

## Syed Bilal Shah

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### Profile Summary

Senior PMO Specialist with over 10 years of experience in project governance, IT compliance, and process improvement across Web3, AI, and Metaverse domains. Skilled in managing project lifecycles, risk mitigation, and aligning IT initiatives with strategic business goals. Proven ability to establish reporting dashboards, lead cross-functional teams, and ensure regulatory adherence. Technically adept in Unity and cloud solutions, enabling seamless communication between engineering and business teams.

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### Professional Experience

#### Senior PMO (Project Management Office)

**Funsol Technologies** — Islamabad, Pakistan | *Feb 2024 – Present*

- Standardized project frameworks, compliance tracking, and reporting structures across teams.
  - Led PMO efforts for a Web3 Metaverse project (Vulcan Forged), ensuring regulatory and delivery alignment.
  - Built dashboards in JIRA for milestone, risk, and resource tracking.
  - Conducted audits and project health reviews aligned with ISO/IEC 20000 principles.
  - Escalated blockers and initiated change control processes for continuous improvement.
  - Coordinated with compliance teams for evolving IT and contract standards.
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#### PMO Analyst / Project Coordinator

**Metator - IR Solutions** — Islamabad, Pakistan | *Sep 2022 – Jan 2024*

- Implemented dashboards and reporting workflows using Trello and JIRA.
  - Supported change management efforts for VR Metaverse solutions.
  - Tracked sprint metrics, delays, and dependencies to reduce delivery risk.
  - Monitored alignment of continuous improvement initiatives with business outcomes.
  - Facilitated regular risk reviews, action plans, and escalations to department heads.
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#### Project Manager (Assistant)

**Funsol Technologies** — Islamabad, Pakistan | *Apr 2019 – Aug 2022*

- Coordinated backlog grooming, sprint planning, and team allocations for mobile game releases.
- Maintained performance metrics, timelines, and risk registers.

- Collaborated with QA, developers, and designers for continuous delivery.
- Documented SOPs and ensured reporting aligned with PMO standards.
- Introduced sprint-based compliance tracking with agile retrospectives.

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## Technical Project Manager (Contract)

**Vision Next LLC** — Doha, Qatar | *Jul 2017 – Sep 2018*

- Assisted in the delivery of a CBT training platform for pilots under strict compliance.
- Ensured schedule alignment with stakeholder expectations and regulatory milestones.
- Managed cross-border coordination and resource dependencies.
- Supported implementation of risk control measures and change documentation.

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## Associate Developer / Project Support

**Knock Solutions** — Islamabad, Pakistan | *Aug 2015 – Jun 2017*

- Supported development of multiplayer features and integrations.
- Maintained development timelines and aligned task progress with PM reports.
- Reported bugs, integration delays, and architectural risks to PMs.
- Created internal documentation for release cycles.

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## Skills

- **Project & PMO:** Project Governance, KPI Tracking, Risk Management, Compliance Audits, Change Control
- **Project Management:** Agile, Scrum, Kanban, Sprint Planning, Budget & Resource Allocation
- **Tools:** JIRA, Trello, Confluence, Notion, MS Project, ServiceNow, Azure DevOps
- **Technical:** Unity, AWS, Azure, CI/CD, Web3 Integrations, Multiplayer Systems
- **Frameworks:** ITSM (ITIL v3 familiarity), ISO/IEC 20000, SDLC
- **Soft Skills:** Leadership, Analytical Thinking, Documentation, Cross-functional Communication

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## Education

### BS – Software Engineering

National University of Modern Languages | Islamabad, Pakistan | 2015

- Specialized in system design, databases, and development workflows.
- Practical understanding of Agile frameworks and DevOps practices.

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## Certifications

- Generative AI for Everyone — IBM
- Introduction to Software Engineering — IBM

- Generative AI – Prompt Engineering — IBM
- Introduction to AI — IBM
- Generative AI – Introduction and Application — IBM
- PMI-PMP – Coursera