Naveed Ahmed

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Senior Project & Product Leader | Technical & AI-Driven Solutions

A highly accomplished Project & Product Leader with over two decades experience driving IT/Software initiatives, AI-based solutions, and digital transformation. Proven expertise in strategy, execution, risk mitigation, and stakeholder management.

Core Competencies & Professional Highlights

Project Management | Strategic Planning | IT Infrastructure Development | Business Transformation | Agile & Digital Delivery | Risk Assessment & Mitigation | Budget Oversight & Cost Control | Large-Scale Project Execution | Business Continuity & Security | Leadership & Team Development | Stakeholder Engagement | Product Lifecycle Management

- **Led and executed** over 30+ complex IT/software projects with budgets ranging from $500K to $2M, managing risks, requirements, and cross-functional teams to deliver successful outcomes on time and within scope.
- **Spearheaded business transformation initiatives**, that standardized IT infrastructure for a 500+ user environment, reducing annual maintenance costs by 15% and enabling enterprise-wide agile practices.
- **Trusted leader**, recognized for delivering enterprise-scale solutions and earning credibility with executives, clients, and global stakeholders.
- **Strong communicator and collaborator**, engaging diverse teams, motivating staff, and ensuring alignment between business and technology.
- **Business strategist**, translating business needs into technology solutions to drive operational efficiency, digital innovation, and financial growth.

Technical Expertise: Tools, Platforms & Methodologies

Project & Product Management
- **Methodologies:** Agile (Scrum, Kanban), Waterfall, Hybrid, SDLC, Lean Principles
- **Management Tools:** JIRA, Azure DevOps Boards, ClickUp, Asana, Trello, MS Project
- **Collaboration & Docs:** Confluence, SharePoint, Slack, Microsoft 365, Google Workspace
- **Modeling & Analytics:** Lucidchart, Balsamiq, Power BI, Google Analytics

Cloud, DevOps & Infrastructure
- **Cloud Platforms:** Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP)
- **CI/CD & Automation:** Jenkins, GitHub Actions, Docker, Kubernetes, Terraform
- **Monitoring & Performance:** Datadog, New Relic, AWS CloudWatch, Prometheus

Programming & Development
- **Languages:** JavaScript, TypeScript, Python, PHP, Java, C#, SQL, HTML5/CSS
- **Frontend Frameworks:** React, Angular, Vue.js, React Native
- **Backend Frameworks:** Node.js, Laravel, Symfony, Express.js, Spring Boot
- **API & Architecture:** RESTful APIs, GraphQL, Microservices, Monolithic Architecture

E-Commerce, CMS & Data
- **E-Commerce Platforms:** Shopify, BigCommerce, Shopware 5/6, Magento, WooCommerce
- **CMS & Web:** WordPress, Drupal, Joomla, Strapi
- **Databases:** MySQL, PostgreSQL, Microsoft SQL Server, Oracle, MongoDB, Redis
- **Data Tools:** MySQL Workbench, Tableau, Power BI, phpMyAdmin

Domain & Infrastructure Expertise
- **Digital Signage & QMS:** End-to-end solution design for LED/LCD video walls, kiosks, interactive mirrors, and meeting room systems.
- **Networking & Security:** LAN/WAN architecture, network security protocols, hardware configuration, business continuity planning.
- **Operating Systems:** Windows Server, Windows 10/11, Ubuntu, macOS

Professional Experience, Achievements and Projects

Senior Technical Project / Product Manager | Royal Cyber Inc., Karachi, PK *April 2023 - August 2025*

- Spearheaded complex, large-scale projects, including an innovative SaaS solution and a hybrid Generative AI-driven platform.
- Led and coached cross-functional teams of up to **20 members**, ensuring project objectives were met on time and within budget.
- Managed the full software development lifecycle (SDLC), from initial planning and requirements gathering to deployment and maintenance.
- Served as a primary point of contact for stakeholders, managing expectations and ensuring clear communication across all project phases.
- **Drove a 30% improvement** in project efficiency through the implementation of hybrid methodologies and streamlined processes.

Key Projects

GoTestPro: AI-Driven Test Automation *Project Leader & Product Manager*

- **Recipient of the HBL P@SHA ICT Award 2023** for a Generative AI-driven test automation solution under my leadership.
- Successfully delivered a solution that reduced manual testing time by **50%** and improved overall quality assurance.
- Managed the product roadmap, from ideation and feature prioritization to final delivery and market launch.
- **Technologies:** Java, Angular, Node.js, Playwright, Selenium, DevOps, GCP, Azure AI Services

SecuraCloud: Cloud Security Compliance Product (CSPM) Project *Lead & Product Manager*

- Led the effort to standardize the company's cloud infrastructure, resulting in up to a 30**% reduction in operational costs**.
- Implemented robust security protocols and automated monitoring systems to ensure continuous operation and data integrity.
- **Technologies:** Microsoft Azure, Azure DevOps, Terraform, AWS, GCP

Senior Technical Project Manager – IT / Software | ZEPCOM Pvt. Ltd., Karachi, PK *Oct 2020 - April 2023*

- Led a technical team of up to **25 members** in the delivery of e-commerce and web solutions for European clients.
- Managed the full software development lifecycle (SDLC) for over **30 projects**, ensuring the fulfillment of client requirements through cost-effective and timely solutions.
- Served as a key technical lead, bridging communication between client requirements and development teams to ensure successful project delivery.
- Successfully coordinated project implementations, including platform upgrades and the integration of third-party systems like ERPs and plugins.

Project List

- Shopware Bonus System Connector
- Product Configurator Standalone Solution
- Wizard for Electric Vehicle Charging Solution
- Custom File Manager Plugin
- Fitzek-shop upgrade
- flurfoerderzeuge.de upgrade phase 2
- Kmall.de upgrade
- SEPA Extension SW5 plugin
- ATC Theme
- Header & Footer TEST
- Zufor (www.zufor.de)
- Connect Acumatica ERP to Byrd
- Maske Berlin SW5 layout Change
- Acumatica to WooCommerce Connector
- Eat Performance GmbH
- Matahari SW6 Template
- Ammere Webshop
- Kuhn & Bieri Webshop
- TT-YOTPO SW5 reviews plugin
- Tangle Teezer Upgrade
- Stream Filter Integration
- Gators-Pizza T3 Upgrade v6.2x to v10.x
- Aboshop
- Bonus Points Coupon Solutions Plugin
- D2 Web Agency Website (https://d2web.agency/)
- IC-WordPress Website
- Shopware plugins sprints
- BigCommerce shop and theme module
- MDF-verpackungen.de configurator
- Cubyn Fulfillment Prestashop Module

Technologies Used

- **E-commerce platforms:** Shopware, WooCommerce, BigCommerce, Prestashop
- **CMS:** WordPress
- **ERP:** Acumatica
- **Other:** PHP, JavaScript, Themes, Plugins, Connectors

IT Project Manager | DotKlick Pvt. Ltd., Karachi, PK | *February 2020 - August 2020*
- Spearheaded diverse software projects, including a Learning Management System (LMS), HR solutions, and financial applications, from concept to deployment.
- Managed the end-to-end development of a mobile application for digital SMS marketing and social media management.
- Designed and integrated a comprehensive Institute Management System, incorporating a Jitsi Server for a full-featured video conferencing module.
- Implemented an administration-controlled finance and payroll system to centralize financial management.
- Architected a scalable system to centrally manage individual and multi-branch institutes, improving operational efficiency.
- Integrated a reseller module to empower sales partners with a centrally controlled platform.

Project / Product Manager - Technical [Matts Technologies Pvt. Ltd.] | *June 2014 - January 2020*
- Managed projects across three domains: software products, business applications, and hardware & digital signage.
- Led the development and successful delivery of large and medium-scale business applications, ensuring cost-effective solutions for clients.

Key Projects
- **Import and Export Management System** (for DP World, Karachi, PK)
  - Managed the development of a distributed application to streamline the import/export process, including consignment details, document uploads, and gate-out management.
  - Designed and deployed a comprehensive solution used by customers, stakeholders, and management, enhancing process efficiency and control.
  - Delivered the application across multiple platforms, including web, UI, handheld devices, and mobile components.
- **Queue/Qmatic Management System & Complaint Management System** (for Gerry's dnata, Karachi, PK)
  - Spearheaded the development and implementation of the **QMS** to streamline visitor queues and improve service delivery times.
  - Directed the creation of a **CMS** to capture, manage, and resolve e-complaints efficiently, improving customer satisfaction.
  - Provided technical support and managed ongoing updates for applications used by a wide range of stakeholders.
- **Content Management System** (for Independent Freight Forwarders Alliance, Australia)
  - Implemented a custom web-based CMS to provide centralized control over business offerings, features, and member management.
  - Enabled the registration process for new members, facilitating international business and client interactions.
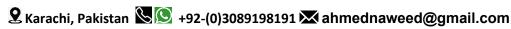- **Advanced Digital Signage Products**
  - Contributed to the development and delivery of a wide range of digital signage solutions, including Indoor and Outdoor SMD/LED Walls, Video Walls, Digital Signage Kiosks, and Digital Media Software.

Software Developer/Programmer [Cyber Internet Service Pvt. Ltd.] | *December 1998 - September 2003*
- **Developed and deployed** a public-facing online e-Payment website for customer transactions.
- **Designed and implemented** an Over Usage Disconnection Utility for managing customer accounts based on consumption.
- **Contributed to a major upgrade** of the Infranet WebKit from version 6.1 to 6.2, enhancing system capabilities and performance.
- **Created a variety of in-house ERP and UI/Web-based applications** to support business operations, including Management Information System (MIS) reports and an Invoice Reporting System.
- **Developed a custom utility** for prepaid internet card inventory and reporting.

Technical Environment:
- **Architecture:** Infranet Telecommunication System based on Sun Solaris
- **Languages/Frameworks:** C/C++, Java, Perl, JSP, JavaScript, XML, DHTML, HTML
- **Database:** Oracle
- **Operating Systems:** Sun Solaris System, Window 2000, NAS

In-House Project List (Cyber.Net)

- Cyber.Net Online e-Payment Website
- Over Usage Disconnection Utility
- Mailbox Expansion
- Reports for Revenue Collection
- Rate Roaming
- Utility for Change City
- Upgrade Infranet WebKit 6.1 to 6.2
- ARY (Kay Ap Banay Gaye Crorpati) Website
- Reversal Utility
- General Ledger Integration System
- Prepaid Card Reports
- Prepaid Internet Card Inventory System
- Management Information System Reports
- Invoice Report System

Education, Certifications, Research & Training

Educations
- **Postgraduate Diploma (PGD), Advanced Methods of Computer Science**
  Queen Mary, University of London, UK | 2004 - 2006
- **Master of Computer Science (MCS)**
  University of Karachi, Pakistan | 2000 - 2001
- **Bachelor of Science (B.Sc.)**
  University of Karachi, Pakistan | 1994 - 1997

Certifications
- **Agile Scrum Fundamentals Certification** – Udemy
- **Playwright Web Automation Testing** – Udemy

Research
- **Research on Generative AI in Test Automation** – Webinars and Competitor

Awards & Industry Recognition

Annual Star Performance Award 2024 (Royal Cyber Inc.)
Honored by the CEO Royal Cyber Inc. for outstanding leadership, delivery excellence, and consistent performance.

HBL P@SHA ICT Award 2023 (Winner)
Recognized for **GoTestPro**, an AI-driven Test Automation platform, awarded for excellence and innovation in ICT services.

Achievement: ITCN Asia 2019 as a Technical Project Manager, Matts Technologies
Successfully led the preparation, testing, and deployment of software and digital signage solutions for ITCN Asia, Pakistan's largest IT and telecom exhibition. Managed technical and business resources to ensure seamless product demonstrations and customer engagement, contributing to strong brand visibility and business alliances.

Royal Cyber Share & Learn Sessions (Global)
Invited speaker addressing employees and clients across five continents via MS Teams.
Received a Top Initiator Award of Share and Learn Speaker Award. Delivered a presentation on *Hybrid Project Management Methodologies* and *Agile Transformation in an Organization* to a global audience.