

Zaheen Hanif Parkar

Technical Project Manager | Enterprise Platforms | Cloud & Integration Delivery

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CAREER SUMMARY:

Technical Project Manager with **11+ years of overall experience** delivering **enterprise technology platforms, cloud-hosted solutions, SaaS products, and system integrations** across BFSI, FinTech, E-Learning, and Digital Commerce domains. Proven track record of managing **end-to-end technical project delivery**, coordinating cross-functional engineering teams, vendors, and stakeholders to deliver scalable, secure, and high-availability solutions. Strong exposure to **platform implementations, API-driven integrations, cloud environments, UAT, release management, and production go-lives**, with a hands-on, execution-focused approach aligned to enterprise standards. Skilled in global project demand management, risk mitigation, and governance, collaborating with technology providers and business users to align IT strategy with business objectives.

Certified Scrum Master (CSM®) and ITIL Foundation Certified, proficient in MySQL, Postman, Click-up, Trello and Jira, managing business communications, stakeholder reporting, and regulatory initiatives to drive operational efficiency and digital transformation.

PROFESSIONAL EXPERIENCE:

1) Mathcoms LLC

- Technical Project Manager || 05/2025 — 11/2025

- Led end-to-end delivery of enterprise FinTech platforms including Loan Origination Systems (LOS), risk analytics, asset classification, and provisioning solutions for banking clients.
- Owned technical project execution across requirements finalization, system design coordination, development tracking, UAT, and production releases.
- Coordinated API-based integrations, ETL processes, and middleware connectivity between internal banking systems and external platforms.
- Worked closely with architects and engineering teams to validate system logic, workflows, data flows, and exception handling
- Ensured compliance-aligned documentation and delivery to support audit and regulatory expectations
- Created BRD, FRD, SRS, data mapping sheets, and solution documentation, ensuring clear functional specifications for development teams.
- Worked closely with technical teams to explain banking concepts, system logic, validations, and exception scenarios, ensuring accuracy in solution design and issue resolution.
- Led UAT planning and execution, defined test plans, coordinated defect triaging, and validated banking functionality across multiple testing phases.
- Participated in PWT (Product Walkthrough) & user training sessions, ensuring business readiness and adoption of new functionalities. Managed change requests, version releases, and deployment cycles to ensure smooth transitions into UAT and production environments.
- Also Led end-to-end delivery of PM-IQ (AI Enabled Project Management tool), defining BRDs, SRS, user flows, and automation workflows while coordinating with AI/ML engineers, UI/UX, and backend teams.
- Facilitated Agile ceremonies, sprint planning, backlog grooming, and release tracking using Jira and Confluence.
- Oversaw API/SDK integrations, automation logic, and data-driven feature enhancements for PMIQ.

2) Kapiz Innovators Pvt Ltd

- Technical Project Manager & Director || 02/2024 – 05/2025

- Spearheaded the development and successful deployment of FashQuik, a quick-commerce fashion delivery platform.
- Designed innovative features like Try & Buy, Insta Returns, Last Mile Delivery, and Omni Channel Store Fulfillment model, drastically improving user satisfaction and setting FashQuik apart from competitors.
- Managed full SDLC from ideation to optimization and scaling, ensuring robust product quality and growth-readiness
- Led cross-functional teams including backend, frontend, mobile, QA, and infrastructure, ensuring on-time delivery and quality benchmarks
- Built cloud-native scalable infrastructure to handle exponential growth and high transaction volumes.
- Defined and executed the technical roadmap, ensuring product scalability, performance, and a seamless user experience.
- Oversaw release planning, deployment cycles, and platform stability during rapid scaling phases.
- Managed vendor relationships and third-party integrations, working closely with legal and compliance teams to ensure operational efficiency and contractual alignment.
- Worked closely with business stakeholders to align technical execution with operational and commercial goals

3) Hurix Systems Pvt. Ltd

- Associate Project Manager || 05/2021 – 11/2023

- Managed delivery of enterprise SaaS and cloud-hosted platforms across E-learning, Health, Publishing and Banking domains, serving 20+ clients across the US, EU, and APAC on web, iOS, and Android platforms.
- Led cross-functional Agile teams to implement SaaS and PaaS solutions, ensuring delivery excellence, client satisfaction, and regulatory adherence.
- Led end-to-end technical project delivery across web, mobile (iOS/Android), and platform solutions
- Oversaw product lifecycle management, system enhancements, and feature prioritization in collaboration with key stakeholders.
- Supported system integrations, platform configurations, and data workflows in cloud environments.
- Owned UAT execution, defect management, release coordination, and production deployments.
- Served as a key liaison between business and technology teams, ensuring alignment between organizational objectives and project goals.
- Maintained project governance including project plans, risk registers, dependency tracking, and stakeholder reporting.
- Established robust QA and defect management processes, driving issue resolution, RCA, and SLA compliance across projects.

- Oversaw integrations and custom development projects such as Single Sign-On (SSO), ETL data flows, and user management services, including technical integrations through Class Link, Google Classroom APIs, LTI, and SAML.
- Strengthened vendor and stakeholder relationships, integrating third-party technologies to scale business operations globally.
- Defined long-term IT strategy and technology roadmaps, enhancing delivery efficiency and enabling measurable business growth.

4) WhiteHat Education Pvt Ltd

- Technical Support Engineer || 05/2020 – 03/2021

5) Azuma Hospitality LLP

- IT officer / Engineer || 07/2018 – 01/2020

6) Sharooq Al Madina Tours and Travels

- Travel Sales Consultant || 01/2013 – 08/2015

7) Spanco Bpo Ltd (Respondez – International Wing)

- Sales Executive || 06/2011 – 01/2013

KEY PROJECTS:

1. **Mathcoms – Project Management Tool (with AI)**
2. **FinTech LOS & Risk Platforms – Loan origination, asset classification, and provisioning systems**
3. **FashQuik – Last Mile Fashion Shopping App**
4. **Zanichelli – Progressive Web App (PWA) Implementation and AI learning assistant (K.AI)**
5. **Developed multiple responsive Angular-based websites and dashboards for small businesses, including product listing pages, admin dashboards, and customer portals.**

TECHNICAL & CONSULTING SKILLS:

- **Technical Project Management & Delivery:** Proven expertise in end-to-end project management utilizing frameworks such as PMP, Agile, and Scrum to drive successful delivery of complex, cross-functional projects aligned with strategic business goals.
- **Tools & Technologies:** Advanced proficiency in MySQL, Postman, Jira, Zoho, Trello, Microsoft Office Suite, and ClickUp for effective project tracking, data analysis, and resource management.
- **Cross-Functional Leadership:** Skilled in leading and motivating diverse teams across business, technology, and operations to foster collaboration, streamline workflows, and enhance productivity.
- **Risk, Budget & Resource Management:** Experienced in comprehensive risk assessment, mitigation strategies, budget planning, financial forecasting, and resource allocation ensuring projects are delivered on time and within financial constraints.
- **Agile & Scrum Expertise:** Certified Scrum Master (CSM®) with practical experience in Agile methodologies, sprint planning, backlog grooming, daily stand-ups, and iterative delivery to maximize product quality and team velocity.
- **Stakeholder & Communication Management:** Strong communication skills to deliver clear project updates, stakeholder engagement, expectation management, and alignment with organizational priorities and compliance requirements.
- **Business & Technical Documentation:** Skilled in translating business needs into structured documents including BRD, FRD, SRS, User Stories, Data Mapping, Wireframes, Use Cases, and Acceptance Criteria; ensuring alignment between business and development teams.
- **Integration & Data Systems:** Hands-on experience with API-based integrations using REST, SDKs, SAML, OAuth; familiarity with CDP platforms, ETL processes, middleware, and Data Lake ecosystems for analytics, reporting, and compliance.
- **Analytical & Problem-Solving Skills:** Data-driven decision making with the ability to quickly understand complex systems, identify risks, and recommend practical solutions to support transformation goals.
- **Frontend Development:** Hands-on experience building small-to-medium Angular applications (Angular 15+), including component-based architecture, services, routing, forms, and REST API consumption for freelance web projects.
- **SQL & Database Skills:** Strong foundation in SQL for data extraction, reporting, JOINs, Views, Stored Procedures, and debugging application issues using MySQL & SQL Server.
- **Cloud & DevOps Familiarity:** Exposure to AWS services used across projects including EC2, S3, IAM, RDS, Lambda workflow understanding, and environment-level troubleshooting.
- **Application Debugging & API Testing:** Extensive usage of Postman, Swagger, and Chrome Dev Tools for API testing, contract validation, payload debugging, and integration QA.
- **System Architecture Understanding:** Experience working with microservices, REST APIs, middleware, and API gateways during integrations for banking, fintech, and e-commerce platforms.

ACADEMIC QUALIFICATIONS:

• Bachelor of Science Information Technology

Kalinga University | 2015 – 2018

• Aircraft Maintenance Engineer Course

Indian Aerospace and Engineering | 2007 – 2011

CERTIFICATIONS:

- Conflict Management and De-Escalation in Customer Service
- Certified Scrum Master (CSM®)
- Introduction to SQL, Oracle DBA Orientation and Front-End Web Development
- ITIL Foundation