Ahmad Qassem

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Austin, Tx

PMP Certified / Scrum Master Certified

Synopsis

A Postgraduate with ten years Project Management experience, following the PMI best practices methods, working simultaneously across multiple projects. Experience started in Project Management as a Project Manager for three years in professional services and IT solutions companies. The second step a Project Manager, with LigaData, worked on different project using different Project Management tools/software, applying Agile/Scrum Master methodology, my next challenge with PepsiCo and join the PMO office as a Project Manager – onsite managing and coordinating the second largest PepsiCo site around the globe, after the project is done I moved to Emburse to manage DevOps team and their backlog, now I moved to my new Project with United Airline initiating a new tools and enhancements on their Pilot Systems and other operations, below you can find each position with more details.

Employment History

United Airline – Remote
Project Manager III (July 2021 – Current)
Contract

United Airlines, Inc. (commonly referred to as United) is a major American airline headquartered at Willis Tower in Chicago, Illinois. United operates a large domestic and international route network spanning cities large and small across the United States and all six continents. Measured by fleet size and the number of routes, it is the third-largest airline in the world, below listing my roles and responsibilities as a PM with the IT team:

- Responsible for management of a multiple Projects and or 1 or 2 Programs for App Dev of high complexity, priority, and risk.
- Clearly defines the project scope and objectives.
- Oversee the development of the detailed business requirements for the project and ensures they address the business unit's objectives.
- Develop a detailed estimate of the level of effort, schedule, and budget necessary to successfully develop and deliver the solution meeting the requirements and quality expectations.
- Develop an initial plan to clearly define the project requirements and determine an appropriate solution design.
- Develops procedures for managing device configuration, operation management and mobile device (Android/IOS) management technologies.
- Escalate problems as necessary to ensure awareness and seek assistance with resolution when necessary.
- Meet the project requirements by delivering a quality solution, on time, and within the planned budget.
- Create and manage all the accepted project management deliverables including the project charter, project plan, budget, resource plan, risk plan, support plan, implementation plan and other deliverables as required.
- Track, manage, and adjust the original plan as necessary to ensure successful delivery.
- Communicate the requirements, solution design, and estimates to the project sponsor(s).
- Provide regular status reports to stakeholders, sponsors, the enterprise, and others involved in the project.
- Effectively coordinate with the various technology, business, and vendor teams to ensure the project's success.
- Financials: put together budget, get approvals from business and IT stakeholders, build business case, submit accurate monthly forecasts, manage the budget

Emburse – CA
Project Manager (Jan 2021 – Jun 2021)
Contract

Emburse is one of the world's most intuitive, trusted, and powerful expense management and automation solution. Designed to meet the demands of todays and tomorrow's workforce, providing technology empowers employees and keeps spend in compliance.

- Own the day-to-day operational workflow.
- Understand high-level technical architecture and be able to facilitate debate and drive decisions on appropriate solutions.
- Coordinate internal resources and third parties/vendors for the flawless execution of projects.
- Drive weekly meetings and make sure the right agenda items are discussed, generate, and send meeting minutes for the related stakeholders.
- The point of contact for the project team and project stakeholders to manage risks, develop mitigation plans and path to green throughout the project.
- Identify and manage project dependencies and critical paths and with maintaining accurate project plans with real-time milestone.
- Implement and create security and device management policies to reduce risk for Mobile Device Infrastructure
- Acting as a liaison between the project team and upper-level management
- Identify opportunities to streamline deployments, share best practices with your peers and leaders and implement continuous improvement actions on a regular basis.

- Facilitate project closure and lessons learned.

PepsiCo – Chicago, IL
Project Manager (August 2020 – December 2020)
Contract

PepsiCo Global Real Estate Inc. Initiated a project with a major $16.2 million renovation to office space at the Old Post Office site in downtown Chicago, plans to move its 1,300 Chicago workers from an entire 17-story building to a single floor in the redeveloped Old Post Office, becoming the latest company to spread out in an ultrawide building.

Me as the Project Manager-on site my main responsibilities making sure the project progress goes smoothly as planned, remove any barriers the project team may encounter down the road, coordinating and handle shipment by communicating deferent teams and vendors, listing below most but not only my role in this project:

- Drive and execute the project plans.
- To establish and maintain effective working relationships with all stakeholders. including technical, operational for the project teams, as well as third parties.
- Participate in Mobile Device Management program (Android/IOS), including system administrative tasks, workflow implementation, and system support
- Manage the project agendas and project plans to keep the project on track and generate the needed reports through SaaS applications, mainly SmartSheet.
- Developing and maintain a PO tracking keeping the actual project budget aligned with what was originally planned.
- Following the PMBOK methods in different areas ensuring the project success.
- To track progress against milestones, deadlines, and budget. Sending Report on these items to key stakeholders and to provide dependency information into OTG delivery team for their business projects.
- To anticipate, manage and resolve issues and act as the point of contact for the project.
- Make sure to implement risk response whenever risk response is needed and keep looking for new risks that may arise.
- Management of the scope and change management plan approval process.

Ligadata Solutions- Menlo Park, CA
Project Manager (May 2019 – August 2020)
Contract

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LigaData pioneers open-source big data technology for Continuous Decisioning. Founded by Yahoo! execs, LigaData collaborates with some of the world's largest finance, security, and communications companies to help them to select and deploy custom solutions addressing their specific business challenges.

Main role as Project Manager beside managing the company projects –new/ existing, masterminding, outlining, and developing projects, managed a Project to create a new tool to support and handle the main issues for the partially processed/missing files and folders, this was a critical project for both the customer and the company.
Gained a big experience in Digital projects and tools by working with a very mature resource,
As for the other projects responsibilities as below:

Responsibilities

- Ensure that all projects are delivered on-time, within scope and within budget.
- Developing project scopes and objectives, involving all relevant stakeholders, and ensuring technical feasibility.
- Ensure resource availability and allocation.
- Develop a detailed project plan to track progress.
- Control the budget and Finance for the project and make sure to get the leads approval.
- Measure project performance using appropriate systems, tools, and techniques.
- Report and escalate to management as needed.
- Manage the relationship with the client and all stakeholders.
- Establish and maintain relationships with third parties/vendors.

EtQ – Tucson, Arizona
Project Manager/Coordinator (04/2015 – 11/2018)
Full Time

ETQ is a leader in enterprise software applications and over 20 years of experience in compliance management, application development technology allows power users to create, configure, and personalize powerful enterprise compliance, Web and Mobile applications (Android/IOS).

AS a Project Manager role at ETQ was to work closely with Technical and Infrastructure team members, managers and leads to help deliver major organizational projects efficiently and to manages the administrative tasks, such as document and information distribution, report collation and communication support as per the following:

Responsibilities

- Work closely with the Technical & Management globally contacts with different time zones (Australian Red Cross, South Africa Coca Cola, American Airline, Al-Mara'I KSA,.. Etc.) And all Operations departments on scheduling projects and on breakdown the tasks and defining dates for the major milestones.
- Work with medical industries taking care with all FDA regulations.

A h m a d   E l s h e i k h   a h m a d . e l s h e i k h g @ g m a i l . c o m

- Going through good documentations practices – GDP for Pharma/Life Science cGMP projects.
- Building a visualize project roadmap to keep the project on track and to maintain timeline and deliverables using project management tools (Planview best for both Agile and Waterfall / MS Project for Waterfall).
- Defined and planned various projects which tailors each customer needs and application while also creating project schedules which included materials estimates for submission to the management.
- Recorded project risks and issues and assist in the coordinating of project documentation, issue management and field/administration tasks.
- Strong experience managing projects under Quality System Regulations (QSR) 21 CFR

Additional KPIs:

- Change Control procedures
- Risk and Issue procedures
- Meeting Packs, Minutes and Actions
- Presentation Packs
- Resource management

Education

I. **Bachelor's Degree of Computer Engineering**
   Applied Science University (2014)

Certificates

I.   Project Management Professional (PMP) ®
II. Scrum Master Certified.
III. CCNA certification.
IV. Customer Interfacing.
V.   First Aid.

Management Skills:

- Full system life cycle perspective and experience.
- Experience with both project management methodology (Waterfall, Agile).
- Interpret detailed project charters.
- Translate requirements into high-level and functional requirements.
- Create/maintain a detailed project plan (work breakdown structure).
- To use best practice risk management, assessing risks in an informed and considered manner and to plan for the mitigation of these risks.
- Assign and coordinate project resources.
- Experience managing 3rd party vendors and managing external vendor/customer relationships

- Lead the project team from project kickoff to closure.
- Proactive communication with sponsors, stakeholders, and team members.
- Management of the project scope, deliverables, and timeline.
- Clear decision-making ability with the facility to judge complex situations and assess when to escalate issues.
- Facilitate project closure and lessons learned.

IT Skills

- MS Project, SharePoint, and strong skills with MS Office (**Word, Excel, PowerPoint**).
- Installations and implementations skills.

Project Management Tools:

- MS Project (highly used with full plan driven projects).
- JIRA / Azure DevOps / asana (Managing project scope/backlog and sprints).
- Plan Plus (used to manage projects and resources activities)
- SharePoint (empowers teamwork by sharing files, data, news, keeping the related team members updated as needed).
- Initiate and develop research related and help in project planning.
- Professional with Microsoft Excel in general and Pivot in particular, with a professional technique to represent information/data in a meaningful way.
- Device Management - ensure all procedures and policies are being followed for the devices to be up-to-date, secure, and compliant with organizational policies.
- Excellent with Google docs and Google Sheets.

Languages:

English: writing / reading / speaking – excellent
Arabic: writing / reading / speaking – excellent

Personal Skills

Team Worker	Work under Pressure
Computer Skills	Time Management
Problem Solving Skills	Communication skills
Ambitious	Business Management

Reference

__References available upon request.__