



# **Gulam Jamal**

## **Senior Technical Project Manager / Certified Scrum Master (PSM-1)**

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Dear Madam/Sir,

Your current position for Technical Project Manager looks very interesting and I believe right up my alley.

I am currently hired for a similar role managing Fortune 100 clients such as Toyota and Signet Jewelers, leading a fully remote team, managing client communications, specifications and delivering in a timely manner.

I have 15 years' experience managing projects and leading remote software teams, providing technical leadership, mentoring and building teams within a fun environment.

I also excel in improving team efficiency, delivering quality products and leveraging Agile methodologies. I am also a certified Scrum Master.

I have over 20 years programming and architectural experience. This includes experience building online web applications, SaaS applications, mobile apps, micro-services based applications, AWS cloud architecture, setting up and incorporating CI/CD systems, team processes, database query (SQL) and meeting compliance requirements (PCI, CCPA, Sarbanes-Oxley).

As for project management skills, I am very skilled at leading large-scale development projects. Gathering requirements from key stakeholders whether it be clients, technical members, asking exploratory questions to gather accurate requirements, identifying risk items, setting expectations. I am able to scope the project, allocated and manage resources, costs, time requirements and execute to deliver the project. Managing change, understanding risks, leading discussions to drive decisions, resolving conflict are some of my key strengths.

I also am very conscious of maximizing the team productivity and I see my role as a servant leader, ensuring they have a backlog of tasks, removing

any impediments and continuously working to improve the process to have a very effective team.

I have experience executing and delivering agile projects and continuously communicating with the product owner and stakeholder to ensure the highest priority items are completed and expectations are set correctly so we are delivering high value features continuously.

### **Recommendation from Ben, CTO of FazeClan**

This is Ben's recommendation on LinkedIn about my contribution (CTO of FazeClan and a previous employer):

"Gulam is a talented, knowledgeable, and dynamic technology project manager. He is committed to instilling a positive team dynamic, based around organization, openness, feedback, and merit. He brings a strong understanding of technology, systems, and processes, coupled with a great personality that makes him very enjoyable to work with. Gulam quickly becomes the key, on-the-ground manager, ensuring that operations function and get executed successfully, with attention to detail and overall goals. Gulam is a rare professional with a unique skillset, making him a valuable member of any organization lucky enough to have him."

### **Examples of My Accomplishments and Work**

At Faze Clan, I also assisted the COO and CEO in implementing projects to meet their KPIs and strategic goals. This included setting up company-wide calendar and an Agile project management process for 7 departments. This allowed upper management to obtain high level weekly updates from every department and team's progress relating to their monthly goals. Also, when teams were blocked, senior management could quickly take action or change priorities thus allowing teams to stay productive and keep moving forward.

For your reference, I have attached screenshots to show some of the above work I have performed:

#### **Agile Kanban board setup for Development team (in JIRA)**

<https://monosnap.com/file/mmPIh1EIpaHsq7sTix38SISS3F5SiC>

#### **Agile Setup for Company wide teams, reporting to Senior Management (Airtable)**

<https://monosnap.com/file/swj8MGUD1AShSqp2IAaa8VMwmexYQK>

#### **Agile Process Documentation for Development team (in Confluence)**

<https://monosnap.com/file/Y1ABROqrXIJxo1xNS7PVobiRbiwL8k>

#### **Agile Process Improvement Document after deliverability problems with Dev and Design teams (in Confluence)**

<https://monosnap.com/file/9SE2qGpO793PXYrB1zumn3hQrc0vfl>

**AWS server memory usage inspection and then provided recommendations for cleanup**

<https://monosnap.com/file/LijoPTDRk3sexVE0juCWq3KYEiBshX>

**Creating an AWS cost analysis report to show progress and continue improving**

<https://monosnap.com/file/NFXv0bNDMvi3R0dvTxpAdTG1FFhYQL>

**Training - Video Instruction for Developer Workflow - Setting Releases**

<https://www.useloom.com/share/623c57f79c3e427b975cc0c060195e20>

Finally, once you speak to me you will realize I am a very good fit to help you lead your Team. I have a strong work ethic, I love to solve problems, produce results and I am very dedicated to exceeding your expectations.

I look forward to speaking with you.

Regards,

Gulam Jamal

# Gulam Jamal

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## Summary

I excel in supporting Senior Management to lead technology initiatives, projects and remote engineering teams. Strong skills in Agile and process improvement to meet strategic goals and KPIs.

With my strong Business and Technical background I am able to link the gap between business and engineering teams to provide quality applications in a timely and cost-effective way.

### Skills:

- Professional Scrum Master Certification (PSM-1)
- Great at growing, leading and mentoring teams as well as bringing fun into teams.
- I consider myself a servant leader by helping others and continuously identifying & removing roadblocks.
- Innate ability to improve a team's ability to deliver code consistently, improve team morale and commitment, continuously improving results to meet KPIs.
- Excel in process implementation, process improvement, scrum/kanban methodologies, cloud architecture (Amazon AWS), Devops solutions, continuous delivery & integration implementation, capacity & demand planning of systems.
- Skilled at leading large remote Agile teams and building a fun & motivated team environment.
- Ability to manage Fortune 100 client technical projects, manage expectations and deliver results.

## Experience

EDGY\_

### Senior Technical Manager - SEO Site Performance

Feb 2019- Present

Edgy Labs, LLC

7 months +

Delivering technical direction for site performance improvements to Fortune 100 clients working in collaboration with Google engineers.

Leading a remote team of software engineers in developing SAAS Performance Monitoring Tools using Agile methodologies. This includes coaching, mentoring, providing technical leadership as well as reviews.

Assisted a Fortune 100 company in having its site become the top performing SEO site in its industry according to Google's Lighthouse scores. This involves weekly client meetings, setting expectations, action items and producing results.

Identified new product opportunities to gain client engagement and dependence on us to increase value and reduce risk of losing client contracts.



### VP of Product and Technology / Technical Agile Manager

Apr 2018 - Jan 2019

FaZe Clan

10 months

Worked with the CTO, CEO & COO to help meet their strategic KPIs by creating company-wide systems and processes. Led daily company stand up meetings and helped overall company productivity.

Implemented Agile process for a geographically distributed team. Hired and managed various teams upto 37 members.

Responsible for all website releases and QA processes to ensure highly functional and available site.

This enabled us to process over 6000 orders generating more than \$500K in one hour during Black Friday.

Optimized the AWS infrastructure to obtain a 75% savings month over month.



## **Founder, Director**

May 2005 - Mar 2018

TN Visa Expert

12 years 11 months

TN Visa Expert provides an alternative solution to assist people with their U.S. immigration visas without incurring the high cost of lawyers.

Run and manage all parts of the business from development teams, design, budgeting, lead generation, sales and customer service.

Technologies: HTML, Javascript, Python, Django

This has been my MBA project to learn how to run companies, get a strong work ethic, test new technological initiatives and continuously producing results.



## **Director Of Technology**

May 2013 - Jul 2017

The Alternative Daily

4 years 3 months

The Alternative Daily, publishes content, sells subscription based memberships, products and services online.

Directly reporting to the CEO to support strategic growth goals for lead generation, user tracking and reporting.

Led a remote development team to support SEO performance enhancements, ecommerce integration, checkout/cart process optimizations, A/B funnel testing, subscription based products and more.

This resulted in the company growing from \$500K annually to \$3.5 million in revenue.



## **Engineering Manager**

Feb 2008 - Aug 2011

ACTIVE Network

3 years 7 months

Architecting and leading a team of 14 remote developers, QA to develop a SaaS online marketplace for booking activities and events.

Led the initiative to migrate to AWS using Amazon's still very new cloud offering of EC2 and S3 services.

Trained team members on AWS usage, developed deployment processes and provided presentations to Senior management to address concerns and obtain support.

Technologies: Java, Tomcat, HTML, CSS, Javascript, JIRA tool suite, GIT, JIRA



## **Project Lead / Technical Architect**

Nov 2002 - Jun 2006

Capital Group | American Funds

3 years 8 months

Worked with Senior Mgmt to understand their strategic initiatives, architected web application solutions. Socialized, gained support and implemented when group buy-in was obtained.

Architected Java client/server solutions, disaster recovery, failover, automated backups, privacy, authentication and other security solutions.

This included implementing compliance for Payment Card Industry Standards (PCI), Sarbanes-Oxley Act (SOX), Gramm-Leach-Bliley Act (GLBA).

Technologies: Java, JBoss, Tomcat, Maven



### **Team Lead / Senior Developer**

2000 - 2002

eConnections

3 years

Led a team of 10 developers, QA and Release engineers.

Developed a SaaS supply chain web application helping organizations improve their just in-time inventory planning, designed complex forecasting models and inventory management modules.

We were on the forefront of working with Java based object databases, designed and implemented a complex object transformation utilities for faster database updates.

Technologies: Java, Junit, Log4J, Structure Builder, Rational Rose/J, ClearCase/ClearQuest/RequisitePro.



### **Team Lead / Senior Developer**

Oct 1995 - Mar 2000

iKnowledge Inc - Acquired by Avid Technologies

4 years 6 months

Leading a team of 11 developers in the development of online learning application: Nereus Multimedia Publishing System.

Due to the success and potential of this product, we were eventually acquired by Avid Technologies.

Technologies: Java, C++, Windows SDK, Visual Basic



### **Developer**

1992 - 1995

Sequiter Software

4 years

Developing fast access API libraries to retrieve data from SQL databases.

Technologies: C, C++, Windows SDK, Visual Basic

## **Education**



### **Landmark**

2005 - 2007



### **Landmark Education - Team Management and Leadership Program**

2005 - 2007



### **University of Alberta**

1988 - 2004

Computing Science with Specialization in Business

## **Skills**



Agile Methodologies • Business Strategy • Scrum • Web Services • Software Development

## **Certifications**

## **Professional Scrum Master (PSM-1) • Scrum.org**

Aug 2019 - Present