

ALI AHMAD

Senior IT Project Manager | 4+ Years Delivering Enterprise Software

Kuala Lumpur, Malaysia | +60 13 949 4778 | ali.ahmad.sept@gmail.com | linkedin.com/in/aliahmadpm | alipmp.online

PROFESSIONAL SUMMARY

Senior IT Project Manager and Delivery Manager with 4+ years delivering enterprise software, SaaS, AI-enabled platforms, and digital transformation projects across healthcare, fintech, e-commerce, EdTech, and real estate domains for clients in the US, UK, Australia, and New Zealand. Skilled in managing 3–6 concurrent Agile projects with engineering teams of 6–12 cross-functional engineers, developers, designers, and QA across multiple time zones. Expert in Agile/Scrum delivery management, stakeholder and risk management, BRD/FRD authoring, backlog and roadmap planning, and program / PMO standardisation. Hands-on with AI-assisted documentation, modern AI tooling, and engineering collaboration.

CORE SKILLS

Methodologies: Agile / Scrum, Waterfall, SDLC, SAFe principles, PRINCE2 principles, Kanban, Hybrid Delivery, Agile Delivery Management

Project & Delivery Management: Stakeholder Management, Risk Management & Risk Register, Budget Forecasting, Resource Planning, Sprint Planning, Backlog Grooming, Roadmap Planning, Milestones & Deliverables Tracking, Program Management, Quality Assurance Oversight

Business Analysis: BRD/FRD authoring, Requirement Elicitation, User Journey Mapping, API specification, REST API integration, SQL

AI & Modern Tooling: Claude, ChatGPT, Cursor (for repository inspection), GenAI for PM workflows, AI-assisted documentation, AI feature scoping (LLM, chatbot, recommendation systems), GitHub Codespaces

Tools: Jira, Confluence, MS Project, Asana, Monday.com, ClickUp, Trello, Notion, Slack, Microsoft Teams, Power BI, Lucidchart, Miro

Tech Exposure: Cloud (AWS), CI/CD principles, DevOps & engineering collaboration, SaaS architecture, Mobile & Web platforms, AI / LLM-integrated systems

Domains: Healthcare (Medicaid), FinTech, Banking, E-commerce / Ecommerce, EdTech, AI-enabled SaaS, Real Estate, Logistics

PROFESSIONAL EXPERIENCE

Senior IT Project Manager | Tech Dimensions

Jul 2025 – Present

New Zealand-registered digital transformation consultancy delivering enterprise software for clients across the US, UK, AU, and NZ • Remote

Returned to Tech Dimensions in a senior engineering delivery capacity after a 13-month engagement at Soft Pyramid LLC focused on US enterprise client delivery.

- Lead delivery management for a portfolio of 4–6 concurrent enterprise software projects across healthcare, fintech, real estate, and SaaS, coordinating engineering teams of developers, designers, and QA across 3+ time zones (US, UK, AU, NZ).
- Drive Agile/Scrum ceremonies (sprint planning, stand-ups, retrospectives) across 4–6 sprint teams, optimising Jira and Confluence workflows to tighten sprint cadence and improve delivery predictability.
- Act as primary point of contact for 6–10 C-level and senior client stakeholders, translating business requirements into actionable BRDs/FRDs, API specifications, and sprint-ready user stories.
- Leverage modern AI tooling (Claude, ChatGPT) to accelerate documentation, BRD/FRD drafting, status reporting, and stakeholder communications. Use Cursor to inspect engineering repositories, sanity-check delivery, and bridge PM-engineering communication.

- Implement risk registers and structured change-control processes across the portfolio, achieving consistently on-time, on-budget delivery and minimising scope creep.
- Mentor 2–3 junior PMs and Project Coordinators on PM frameworks, Jira workflow governance, and stakeholder management, building delivery capability across the team.

Project Manager | Soft Pyramid LLC

May 2024 – Jun 2025

US-based software services firm delivering custom web, mobile, and SaaS development to North American clients • Lahore, Pakistan

- Managed 3–5 concurrent US client engagements end-to-end, including ParentPulse (school-communication SaaS), Guide Protection (Shopify shipping-insurance platform), and Pizza Twist (multi-state ordering system serving 19 US states).
- Owned scope, schedule, budget forecasting, and resource allocation for engineering teams of 6–10 developers, designers, and QA per engagement, ensuring delivery within agreed sprint commitments.
- Served as the primary client liaison across a 10–13 hour time-zone gap (Pakistan ↔ US Pacific/Eastern), maintaining same-day Slack/email response SLAs and weekly executive status reports.
- Defined and rolled out standardised Jira workflows, retrospective templates, and reporting cadences adopted across 4+ delivery pods, improving sprint predictability and stakeholder visibility.
- Supported pre-sales by scoping new opportunities, producing technical estimates, and contributing to 5+ proposals for prospective clients.

IT Project Manager | Tech Dimensions

Jan 2022 – Apr 2024

New Zealand-registered digital transformation consultancy • Remote

- Directed delivery management of 3–5 concurrent software and digital transformation projects across software, banking, IT services, and e-commerce sectors for international clients in the US, UK, and APAC.
- Led multi-disciplinary Agile engineering teams of 6–10 (developers, designers, QA, business analysts) through full SDLC, from requirements elicitation and BRD/FRD authoring through deployment and post-launch support.
- Built and maintained comprehensive project plans (timeline, budget, resource allocation, risk register), consistently delivering within scope and budget across 10+ engagements over 27 months.
- Owned stakeholder relationships across executive sponsors, product owners, and technical leads, driving clear communication and alignment throughout the project lifecycle.
- Identified, escalated, and mitigated delivery risks early, contributing to long-term client retention with the majority of clients re-engaging for follow-on work.

IT Project Manager | Nearpeer

Jan 2021 – Dec 2021

EdTech platform serving 2.3M+ Pakistani learners preparing for CSS, MDCAT, and FSc exams • Lahore, Pakistan

- Led end-to-end delivery of AI-enabled EdTech features for a single-product team, including AI-driven personalised learning recommendations, live-session infrastructure, and interactive course materials, across a 12-month engagement.
- Coordinated a cross-functional team of 6–10 (education content experts, full-stack developers, designers, and QA) using Agile methodologies and weekly sprint cycles.
- Contributed to AI-powered product initiatives that supported a reported 65% improvement in student exam scores on the platform, serving 2.3M+ learners.
- Managed stakeholder communications with academic content owners and product leadership, ensuring delivery aligned with educational outcomes and platform KPIs.

Project Coordinator | VastMesh

Jul 2020 – Dec 2020

Software development services firm • Lahore, Pakistan

- Coordinated 2–3 concurrent software development projects, ensuring on-time delivery within scope and budget across engineering teams of 4–6 developers and QA.

- Acted as a liaison between project managers and engineering teams, applying Agile and Waterfall methodologies as project context required.
- Maintained detailed project documentation (requirements, schedules, status reports, and risk assessments), and contributed to internal process-improvement initiatives that streamlined sprint reporting.

SELECTED PROJECT HIGHLIGHTS

MedicaidSoft | Healthcare Claims Platform (US)

Role: *Lead Project Manager (built from scratch) | Team of 12*

Led delivery of a US healthcare management system streamlining Medicaid claims processing. Platform reduced claim processing time by 60% versus legacy workflows.

Stack: Angular, Node.js, AWS Lambda, DynamoDB, Python, Jira

ParentPulse | School Communication SaaS (US)

Role: *Project Manager | Team of 9*

Managed end-to-end delivery of a parent-school communication platform now used by 300+ US schools, with zero critical production issues recorded during the engagement.

Stack: Laravel, PHP, AWS, Forge, MySQL, Redis, Jira

Guide Protection | Shopify Shipping Insurance Platform (US)

Role: *Project Manager | Team of 8*

Delivered a shipping-insurance and claims-management platform integrated with Shopify, serving e-commerce merchants with coverage for lost, damaged, and stolen packages.

Stack: React, Node.js, Shopify, AWS, MongoDB, Monday.com

Pizza Twist | Multi-State Ordering Platform (US)

Role: *Project Manager | Team of 11*

Managed delivery of a fast-food ordering and delivery system covering 19 US states, including order management, inventory control, and transaction processing CMS.

Stack: Laravel, PHP, MySQL, Custom CMS

Prialto | Virtual Assistant Platform (US)

Role: *Project Manager (Agile Consulting) | Team of 7*

Led web application development and successfully migrated the engagement-management workflow onto Monday.com.

Stack: React, Node.js, Monday.com, AWS, PostgreSQL, MongoDB

Wileo | PMO Consultancy Marketplace (Australia)

Role: *Project Manager (PMO Consulting) | Team of 6*

Delivered a marketplace connecting Australian organisations with engineering and PMO consultants, including Stripe Connect payment-gateway integration.

Stack: WordPress, PHP, Stripe Connect, MySQL

Challenge Breakers | Web & Marketing Platform (New Zealand)

Role: *Project Manager (Dev Consulting) | Team of 6*

Led delivery of website and digital marketing initiatives for a NZ-based personal development brand. Coordinated cross-functional design, development, and content workstreams against tight deadlines, earning recognition from the founder as their strongest PM partner across NZ and Australia engagements.

Stack: WordPress, JavaScript, CMS, Marketing Automation

IT 360 | Operations & Delivery Partnership (New Zealand)

Role: *Operations Partner | Team of 8*

Acted as the offshore operations partner for a NZ-based IT services provider, coordinating delivery for end-client engagements and aligning sprint cadences with NZ business hours despite a multi-time-zone setup.

Stack: Jira, Confluence, Slack, Microsoft 365

Barefoot Bridal | Destination Wedding Platform (US)

Role: Project Manager (PMO Consulting) | Team of 10

Delivered a destination wedding planning platform with extensive third-party integrations including flight tracking, payment gateways, and transport APIs. Coordinated multiple API vendor relationships and integration testing cycles.

Stack: React, Node.js, Payment APIs, Flight Tracking APIs, Transport APIs

EDUCATION

Bachelor of Science (Honours) in Economics

Conferred 2024

Government College University Lahore

Specialisation: Entrepreneurship & SME Management

Academic Honour: Roll of Honour: the highest recognition awarded by Government College University Lahore for outstanding academic and extracurricular performance.

CERTIFICATIONS

Certified Project Manager

2025

Lahore University of Management Sciences (LUMS) • Credential ID: 2025-01-000277

University-issued certification covering project lifecycle management, risk and stakeholder management, planning, scheduling, and Agile delivery practices.

Google Project Management Professional Certificate

2024

Google / Coursera • Credential ID: DJM6GKHMQVEY

Comprehensive coverage of project management fundamentals, Agile methodologies, and team leadership.

Scrum Fundamentals Certified (SFC)

2024

SCRUMstudy • Credential ID: 1061947

Mastery of the Scrum framework for iterative, value-driven delivery.

LANGUAGES

English: Fluent. PTE Academic 74/90 (≈ IELTS 7.5). Full Professional Proficiency.

Urdu: Native.