3000 newly acquired Nova and New Flyer e-buses
- Managed the entire software development life cycle (1.5 years) to successfully deliver phase I and II of the project
- Manage/report expenditure against baseline and forecasts while monitoring variances in project deliverables
- Assisted program manager to record meeting minutes, manage resource allocation and work breakdown
- Utilized agile methodologies to deliver a custom vehicle management software (SaaS) for TTC
- Contributed to the continuous improvement of project framework (Agile methodology)
- Worked alongside 16 developers to deliver and implement SaaS project
- Maintained project schedule by coordinating procurement of resources
- Communicated with, trained and coordinated with 5-9 project teams, 3 clients and 6-9 stakeholders
- Established and developed project base line budgets and schedules in individual and group situations
- Managing offshore team of 6 developers, 4 consultants and 2 vendors
- Managed risks through contingency plan to avoid schedule delays, scope changes and quality of the project
- Ensure the project team understands all aspects of prime contract relating to their respective responsibilities and KPIs on installation of Clever Devices equipment

IT Project Coordinator

Scheidt & Bachmann, Toronto, ON   Apr 2014 – May 2017

Project by TTC, Metrolinx and Bombardier; installed Fare Gates and Presto equipment throughout Toronto Subway Stations, buses and streetcars (Budget ~ 1.3 Million)

- Supported 3 payment mechanism and Fare Gates installation activities on subway stations and TTC vehicles
- Managed multiple sprint activities (installation, servicing and software deployments) of Presto project
- Assisted PM with overall project execution regarding budgets, schedules and document control
- Managed "change in scope" during execution phase with a minimal delay in project schedule
- Managed equipment and labour quality and presented project status reports to stakeholders
- Lead team of 11 field service techs and 9 sub-contractors to achieve milestones on schedule and within budget
- Responsible for the implementation of complex SaaS solutions at client's offshore offices
- Coordinated and attended site meetings, tracked costs and managed all the documentation for the project.
- Facilitated emergency service calls to mitigate all issues directed by clients
- Improved processes to land business opportunity through customer demand (SaaS: FareGO & Transit equipment)
- Troubleshoot complex circuits by reading blueprints of Fare gates and automated money reloading machines.

- Managed/handled debit/credit card issues with Moneris Solutions on AVMs (Wave I/II), SRVMs and Fare gates
- Managed acceptance criteria set by the clients over installation is met for project delivery
- Mentored, provided technical knowledge and troubleshooting techniques to teams at the customer's facility

Engineering Technologist

Intermec (Honeywell) Inc., Mississauga, ON   Dec 2011 – Apr 2014

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

- Mentored, provided technical knowledge and troubleshooting techniques to teams at the customer's facility
- Responded to field/office calls for estimates and repairs by customers (Canada Bread, Siemens and Canada Post)
- Troubleshoot wireless communication/software installation between industrial printers and handheld scanners
- Performed QA testing at customer sites to eliminate disruptions
- Promptly responded to customer needs and prioritize duties accordingly
- Installed network communication protocols and infrastructure (Switches, LANs, VPNs) and related technologies
- Tested 600+ units monthly with updated software version in house before official deployment
- Tested PCBs, modem boards, bar code reading scanners, POS system software, antenna assembly
- Replaced physical components if needed via surface mount technology soldering
- Established LAN servers and installed 200+ surveillance camera systems
- Utilized Dameware/Team Viewer to remotely access POS systems for troubleshooting and network installations
- Assisted a team of 6 techs with blueprints, wiring and schematics diagrams and repairing techniques
- Supported the team to write a manual to troubleshoot products made by Honeywell

EDUCATION

Project Management Professional (PMP)   2020
Project Management Institute (Status: In Process)
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 • ISO 9001 QMS
• LinkedIn Premium Learning Certificates (Inclusively Project Management & Leadership)

Technical Proficiency

Business Environments: SDLC /Application Development, SaaS, Manufacturing, Infrastructure, Vendor Management, Finance, Retail, Inventory/Warehouse, Procurement, Outsourcing, Purchasing, Bidding

Methodologies: Lean Six Sigma, Agile, Waterfall, SDLC, KANBAN, PMP/PMI/PMBOK

Software Tools & languages: MS Project, Microsoft Office Suite, Visio, Tableau, SharePoint, JIRA, Salesforce