

Md Rifath Hassan

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Professional Summary

Strategic and detail-oriented IT Project Manager with over 2 years of experience successfully planning, executing, and delivering web, mobile, and enterprise software projects across Asia-Pacific. Adept in Agile and Scrum methodologies, with a strong command of the full software development lifecycle (SDLC), risk management, and stakeholder engagement. Proven ability to lead cross-functional remote teams, optimize workflows, and ensure timely delivery of high-quality digital solutions within scope and budget. Proficient in project management tools such as Jira, Confluence, Trello, Git, and Asana, with a focus on aligning technical execution with business objectives to drive measurable results.

Professional Experience

IT Project Manager | MIB Promotions – May 2024 – Present

- Delivered 10+ end-to-end software and web projects across industries, achieving 95% on-time delivery and client satisfaction.
- Led Agile workflows using Jira and ClickUp, increasing team productivity by 30% through streamlined sprint planning, daily stand-ups, and retrospectives.
- Coordinated cross-functional teams of developers, designers, and QA engineers, reducing development cycle time by 25%.
- Maintained consistent stakeholder communication with weekly demos and reports, improving transparency and trust across all accounts.
- Implemented structured task tracking and backlog grooming, resulting in a 40% drop in task-related delays.

Remote Project Manager | TrueTel, Melbourne- Australia – May 2023 – March 2024

- Supported project delivery for telecom software solutions by preparing detailed timelines, risk assessments, and scope documentation.
- Monitored project progress across 5+ concurrent initiatives, ensuring optimal use of resources and reducing bottlenecks by 20%.
- Assisted in agile ceremonies and client reviews, contributing to a 15% improvement in client feedback integration.
- Maintained project documentation in Confluence and Git, standardizing reporting and enhancing version control accuracy by 30%.
- Played a key role in refining project scopes, helping reduce scope creep and maintaining a 90% delivery-to-plan ratio.

IT Project Management Executive | Al-Hamaed Medical Company (HMC), Saudi Arabia – March 2019 – March 2023

- Assisted in managing IT projects for pharmaceutical operations, including inventory and CRM systems.
- Coordinated with vendors and teams for ERP integration and system upgrades.
- Supported process automation and user training to enhance operational efficiency.

Digital Product Management | Grameenphone Ltd. Dhaka- Bangladesh – Dec 2016 – Nov 2018

- Managed the entire lifecycle of digital products, from concept to launch, improving delivery speed by 30%.
- Collaborated with cross-functional teams to define product roadmaps and prioritize features using Agile/Scrum.
- Led user research and data analysis, increasing engagement by 25% through iterative improvements.
- Launched self-service platforms that reduced support calls by 40%.

Core Skills

Project Planning : Agile, Scrum, Kanban, SDLC, Risk Management, Budget & Resource Allocation

Tools: Jira, ClickUp, Trello, Asana, Notion, MS Project, Git, Confluence

Technical Understanding: Web & Mobile Applications, APIs, Cloud Services, PostgreSQL, MySQL, Basic Docker, QA & Testing Workflows

Soft Skills: Team Leadership, Stakeholder Management, Communication & Reporting, Remote Collaboration, Client Relationship Management, Team Collaboration, Usability Testing, User Research, Product Lifecycle Management, Digital Platform Optimization.

Development Knowledge: Front-end Web , JavaScript, Python, Django, Django Rest framework

Education

MSc in Information Technology

City University, Malaysia

2024 – Present

BSc in Computer Science Engineering

City University of Bangladesh, Dhaka-Bangladesh

2012 – 2016

Certifications

Digital Product Management– Ostad

Certified Scrum Master (CSM)

Google Project Management Certificate

PRINCE2 Project Management– Alison

Key Projects

CRM System Development–

Led the end-to-end development of a custom CRM web application for a finance client. Managed a 5-person team and delivered the platform within a deadline and budget, improving the efficiency of tracking client leads by 60% and allowing real-time sales reporting.

E-Learning Platform Redesign–

Oversaw the complete redesign and migration of a university's e-learning platform. Enhanced user experience and system performance by 40%, reduced page load times by 50%, and increased student engagement metrics within the first month after launch.

Mobile Booking App–

Delivered the MVP of a cross-platform mobile booking app in just 3 sprints using Agile Scrum. Reduced the time to market for the client by 40% and improved the efficiency of the booking process through streamlined UX and automated notifications.