

## Contact

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(Portfolio)

## Top Skills

Front-End Development  
Project Management Training  
Cloud Applications

## Languages

English (Native or Bilingual)  
Urdu (Elementary)  
Spanish (Elementary)  
Arabic (Elementary)

## Certifications

Microsoft Certified: Azure Fundamentals  
Scrum Master Certified (SMC)  
Adobe Experience Manager Foundations  
PMP® Certification Training Course  
Adobe Target Foundations

## Honors-Awards

Winner | Best Social Experience - Band Together  
Finalist | Brand Activation, Houston Outlaws - Band Together  
Finalist | Esports Organization Of The Year - Optic Gaming / Houston Outlaws  
Finalist Creative Agency of the Year  
Finalist Creative Agency of the Year

# Nabil Pervez CSM

Product Manager | Certified ScrumMaster (CSM) | AI & Automation | I drive enterprise growth by aligning innovative technology with business strategy.

Dallas-Fort Worth Metroplex

## Summary

I'm a Senior IT Project Manager with over a decade of experience driving results across IT infrastructure, creative tech, and digital operations. My sweet spot is where technical depth meets creative execution—whether I'm coordinating multi-million dollar digital campaigns for brands like LEGO and Coca-Cola, or optimizing endpoint security and automation at a financial firm.

I thrive in cross-functional environments where I can translate business goals into streamlined project plans, bridge gaps between teams, and deliver with clarity and consistency. I'm hands-on with tools like Microsoft Intune, Azure AD, Powershell, Jira, Confluence, and Smartsheet, and comfortable leading both technical and creative teams.

## Core Strengths:

End-to-end project ownership in fast-paced environments

Leading cross-functional teams with empathy and efficiency

Building workflows that reduce friction, save time, and scale

Communicating clearly with stakeholders, execs, and engineers alike

Delivering real business impact through a blend of strategy and action

## Impact Highlights:

Co-founded a multi-million dollar digital agency with global clients like LEGO, Red Bull, and Coca-Cola

Delivered an award-winning campaign that reached 10M+ impressions

Reduced endpoint security incidents by 15% via proactive IT management

Automated IT provisioning with Microsoft Intune + Powershell, saving hundreds of hours annually

Managed a \$5M+ portfolio of client and internal projects across tech, marketing, and operations

Currently exploring:

Full-time IT project or program management roles in DFW or remote-first companies where I can make an impact through structured delivery, team leadership, and continuous improvement.

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## Experience

T-Mobile

Content Producer

August 2025 - Present (6 months)

Frisco, Texas, United States

Managed and published digital experiences across T-Mobile's web platforms, ensuring all content was high-quality, on-brand, and aligned with key business goals utilizing Adobe Experience Manager (AEM) and Adobe Target.

Oversaw complex content updates and managing projects from start to finish in Adobe Experience Manager (AEM)

Collaborated with cross-functional teams, including Accessibility, Analytics, SEO, and Product Management, to launch new digital marketing initiatives.

Applied strong project management and interpersonal skills to prioritize tasks, meet deadlines, and collaborate effectively with a wide range of stakeholders.

Nabil Pervez Consulting (NPC)  
Founder, CEO  
January 2024 - Present (2 years 1 month)  
Dallas, Texas, United States

Fractional executive providing consulting on IT, customer experience, business strategy, operations, and marketing.

Consulted with clients on ITSM, ITIL, Agile project management, Scrum methodologies, cloud engineering solutions, business strategy, customer experience enhancement, and marketing strategy.

Identified pain points and improvement opportunities, provided expert guidance on industry trends, crafted future state processes, and aligned solutions to organizational goals for measurable value.

Analyzed and assessed business processes, systems, and workflows, identified gaps, prioritized process improvements, and established clear criteria for customers' evaluation of various solutions and approaches.

Architected tailored solutions to unique customer needs, designed system integrations involving complex environments and workflows, and established validation criteria for successful implementations.

Prospera Financial Services, Inc.  
Information Technology Specialist  
October 2024 - August 2025 (11 months)

Lead cross-functional IT initiatives encompassing systems, network, security, and AI enhancements, increasing uptime and user satisfaction.

Manage incident resolution, perform root cause analysis, and drive ITSM improvements through ITIL practices.

Administered Azure AD, firewall systems (Fortinet, Meraki), and implemented automation via Microsoft Intune and Entra.

Delivered and streamlined deployment pipelines by integrating AI technologies.

Utilized PowerShell and Python to support business-critical systems and ensure scalability.

Used Microsoft PowerPoint and Excel for executive reporting, risk management updates, and service reviews.

Managed Azure Active Directory accounts, Endpoint Security (Fortinet, Meraki), and firewall maintenance, reducing security incidents by 15%.

Lead triage, escalation, and resolution processes through ticketing systems, improving first-contact resolution rates to 90%.

**The Devhouse Agency**

**Chief Marketing Officer**

March 2024 - August 2024 (6 months)

United States

Directed end-to-end marketing operations, boosting social media visibility by 30% and improving SEO performance by 20% through the development and implementation of new processes and best practices.

Formulated and executed integrated marketing campaigns using platforms like Canva and Figma, achieving a 15% increase in engagement and customer satisfaction.

Served as a point of expertise for advertising technology stacks, including Google Adwords to refine strategies and improve speed to market.

Conducted SEO audits and managed website content launches to optimize performance and improve user experience.

Created scalable feedback systems, playbooks, and toolkits to assess and enhance agency performance and standardize processes.

Managed marketing automation workflows and produced post-project summaries to capture lessons learned and share best practices.

**AOE Creative**

5 years 4 months

**Chief Technology Officer**

November 2021 - February 2024 (2 years 4 months)

United States

**Lead Project Manager**

November 2018 - February 2024 (5 years 4 months)

Dallas/Fort Worth Area

Directed strategic planning and lifecycle execution for SaaS products and digital product rollouts.

Developed comprehensive project charters, defined program scopes, and outlined investment requirements to align stakeholders on objectives, timelines, and resource allocations.

Accountable for multiple concurrent project frameworks, including Agile and Waterfall methodologies.

Directed new product development initiatives across cloud platforms and SaaS environments, driving cross-functional collaboration from concept through launch.

Defined schedules, budgets, and resource allocations using Jira & Smartsheet, achieving 95% milestone adherence.

Define program scopes, timelines, and KPIs; provide stakeholder-facing documentation.

Led end-to-end service program management for new client solutions and evolving digital products, ensuring seamless delivery from ideation through implementation and client adoption.

Facilitate Agile ceremonies, stakeholder workshops, and roadmap planning across diverse client portfolios.

Delivered executive dashboards and project health summaries using Microsoft Excel and PowerPoint.

Documented and shared project learnings and delivery frameworks to contribute to organizational best practices and improve future program execution.

Spearheaded post-launch retrospectives and knowledge sharing to enhance organizational project management maturity.

Maintained detailed risk registers and executed mitigation strategies; facilitated change control processes to manage scope, budget, and timeline variances.

Conducted regular client reviews, collaborated with account managers, and acted as a primary technical contact for client escalations and service alignment - ensuring deliverables met the defined acceptance criteria.

Managed service operations for major clients, implementing project roadmaps, feature prioritization, and iterative deployments.

**Infinite Esports & Entertainment  
Project Manager**

October 2017 - October 2018 (1 year 1 month)

Dallas/Fort Worth Area

Directed the marketing efforts of an award-winning campaign that significantly boosted brand visibility and engagement by 10M+ impressions.

Managed a cross functional team of marketers, designers, videographers, producers, and talent utilizing Agile methodologies.

Created and executed distinctive events, ranging from block parties to player signing tours and sold-out pop-up shops which saw 10K+ attendees each.

Generated 10M+ impressions through year long campaign through viewership on digital and traditional media platforms.

PVP Live

Project Manager

June 2016 - September 2017 (1 year 4 months)

Frisco, Texas

Led Agile teams across design, production, marketers, and external agencies with continuous delivery best practices.

Scaled user engagement through a data-driven digital strategy, achieving 3M+ monthly active users (MAU).

Collaborated with internal and external stakeholders to deliver marketing and community programs.

MutualMind (acquired by Shapiro+Raj)

Technical Support Engineer

2014 - 2016 (2 years)

Provided expert support across multiple operating systems, including Windows, macOS, and Linux, ensuring comprehensive and tailored support for a diverse client base while leading the ITSM team.

Resolved technical issues promptly, achieving a 95% first-contact resolution rate and boosting customer satisfaction scores by 20%.

Conducted training sessions for clients on the effective use of the platform, increasing their self-sufficiency and reducing support requests by 25%.

Achieved 99% SLA compliance by streamlining support processes and utilizing real-time analytics to monitor performance.

Increased customer retention rate by 20% by providing high-quality, personalized support.

Saved the company \$50K annually by optimizing support workflows and vendor contracts for support tools and services.

**T-Mobile**

**Functional Analyst**

2012 - 2014 (2 years)

Led the ITSM team, swiftly addressing threats to minimize operational impact.

Achieved 98% SLA compliance by streamlining support processes and utilizing real-time analytics to monitor performance.

Improved first call resolution rate to 90% and reduced average response time by 35% through process optimization and advanced training programs.

Decreased average ticket resolution time from 24 hours to 8 hours, resulting in a 50% increase in customer satisfaction scores.

Developed and delivered training programs that improved support staff efficiency by 25%, reducing onboarding time for new hires by 20%.

Created and maintained technical documentation for common support issues, streamlining troubleshooting processes and reducing average resolution time by 25%.

Promoted Tier 1 > Tier 2 > Tier 3 > Trainer

**Fujitsu**

**Service Desk Analyst**

2011 - 2012 (1 year)

Administered user accounts in Active Directory, ensuring accurate and up-to-date access permissions, which improved user access efficiency and reduced support ticket volume by 20%.

Collaborated with the incident response team to promptly address cybersecurity threats, minimizing operational disruptions and enhancing overall security posture.

Managed endpoint security, including firewall maintenance, to safeguard the organization's network against unauthorized access and potential breaches, resulting in a 15% reduction in security incidents.

Provided timely and effective support to users, achieving a 90% first-contact resolution rate and enhancing overall user satisfaction.

Created and maintained technical documentation for common support issues, streamlining troubleshooting processes and reducing average resolution time by 25%.

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## Education

**The University of Texas at Dallas**  
Computer Software Engineering · (2011 - 2013)

**Nucamp Coding Bootcamp**  
Full Stack Web Development · (January 2022 - January 2023)

**Collin County Community College**  
Associate of Science (A.S.), Computer Science · (2008 - 2011)