

# Fahid Choudhry, PMP

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## Professional Summary

Engineering and Management professional that starves for challenges and delivering solutions for organizations. 9+ year experience in Project Management Lifecycle, Software Development and Field Services Management. Proven ability to deliver value for clients through Project Cost Optimization, Service Level Agreements and Business Process Improvement while managing cross functional teams.

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## Technical Skills

**Business Environments:** Infrastructure Implementation, Software Development, Application Development, Operational Optimization, SaaS, Healthcare Systems, Industrial, Manufacturing, Vendor Management, Retail, Inventory/Warehouse, Outsourcing/Procurement

**Methodologies:** PMP/PMI, SDLC, Agile, Lean Six Sigma

**Software Tools & Languages:** MS Project, Excel, Visio, JIRA, SharePoint, Salesforce, ServiceNow, Tableau, Confluence

## Experience

### **Project Manager**

Jun '17 – April '20

**Clever Devices** Toronto, ON

**Project for Toronto Transit Commissions (TTC) to install accessibility equipment on public transportation. Delivered Clever CAD software to maximize fleet's uptime and maintenance requirements. BusTime® and CleverVision implementation for real time communication with end-users (Budget ~ \$6.6 Million)**

- Managed project teams to deliver CRM software for multiple clients (TTC, Brampton Transit, Niagara Transit)
- Managed and executed Clever equipment installation on 3000+ newly acquired Nova and New Flyer e-buses
- Implemented Clever Vision to generate additional revenue opportunities and minimize project costs
- Lead the negotiations to formalize service level agreement (SLA) worth \$3.0 Million for a period of 2 years
- Delivered project objectives with strong emphasis on revenue growth and successfully cut costs up to \$180,000
- Lead multiple project initiatives to implement Cost Optimization processes in operations to save up to \$70,000
- Significantly transformed client's resource management practices and reduced budget by 15% in two years
- Compiled and presented reports necessary for compliance requirements ahead of project work
- Managed procurement of 3<sup>rd</sup> party vendors and resources to maintain project schedule
- Presented and briefed stakeholders and senior management regarding project updates and major milestones
- Managed and reported expenditure and forecasts while monitoring variances in project deliverables
- Participated in annual contract deliverable negotiations with TTC and Stakeholders
- Assisted Program manager to record meeting minutes, manage resource allocations and work breakdown
- Created project Work Breakdown Structure, Earned Value Management reports, schedules and budgets
- Assisted PMs with risk response plans and successfully mitigated them with planned actions
- Travelled to England and United States to represent Clever Devices in trade shows
- Formed relationships with clients to determine their immediate project needs through open communication
- Collaborated with QA Manager, Product Managers, Solution Architects and SMEs during project delivery
- Successfully completed financial closure and customer feedback on Phase I and II of project
- Indexed and archived records of lessons learned after conformation of project hand off

**Project Manager**

April '14 – May '17

**Scheidt & Bachmann** Toronto, ON

**Project for TTC, Metrolinx and Bombardier; team delivered Presto CAD software for service cost optimization. Installed Fare Gates and payment systems in GTA Subway Stations, buses and streetcars (Budget ~ \$5.0 Million)**

- Supported 3 payment mechanism and Fare Gates installation activities on subway stations and TTC vehicles
- Managed multiple sprint planning, backlog refinement and sprint review activities for Presto CAD software
- Reengineered integration and test processes that reduced project costs by over \$150,000
- Increased profitability for TTC by 34% (6 months) as a direct result of Automated Fare Collection Systems
- Managed 40+ field service technicians (TTC and Sub-contractors) across multiple locations
- Managed over-night software deployments to debug and improve functionality of Presto software and systems
- Administered the logistics of hardware equipment from Germany to Toronto (Client sites and Warehouses)
- Lead the negotiations to formalize service level agreement (SLA) and leveraged it for business opportunity
- Assisted Program Manager with overall project execution, budgets, schedules and document control
- Reviewed contract compliance with external and internal stakeholders to maintain healthy project life cycle
- Formalized project deliverables and gathered requirements by conducting interviews with stakeholders
- Acquired third party vendors to layout IT requirements (servers, security, network protocols)
- Managed developers, team leads and worked alongside client's project team to set project deadlines
- Prepared, implemented and managed Project Plan, QA Plan and deployment schedules
- Managed equipment and labour quality to mitigate risk of going over budget
- Coordinated and attended site meetings, tracked costs and managed all the documentation for the project
- Facilitated emergency service calls to mitigate issues directed by clients (availability 24/7)
- Formalized handover of the project with all the deliverables being formally signed off and documented

**Project Manager**

Dec '11 – April '14

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

**Contracted by Honeywell, project involved developing applications for businesses, medical equipment, computer hardware, POS systems etc. (Budget ~ \$2.2 Million)**

- Managed Healthcare and IT infrastructure projects (Implementation of Medicare EMR at Brampton Civic Hospital, Replacement of Hand-held scanners at Canada Post and Industrial Printers at Canada Bread)
- Organized and facilitated Agile meetings, which included Sprint Planning, Daily Stand ups, Sprint Check-In, Sprint Review and Retrospective.
- Leveraged and modified Agile and its iterative development methodology to manage multiple projects
- Prioritized, coordinated and tracked progress of the Software Development Life Cycle (SDLC) and monitored financial status to ensure scheduled deliverables are within allocated budget
- Reduced annual expenses by \$30,000 by revaluating service agreement and contracts
- Lead geographically and culturally diverse cross-functional teams for projects across different time zones
- Managed the team to provide on field estimates and repairs to customers (Canada Bread, Siemens and Canada Post)
- Collaborated with senior management to understand project needs and manage cross-team impacts
- Conceptualized and presented training programs for customers to reduce maintenance needs
- Established LAN servers and installed 200+ surveillance camera systems across client sites

**EDUCATION**

**Project Management Certification (2018)**

University of Toronto

**Electronics Engineering Technology (2011)**

Humber College Institute of Technology