Muhammad Rizwan

PMP, LSSGB, SCRUM, AWS SA, ISO 9001/27001/20000
Cell: +966 567789474 | WhatsApp: +923005220057 | Email: rizkhan83@yahoo.com
Transferable IQAMA | Address: Villa 23, Sajir Street, Sulaimaniah, Riyadh

SUMMARY

Project Management Expert with several years of experience in program, project management, implementation ERP, delivery, digital transformation and rollout. Successfully delivered 90% of projects on time with best quality, scope and targeted cost. I have expert communication skills and effectively communicated with clients, customers, vendors, C-Level and end users. Successfully created competitive advantage and bottom-line gains. Incorporated synergy, team work and mutually beneficial goals to achieve the triumph, efficiency and productivity by increasing revenues and eliminating wastes by 20%.

EDUCATION

University of Leicester, UK   (Distinction)
MSc. Information and Communications Engineering

Bahria Institute of Managements and Computer Sciences
Bachelors in Computer Engineering

WORK EXPERIENCE

QBS IT Services, Jeddah Saudi Arabia   September 2023 – Till Date

Senior Project Manager for strategic projects to ensure they align with business goals and key initiatives. Organize and align annual departmental projects with the broader corporate and operations strategies. This includes managing IT resources as an integral part of the overall strategy and improving the PMO & Strategy.

- End to End project delivery of strategic projects including Automation, Modernization and Business Transformation
- Ensure efficient PMO and adoption to project management standards in projects including Call Centre Modernization Genesys, Redak Mobile Application, ERP SAP S4/HANA, Manage Engine, CRM, Personal Data Protection Law
- Stakeholder management and cross functional coordination
- Budget Management and ensure quality with meeting project triple constraints scope, time and cost.
- Adopt Agile and Scrum best practices, including iterative development and continuous integration, to enhance project delivery.
- Project performance, monitoring and continuous improvement
- Develop KPI and benchmarks for process, delivery, progress and resources

MINISTRY OF RAILWAYS   March 2022 – September 2023

Project Manager IT/Deputy PD

- End to End project delivery including ERP implementation
- IT Infrastructure, network, software and hardware team management
- Automation and digital transformation readiness analysis, problem root cause analysis and resolution
- 100% finalization of stuck and stagnant digital transformation projects by communication and decision from higher management
- Change management, Cost benefit analysis, business case, procurement of software and hardware, vendor management and process improvement

- Revived the Railway automated booking and reservation system for end to end journey management
- Acceptance testing and Sign Off
- Introduced teams with Agile and Scrum implementation in IT
- Aligned procedures for successful implementation of SAP S4 HANA ERP
- Gathered 80% of requirements on time for SAP HANA S4 realization phase
- Created synergy and efficiency by cross functional coordination
- Coordination with CEO, Steering committee, Project Teams, Developers, Designers and vendors, serving as first point of contact for technical and non-technical matters
- Actively involved in Initiation, Planning, Execution, Monitoring & Control, Closure
- Contributed to Time, cost, scope and quality management of various projects
- Aligned project by continuous progress monitoring and reporting, utilize MS Project/Office, Visio, Asana
- Involved with various departments for selection and research of best solutions for various initiatives, RFPs, EOIs.
- Documentation, compliance to applicable rules, frameworks and SOPs
- Improved delivery and roll out of strategic digital projects, ERP SAP S4 HANA, CRM and Complaint Management System
- SLA, OLA compliance, drafting, revisions and coordination

PAKISTAN INTERNATIONAL AIRLINE   December 2015 – March 2022
AM IT (Projects and Systems)
- Ensured to meet triple constraint of time, scope and cost for digital projects, automation initiatives and new projects
- Supported and coordinated the ERP Oracle implementation
- Resolved 100% IT related issues in the Booking and Reservation System implementation
- Improving efficiency 20% by cross functional coordination and progress monitoring of projects
- Business case initiation, feasibility and ROI analysis
- Supported and coordinated the ERP Oracle implementation, Infrastructure, network, hardware and software issue resolution
- Agile, KANBAN adoption in software and development team
- Automation and digitization of manual processes i.e. Complaint management, Paperless Processing, ERP and Reservation/Ticketing system
- Improvement of new initiatives i.e. project delivery, Prime Minister Delivery Unit, streamlining and lean the process of ERP, queueing system Qmatic, CMS, and Reservation System etc.
- Add value to digital transformation programs i.e. ERP, CRM, CMS and new technologies
- Contract analysis SLA\OLA for new projects, revision and recommendations for old contracts

PTCL/ETISALAT   8 Years (April 2008 – Dec 2015)
Manager Process Improvement & Quality Assurance
- Responsible for efficient implementation and sustainability of new digital transformation projects
- Standardized 5 departments for ISO 9001 and achieved 100% implementation goals
- Reduced churn by 13%
- Increased revenue and new orders by 9%
- Added maximum value to process improvement, AS-IS, GAP and TO-BE processes
- Automation and digitization of manual processes i.e. HR, Complaint Management System
- Increased customer satisfaction 7% by incorporating process monitoring from end to end complaint resolution and cross coordination to facilitate customer
- Achieved reduction of time for fault rectification by 10 %
- Automation, adoption to new systems through value addition and to avoid digitalizing inefficiency in old system
- Preventive Maintenance of systems and process

- PMP, agile and Scrum adoption in IT
- Project Management (Special Projects)
- Change Management, appointed as change agent with Mckinsey Consultants on exchange revamp project in different parts of Pakistan to decrease time for provisioning of new services and fault rectifications.
- Implementing new system, IBM CRM requirement gathering, implementation and adoption in PTCL throughout the country. Post implementation analysis, refinement of processes and support for adopting new CRM system.
- Switching to new technology, NGN conversion of PTCL exchange from previous systems, minimum interception of services and testing. The main advantage of NGN in operations is that DSLAM and ONU is discarded and directly services of DSL and IPTV can offered on single port.
- Standardization of processes in various departments, ISO 9001:2008 certification of various departments of PTCL and identifying gaps

Membership
PEC (Pakistan Engineering Council) Registration Number 3515
PMI (Project Management Institute, USA)

Certifications and Awards
Group CEO Etisalat appreciation Award 2015
Presidential Award PTCL, Employee of the Year 2013
PMP (PMP Number 1491721)
Six Sigma Green Belt (Registration Number 2014/0336)
Six Sigma Yellow Belt Certified (Certificate ID 826689)
Scrum Fundamentals Certified (Certified Id 835345)
ISO 27001 Information Security Associate
ISO 20000 IT Service Management
ISO 9001 Quality Management System
Certified in Digital Transformation Basics from United Nations University, Erasmus plus Gov 3.0 Consortium
Distinction in M.S Degree
Winner of Grand Cycling Tour participation challenge from Pakistan. Represented Etisalat in **GSMA** European Cycling Tour from Brussels to Barcelona for awareness of Diabetes
Winner of Mix Doubles Tennis Tournament 2014 PTCL
Best IPTV Sales Award North

Entrepreneurship
EATBAY, a food delivery service
MedRec, automation of patient and doctor interaction

Languages
English, Urdu, Pashtu, Punjabi, Saraiki