Ali Rezai

**Technical Project Manager | Scrum Master | Agile Delivery Lead**

# Summary

* 20+ years of IT experience, including 18 years in financial services and enterprise SaaS delivery.
* Led large-scale Agile transformations using SAFe, Scrum, and Kanban across global delivery teams.
* Translated C-suite strategy into actionable, metrics-driven delivery roadmaps.
* Known for improving delivery velocity, planning accuracy, and cross-team alignment.
* Integrated AI tools into processes to enable smarter, automated decision-making agents.
* Skilled in stakeholder communication, risk management, and continuous improvement in high-impact environments

# Recent Experience

## Technical Project Manager (SAFe® and PSM I) Sep 2017 – Aug 2025

**The Citco Group Limited** *-* Toronto, Canada

* Drove cultural shift from project execution to product-thinking, introducing metrics-based delivery and value-stream mapping to focus on business outcomes.
* Led technical project delivery for SaaS and data-integration solutions across global teams, aligning scope, timeline, and quality with business goals.
* As the team expanded, I led the transition to Nexus (Scrum of Scrums) to scale Agile delivery, ensuring a seamless shift in collaboration and workflow continuity without disruption.
* Partnered with Product/Release Management to align roadmaps, de-risk delivery, and ensure continuous value realization.
* Scaled Agile practices (SAFe) across teams and regions, driving organization-wide adoption through coaching, facilitation, and stakeholder alignment.
* Improved sprint-planning accuracy and team alignment by introducing structured backlog refinement and Jira/Confluence optimization, leading to more predictable delivery.
* Proactively removed delivery blockers, increased team velocity, and fostered collaboration through structured Agile ceremonies.
* Led global cross-functional delivery of cloud-based SaaS and data-integration projects, applying hybrid Agile-Waterfall frameworks to meet business goals and achieve lower defect rates with faster release cycles.
* Created real-time dashboards and executive updates in Power BI, reducing status-report overhead and improving transparency across delivery streams.

## Senior Software Developer/ Programmer Analyst Jun 2015 - Aug 2017

**eBRP Solutions** *-* Toronto, Canada

## Delivered feature enhancements and scaled enterprise web platforms for business continuity solutions.

## Led technical redesigns to improve performance and user adoption across major enterprise accounts.

## Lead/Senior Developer Sep 2005 - Mar 2015

**Karafarin Bank -**Tehran, Iran

* Led multi-year initiatives to modernize banking/payment systems, align with regulatory standards, and improve digital customer experience.
* Directed project planning, vendor negotiation, and risk-managed delivery across mission-critical financial applications
* Led and guided a team of software developers to enhance banking applications and systems. Handled
* Projects breaking down the works and giving the right resources by using MS-Project.
* Based on Agile and CMMI methodology practiced MS-TFS and Jira to control versions of the applications and handle the system issues has been.
* Modified some Web applications to MVC.
* Used DI/IOC (Repositories) technique to create ASP.Net MVC layered project (C#) with MS-SQL (T-SQL) database and for the IOC used Unity.
* Created some services (WCF service using SOAP protocol) to handle specific interaction data from core banking to other systems.
* Issues and new requests have been analyzed in order to create appropriate solutions.
* Analyzed, developed, and implemented e-banking and e-commerce systems.
* Built a desktop application as a loan service for clients. (Windows Forms).
* Developed a Web application for financial risk business which had designed in ASP.Net (C#) using Ajax and JQuery.
* Creating Web service with the IBM WebSphere MQ as middleware to communicate with the banking core system.
* Constructed MS-SQL and Oracle databases. Built Tables, Views, and Stored Procedures. (T-SQL/ PL-SQL).
* Configured MS-SharePoint to build a content management system.
* Built a Web application in ASP.Net MVC as a “signature viewer”. This application has the ability to extract binary data from a file and save them into the database. Also, it can convert binary data into a signature illustration to demonstrate it to the client.
* Created and deployed Web and Windows services (.Net framework 2.0) to communicate with other banking systems and financial companies.

# Early Career (1997 – 2005)

**Computer Specialist /System programmer**

**Dara Credit Card Co. –** Tehran, Iran  **Mar 2005 – Sept 2005**

* Implemented an application in the .Net platform (Framework 2.0) which retrieves client’s transaction data from the database and sends this information as a billing notification via email.
* Created an application to calculate the client’s transactions (using POS/ ATM/ Online) and then generate a unique score for the client.
* Developed some custom Web applications in .Net (C#) to demonstrate client’s transactions as report sheets using Crystal Reports.

**Web Application developer**

**Toorin Tan Co***. –* Tehran, Iran**Jul 2004 - Mar 2005**

* Developed a conversion format tool (Windows applications) that reads data from the network and saves it into a file.
* Modified and expand a custom Web application. (C# in .Net Framework 2.0 and 1.1).

**Web and software developer**

**Nidec Motion Control Engineering (Nidec-MCE)** *–* Sacramento, CA, USA **Aug 2001 - May 2004**

* Re-designed and upgraded a legacy elevator software that has been written in C++ and into a visual and event-driven application.
* Created and developed applications and Web applications.
* Built an Internet shop (e-commerce) based on ASP/ASP.Net (1.1) with SQL Database.
* Designed and developed an internal website (Intranet).

**Webmaster and developer**

**Moballeghan**– Tehran, Iran **Jan 1998- May 2001**

* Used ASP classic, DHTML, and HTML to develop an information website (Iranian Yellow Pages) and created an e-commerce antique online shopping.
* With Photoshop and Macromedia Flash designed some custom graphical website objects.

**Web Designer**

**Parnam Computer Co.–** Tehran, Iran **Jun 1997- Jan 1998**

* Many customers request different static content websites most of them were designed in HTML 4 and some DHTML. They all have been deployed on the Internet and have been supported.
* To launch Web server for Intranet usage, Installed and configured Windows NT 4.0 Servers with

Internet Information Service (IIS) and set up many modems to a landline phone.

# Personal Project

**AI Agent– Familiarity with Emerging Technologies** **Jun 2024 – Present Personal Exploration** - Toronto, Canada

* Familiar with LLM-powered agents and their potential applications for future reporting, automation, and knowledge retrieval.
* Understanding of solution architectures that leverage retrieval-augmented generation (RAG) and API tools for enhanced information processing.
* Exposure to machine learning model deployment concepts and data validation techniques for anomaly detection and reporting.
* Knowledge of cloud-based AI integration (Azure/GCP APIs) to support scalable and secure solution delivery.
* Actively exploring how Generative AI adoption and AI Agents trends can transform enterprise systems and business workflows.

**SKILLS**

**Agile & Project Management**: Agile Frameworks (Scrum, Kanban) • Nexus •Agile Coach • Scrum Ceremonies • Backlog Management • SAFe® Framework • PI Planning • Familiar with PMP

**Leadership & Delivery**: Product Roadmap Development • Large-Scale Technology Programs • SDLC • PDLC • Cloud-Based Solutions • Change Management • Leadership • Communication

**Tools**: API Integration • Jira • Confluence • MS Office (Word, Excel, Visio, PowerPoint, 365) • Microsoft Project • Microsoft SharePoint• Azure DevOps

**AI Tools:** GitHub Copilot • Codex • Power BI + Copilot • Claude • LM Studio • Cursor

# Credentials

**Bachelor's Degree in Computer Engineering *-*** *Azad University*

**Certified Scrum Professional (PSM) -***Scrum.org*

**Certified SAFe® Scrum Master (SSM) -***SAFe® - Scaled Agile*

**Certified Transitioning Waterfall to Agile Project Management -***LinkedIn*

**Certified Agile Project Manager *-*** *LinkedIn*