

Muhammad Akmal

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Summary

A highly motivated professional with more than **16 years** proven success in all aspects of SDLC/Project Management processes with excellent teamwork skills and the ability to thrive in fast-paced environments. Experience serving as a project manager for more than **8 years** having extensive knowledge of working on all PM process groups (Initiating, Planning, Executing, Monitoring & Control and Closing). Experience of stakeholder management comprising of PMO, Project Managers, Department Heads, Customers, Senior Management and Steering Committees pertaining to projects/product performance reporting. Skilled in communicating with internal departments and senior management. Skillful problem solver, with a strong foundation in **project management, computer sciences, software engineering, Telecom and mathematics**. Feels comfortable while presenting in executive and customer facing situations as needed. Hybrid experience of traditional and **agile project management** and equipped with **PMP and PMI-ACP certifications**. Passionate to grow in Project Management due to my all-around skills and appetite for problem solving and challenging environments.

Skills & Expertise

- Project Management.
- Stakeholder Management.
- Custom Software Development.
- System Integration
- Enterprise-wide Implementation
- Technical Solution Provider
- Client Relationships and presentations
- Strong Team Management.
- Agile Project Management
- Digital Signage
- Empathetic listener
- Team Building and Mentoring
- Goal Oriented
- Leadership Skills
- Good Analytical & Decision-making skills
- Trello
- MS Project
- ASP.NET
- MS SQL Server 2008 R2
- Database Design.
- MS Project
- JIRA, HP Quality Center
- Microsoft SharePoint

Career Highlights

- Led teams across broad technical and business disciplines. Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.
- Worked on multi-million projects and delivered a 100% success.
- Mitigated risk factors through careful analysis of financial and statistical data. Anticipated and managed change effectively in rapidly evolving global business environments.
- Defined processes and tools best suited to each project. Moved between agile and waterfall approaches depending on project specifics and client goals, creating detailed project road maps, plans, schedules and work breakdown structures.
- Single handedly handled multiple clients for different projects at the same time.
- Used Project Management experience in Design, Develop, Implement, manage web based, enterprise applications, GSM and fixed services design and implementation.
- Used extensive experience of working in agile working environment & handling scrum meetings to introduce agile practices at company level.
- Equipped with good communication and presentation skills.

Professional Certifications & Awards

- PMP-Project Management Professional (1825915)**
- PMI-ACP- Agile Certified Practitioner (1864272)**
- MCSA-Web Applications.
- MCTS-SQL Server 2008 Imp & Maintenance.
- MCTS- Web Applications
- Professional Excellence Award 2017, 2018 & 2019**

Education


MS Computer Sciences

University of Central Punjab (UCP) Lahore, Punjab, Pakistan



December 2005

Professional Experience

Senior Manager/Professional Services	Apr 2016 – Present
E& Enterprise IoT & AI – https://www.eandenterprise.com/ formerly Etisalat UAE (Emirates Telecommunication Corporation)	

E& Enterprise IoT & AI is focused on transitioning large enterprises and government entities to smarter, data-driven and highly automated organisations. With the combination of internet of things and artificial intelligence solutions, e& enterprise IoT & AI are enabling smarter, more sustainable urban developments, safer cities, digital healthcare, digital government, smart aviation and Industry 4.0 through our end-to-end Advanced Solutions as a Service.

Etisalat by E& is the leading ICT company in UAE and is an Emirati-based multinational telecommunications services provider, currently operating in 16 countries across Asia, the Middle East and Africa. It is the 18th largest mobile network operator in the world by number of subscribers.

Major Responsibilities include:

- Handling more than 450M AED project of IT & Telecom.
- Interface with other organizations, vendors and partners.
- coordinating work among resources
- Identify and manage dependencies and inter-dependencies on other projects as well as on customer and other organizations.
- Manage the project based on project management disciplines, e.g., risks, issues, quality, budgets, resources, change management, stakeholders.
- Represent the project in regular progress updates within PMO, partners and suppliers.
- Responsible for achieving successful results and outputs as planned in the strategic and work plans.
- Communication management planning to ensure the stakeholders are well informed.
- Preparing plans for management objectives, including risks, quality, schedules, costs, scope, integration and changes.
- Oversee the tracking of strategic project risks/issues/dependencies, assesses the impact on the benefit realization for the project and takes action to minimize impact.
- Manage and control the integrated change control process of the project.

Projects

ADNOC VSaaS & Plant Access Control (Sep 2021 – Present)

Role: Sr. Project Manager

Etisalat proposed a Turnkey Smart Surveillance and Security solution for ADNOC Distribution in their Service Stations (Green Field sites) which includes provisioning of a number of features and functionality in ADNOC Service Station that made the stations throughout the emirates secure and centrally monitored via central command control room (CCC). Below are the main functionalities that has been provided under telecom services banner:

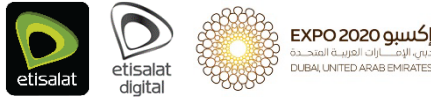


- Smart CCTV
- Access Control System
- Sensit System/Smart Parking system
- Intercom & Public Address.
- Head count for assembly points
- Video management in cloud
- Smart Hardware

Telecom Services in Expo 2020 (Jun 2017 – March 2022)

Role: Sr. Project Manager

Telecom services are a critical and integral part of the Expo 2020. These services include fixed line services, GSM services, internet and satellite services etc. These major services are offered by Etisalat specifically for Expo 2020 participants. Below are the main functionalities that has been provided under telecom services banner:



- Installation and commissioning of Fixed line services.
- Completion & commencement of 2 POP (Point of Presence) buildings.

- Providing GSM coverage in the area where expo 2020 will held including Expo2020 Office.
- Providing 100% GSM coverage during and before and after expo 2020.
- Controlling the project resources and work streams and reporting the stats to customer as per the agreed milestones.
- Managing the PMO in a progressive and supportive way to control the project growth.
- Managing the scope of the project within the budget, resources and cost.
- Taking care of the risks and making sure of the end-to-end connectivity of the technologies.

Visitor Portal in Expo 2020

Role: Sr. Project Manager

Visitor Portal is an initiative with technical capabilities and skills to help EXPO to run Marketing initiatives pre and during the event. Requirement is a multi-disciplinary dedicated Team which provide Web Portal, CRM, and Campaign, Pre and During the Event under scaled agile framework. Below are the main functionalities that has been provided under Visitor Portal:

- Project Governance
- Website Design, Developments, enhancements and upgrades.
- Content Authoring.
- Campaign and Profile Management.
- Website tagging and Google Analytics reporting.
- Sprint demo, sprint review, sprint planning and backlog creation and estimation

Digital Signage Program in Dubai Parks and Resorts (Apr 2016 – Apr 2017)



Role: Project Manager

Digital Signage Program is a critical and integral part of the Theme parks. Below are the main functionalities that has been provided through Digital Signage Program:

- **Software**
- Connectivity of screens through network to servers using a separate VLAN.
- Creating templates for accommodating the customer needs.
- Pushing the content to media players.
- Integration with different POS and Ticketing systems.
- Controlling the screens and media players from inside the software.
- **Hardware**
- Deployment of more than 500 screens across the park.
- Screens include LCD, LED and customized screens ranging from 15" to 84".

Media players containing the software images to fetch and display the content on the screens.

Beacons Implementation in Dubai Parks and Resorts

Role: Project Manager

Beacons are now a days a wide spread technology to achieve the indoor way finding and for providing digital experience. Below are the main functionalities that has been provided through Beacons platform:

- Beacons platform is helping for indoor way finding using the hardware and software as mobile app.
- Mobile app gets the coordinates from the server that is connected to the beacons.
- It is the biggest source of marketing using push messages.
- Beacons will push the discount coupons and can be used for lost children.

PLMS (Presence and Location Management System) in Dubai Parks and Resorts

Role: Project Manager

PLMS is a state-of-the-art software package that uses dedicated Rule Engine to get and notify the user locations. The Presence and Location Management System solution traces, directs and notifies visitor's positions and movement in a managed site, both indoor and outdoor. Below are the main functionalities that has been provided through Beacons platform:

- Location data storage and updates.
- Proximity notification
- Exposed API.
- Location Data Sharing.
- Way Finding.
- Mission Management.
- Parking Retrieve

Project Manager

October 2014 – October 2015

Xelleration LLC (now Speridian Technolgoies) <http://www.xelleration.com>

Xelleration is an award-winning Microsoft Certified Partner specializing in Office 365, SharePoint, Business Intelligence, Cloud Development and Microsoft Azure.

**Major Responsibilities include:**

- **Successfully Delivered.**
- Preparing project initiation documentation along with estimating and planning projects.
- Tracking activities against the detailed project management plan.
- Updating project plans to include agreed changes.
- Writing detailed and summarized project progress reports.
- Managing the work on ASP.NET, VB.NET, C#.NET, SQL Server 2008 & 2012 and SharePoint 2010 & 2013.
- Closely working with team members and provide them clear picture of what needs to be done.
- Working directly with client personnel to discuss requirement and issues.

Projects**Higher Education Commission EMS****Role:** Project Manager, Technical Solution Provider, Business Analyst, Client contact

This is an event management App developed in SharePoint 2013 with following basic features

- User Registration, University, Site and Room registration.
- Application security management using roles.
- Event creation, calendar, scheduling and publishing on Facebook.
- Billing and Facilitation management.
- Multiple sites management

Connected Cars for Client in USA**Role:** Project Manager, Technical Solution Provider, Business Analyst, Client contact

This is an enterprise level application having below basic features:

- Interaction with Vehicle using OBDII interface.
- Receiving the data on Azure/Amazon AWS to store in for analysis purpose.
- Fleet management and extensive reporting capabilities.

Advisory Software Engineer/Project Lead

September 2006 – October 2014

Systems Limited <http://www.systemsltd.com>

Systems Limited, with three decades of experience and IT evolution, have accomplished above 600 projects completed in the US as Visionet, Pakistan, Middle East and EU. Systems Limited excel at delivering business solutions to a huge list of clients from diverse industries that also includes several names from the Fortune 500. Systems Limited offshore facilities established in the US, UAE, UK, and Pakistan, comprise of over 2,500 customer-focused employees providing a great customer experience.

**Major Responsibilities include:**

- Organize, plan, lead and control project team resources.
- Recommend, prioritize and develop technology solutions.
- Plan, estimate, track, provide support and manage applications systems/projects.
- Define project priorities, scope, approach, resource requirement and deliverables timing.
- Provide counseling, career development guidance, mentoring and overall skill development.
- Coordinate with other project managers to resolve any issue(s).

Projects**VLR NPF for National Penn Financials USA****Role:** Project Lead, Technical Solution Provider, Business Analyst, Client support

VLR is an enterprise level application with customizable interfaces and full flexible database structure. NPF variation was against the requirement of automating client business process.

- Automation of files receiving, data extraction using OCR Engine and sending back to client.
- OCR Data extraction from PDF files efficiently.
- Processing raw data into information.

VLR Customer Portal for National Penn Financials USA

Role: Project Lead, Technical Solution Provider, Business Analyst, Client support

VLR customer portal, an internet interface for VLR Application to provide way to interact with automation process.

- User friendly interface for the customer users to upload PDF files.
- Real time file slicing and data extraction status of PDF files.
- Information processing and QC cycle facilitation.

VisiLoanReview® Suite for PNCBank USA

Role: Project Lead, Technical Solution Provider, Business Analyst, Client support

VisiLoanReview® is an Enterprise Class solution to facilitate quality control and compliance across all channels, ensure regulatory compliance, monitor doc-to to data integrity, perform special loan audits and facilitate loan boarding.

- Rules Based Compliance Verification tasks for document review and rule-based data integrity validation.
- Provides a unified workflow mechanism that can be used from any location.
- Minimizes the number of data audits to remove redundancies.
- Reduces Secondary Marketing fall outs through improved data and loan file audits.

VisiRecording® for Urban Lending Solutions USA

Role: Project Lead, Technical Solution Provider, Business Analyst, Client support

VisiRecording® is a document recording software product for efficiently processing different loan documents. This product assists mortgage services in decreasing their operational costs.

- Workflow driven architecture.
- End to end integration with multiple E-Recording vendors.
- Built in Issue management system. Escalate, assign and re-assign recording issues to team-members.
- Schedule your printers for checks and coversheets printing or take manual control.

Other personal Details

Marital Status: Married

Nationality: Pakistan

Date of Birth: 9th Aug 1981

Passport#: AA1358203

Professional Memberships

Project Management Institute USA (Since 2015)