



Hamza Riaz

Technical Project Manager

Project Management with experience working with leads to accomplish short- and long-term project goals. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Experience

○ Mar 2024 - Present

ZAPTA Technologies (Pvt.) Limited

Project Manager

Planning and Scoping: Defining the project's goals, scope, deliverables, and timeline. Collaborate with stakeholders to ensure everyone is on the same page and create a detailed roadmap for success.

Facilitates daily stand-up, iteration planning, sprint review, and the iteration retrospective

Resource Management: Allocate resources, including people, equipment, and budget, to ensure tasks are completed efficiently.

Team Leadership: Provide direction and motivation to their teams, fostering collaboration and resolving conflicts.

Communication: Act as a central communication point, keeping stakeholders informed of progress, risks, and any necessary adjustments.

Risk Management: Identify and mitigate potential risks that could derail the project.

○ Jan 2024 - Present

Cybersoft North America Inc.

Project Coordinator

Facilitates daily stand-up, iteration planning, sprint review, and the iteration retrospective

Track all outstanding QA issues and work with QA teams to ensure consistent quality

Create visibility for ongoing sprints through frequent and clear communication and reports

Use SCRUM software development processes and should have the ability to tailor according to the project needs.

Manage, monitor, and motivate the cross-functional team assigned to the project.

Manage relationships and coordinate work between different departmental teams

Coordinates project activities and ensures all project phases are documented appropriately.

○ Nov 2023 - Present

dinCloud an ATSG Company

Project Management Coordinator

Initiating Coordinating and leading project planning sessions with all project stakeholders.

Establishing project milestones, and task delivery timelines.

Developing detailed project plans and presenting them through tools such as MS Project, MS Excel.

Communicating the project plan to all concerned teams, and stakeholders along with the agreed-upon delivery timelines.

Monitoring each project through its life cycle, and ensuring the timely achievement of all milestones.

Anticipating events that may impact the critical path of projects, and proactively communicating delays in delivery to stakeholders, along with updated timelines.

Moving customer environments to billing at the completion of onboarding, and upgradation projects.

Preparing pricing analyses, and cost comparisons, for solutions proposed/provided to customers.

Running customer environment inventory reports, and performing data analysis for internal, or customer requirements.

Escalating customer issues and concerns to relevant teams, or senior management and providing input on improving existing processes.

Contact

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Address

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Education

Aug 2019 - April 2021

Masters in Business Information Systems

Torrens University Australia

Jan 2012 - Sep 2016

Bachelors in Commerce

University of Central Punjab

Expertise

- Agile Methodologies
- Risk Management
- Risk Mitigation
- Scope Management
- Scrum
- SDLC -Systems Development Life Cycle

Language

English

Urdu

Experience

Jan 2023 - Sep 2023

SocialB.Digital

Technical Project Manager

Planned, designed, and scheduled phases for variety of projects.
Identified plans and resources required to meet project goals and objectives.
Achieved project deadlines by coordinating with contractors to manage performance.
Met project deadlines without sacrificing build quality or workplace safety.
Provided detailed project status updates to stakeholders and executive management.
Monitored project performance to identify areas of improvement and make adjustments

July 2022 - Jan 2023

DonGamers Inc.

Project Manager

Making strategic decisions and providing leadership and direction to project managers to implement those decisions.
Setting KPIs of all operational departments for the upcoming quarter to achieve yearly goals.
Managing team leads and enabling them to supervise and manage their own teams.
Devising cost-effective plans to enable effective project completion
Managing tasks to avoid delays or reputational damage.
Develops a timeline for the completion of certain milestones for a given project.
Recommend changes to a project that is ongoing if it appears it is not proceeding on schedule or is producing unsatisfactory results.
Managed project requirements and accomplished objectives by self-monitoring progress and promptly solving issues.

Jan 2022 - Jul 2022

DonGamers Inc.

Product Development Manager

Define, design, launch and measure new features to drive improved profitability. Data-driven approach (customer and user feedback, competitive analysis) to identify new feature development opportunities and enhancements.
Communicate, ideas and strategies to top management and down to the development team to make sure ideas and strategies are well-understood.
Generate clear ideas, concepts, and designs of creative product features and get them implemented. Work collaboratively with product designers to ensure a consistent, integrated brand perception and user experience.

Aug 2021 - Nov 2021

IBEX Global

Chat Support Executive

Assist customers with their items purchased through the e-commerce website
Deliver a class apart customer experience as measured by performance objectives and maintain the core values of our client
Maintain swift responses to customers through email and/or chat
Maintain a level of service through dealing with customers in a friendly, efficient, and an attentive manner
Document each customer query as well as the resulting solution
Provide alternatives to products/items, which are not available on the e-commerce website
Follow standard processes and procedures when it comes to providing resolutions
Stay up to date with the latest updates on system information and process changes

Certifications



Project Management - Agile Methodologies

Coursera

Completion Date :

July 2023 - Present

Principles of Project Management -Full Course

EAD24H.COM

Completion Date

15 Oct 2023 - 17 Oct 2023