

Muhammad Shafiq-us-Salam PMP

AREAS OF EXPERTISE

Communication management

Resource management

Project planning

Project reporting

Risk management

Product development

Process improvement

Documentation

Managing project quality

CAREER STATEMENT

“Apart from contributing to the processes and strategies which enhance any projects I am working on, I feel that my greatest strengths are firstly my ability to deliver projects to agreed timescales. Secondly my skill at gaining a clear understanding of a clients’ exact needs, and thirdly being able to coordinate and lead all project team resources whilst at the same time building strong working relationship with all stakeholders. “

PERSONAL SUMMARY

I have 25+ years of experience with 10 years as a Project Manager with a track record of ensuring that projects are delivered to the highest quality, within budget by effectively organizing, managing and utilizing all resources. During my career I have managed Transformation, Software Development, Delivery and Implementation projects where the highest standards are routinely demanded. I have experience of delivering high-value projects across different geographies using various methodologies and frameworks like Agile and Scrum. I am adaptable and quick learner and always meet the stakeholders’ expectations.

CAREER HISTORY

infirise – Abu Dhabi, UAE

Director – Sales & Service Delivery

June 2022 – Present

Duties:

- Managing a company's sales activities and developing sales strategies
- Conducting market research and analyzing market data
- Building and maintaining strong relationships with customers and partners
- Participating in industry events and social-Media to network and promotion.

EvoluData – Quebec, Canada

PROPOSAL SPECIALIST (Freelancer/Remote)

December 2020 – February 2022

Projects:

- Analysis of the RFPs and preparing the responses as per the guidelines from Management and Architects, for the international projects in IT Sector.

Hamza Foundation - Pakistan

SENIOR PROJECT MANAGER

October 2020 – April 2021

Projects:

- ERP Implementation
Objective of the project is to implement an ERP Solution for Hamza Foundation which would cover all activities including Schools, Charity works, and medical facilities.

Achievements:

- Conducted the Requirement Analysis of all departments
- Negotiated and selected the vendor.
- Managed the ERP Implementation tasks.

InfoTech - Dubai

PROJECT MANAGER

October 2017 – March 2020

Projects:

- Data warehouse and BI Implementation
Objective of the project is to provide a solution to enable Statistics department at Dubai Customs a single source of credible and reliable information. The state-of-the-art solution covers all foreign trade statistics managed by Dubai Customs. The project was completed using Agile methodology. Last phase of the project was completed using Scrum framework and I served as Scrum Master successfully managing all artifacts, deliverables and events.

Achievements:

- Successfully Designed, developed and delivered the Data Warehouse for Dubai Customs.
- Managed all project from Feasibility till Hand Over and Support.
- Developed ETLs for Data Transfer from Free zone Locations to Data Warehouse
- Developed a Java application for Correction of Data in Data Warehouse.
- Developed Reports and dashboards using IBM Cognos as customer’s requirements.

PERSONAL SKILLS

Solution orientated

Relationship building

Detail orientated

Decision making

Perseverance

Attention to detail

Confident

Flexible & adaptable

Positive attitude

PROFESSIONALSKILLS

Microsoft Project

Microsoft Office

Programming and Database Tools

Documentation Tools

ekin International (Abu Dhabi – United Arab Emirates)

PROJECT MANAGER December 2015 – October 2017

Projects:

- Installation of New Traffic Violation Records (TVRs)
ekin is a Turkish company, having projects in various countries. Recently the firm has got projects for Installation of Traffic Violation Records in UAE. The captured images and movie clips through cameras are transferred to Police Smart Control Center and automatically individuals with traffic violations are fined through SMS.

Achievements:

- Successfully managed and streamlined projects for TVRs in Abu Dhabi.
- Handled sub-contractors for civil and cabling tasks.
- Effectively implemented the communication with customers in Government and private sectors
- Enhanced the productivity of project teams by establishing the processes and procedures in projects department.
- Implemented the Scrum methodology to monitor the tasks of various project teams.

HUAWEI

PROJECT MANAGER October 2010–September 2015

Projects:

- EMTS – Transformation Project: September 2014 – September 2015
EMTS Nigeria transformed its networks, operations and businesses to dominate their competitors and prosper in the market. Scrum framework was used in this project to achieve project goals.
- CR Development Project Manager for Airtel Sites: July 2013 – August 2014
Change Requests are often raised by the Telecom Operators when they wanted an addition or alteration in TABS. I managed CRs for these sites: **WARID Pakistan, ZAIN KSA, EMTS Nigeria, Airtel Nigeria, Airtel Tanzania, Airtel Bangladesh.**
- Project Manager – Product Development: October 2010 – June 2013
TABS is the flagship Billing Solution for Postpaid Customers by Huawei. The product consists of many modules. Huawei has a Development Center in Lahore for software development activities. Being a Project Manager, I have managed projects aiming development of new modules of TABS and Enhancement of existing ones.

Achievements as Project Manager at HUAWEI:

- Successfully managed a diverse range of projects from conception through implementation. Effectively prioritized and organized workloads in a constantly changing environment to meet daily and weekly schedules.
- Commended by management on numerous occasions for the quality and consistency of my performance.
- Created and presented an excellent image of the company and its services to customers, and coordinated and communicated well with clientele and management at all levels.
- Determined project scope and collaborated with team members to develop project plan, including schedules and budgets of multiple projects in a Grand Transformation Project for a major Telecom Operator. The total budget of the project was \$300 million.

ITS - Pakistan

BUSINESS ANALYST/ SENIOR TECHNICAL WRITER

March 2006 – September 2010

They have a complete Billing solution for telecom operators: **TABS**. Main responsibilities were to communicate with the customer for gathering the Requirement and participate in the scoping phase of Implementation. I have also visited various countries **Saudi Arabia, Egypt, Nigeria** and **Sudan** and completed assignment in projects.

Duties:

- Participated in Implementation of TABS at site. My activities at site included various project related documentation and scoping for the customer's requirements.
- Visited the client sites to document the proposed and existing Business procedures.
- Involved in training/presentation activities, arranged for the new employees/customers.
- Contributed in furnishing the Response to RFP preparations by ITS.

PERSONAL DETAILS

Current Address:
Lahore, Pakistan

Permanent Address:
5 – Talha Block, Bahria Town,
Lahore, Pakistan.

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E: shafiqpmdubai@gmail.com

REFERENCES

Mr. Ghufuran Usmani
*Chief Information Officer –
System Limited*

Mr. Haris Naseer
*Director Project Delivery –
InfoTech*

Arc Solutions- Pakistan

PRODUCT ANALYST/ TECHNICAL WRITER / DOCUMENTATION MANAGER -
April 2001 – February 2006

Duties:

- I started the documentation department for Arc products from scratch. I was the first Technical Writer hired there, created the documentation templates, developed the documentation standards, and finally managed to complete the user documentation for entire Arc suit of products.

Govt. of the Punjab- Pakistan

LECTURER IN ENGLISH April 1994 – March 2001

Digital Communication - Pakistan

SALES ASSISTANT 1992 – 1993

KEY SKILLS AND COMPETENCIES

Project Management attributes

- Good track record of managing complex multifunctional projects in various environments.
- Comprehensive understanding of project management methodologies.
- Experience of working with sponsors, stakeholders, and solution providers.
- Superb customer facing skills.
- Managing the projects as per the PMI standards.

Documentation attributes

- Ability to create all kind of User and Project documentation including; User Guides, Training Guides, Online Help, WTH, and Web Tutorials.
- Experience of training in Documentation. Developed Solutions and PMO department.

Personal attributes

- Possessing a responsible attitude, tact, patience, and courtesy.
- Ability to operate under pressure and deliver to demanding deadlines.
- Able to self-start own improvement initiatives.
- Good team player.
- Motivating Project or Program teams to own and complete tasks assigned to them.
- Conflict management and prioritization skills.

Professional attributes

- Knowledge in developing and administering resource and project plans.
- Strong verbal and written communication skills.
- High level of competence in the use of the Microsoft Office suite of tools, including Microsoft Excel/PowerPoint/Visio/Project.
- Full Software development lifecycle experience from requirements gathering through design, testing and deployment.

CADEMIC QUALIFICATIONS

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|-----------|---|----------------------|
| 1999–2000 | <i>New Port University, Lahore Campus</i> | Lahore, Pakistan |
| ▪ | MCS (Computer Sciences) | |
| 1990–1991 | <i>Islamic University.</i> | Bahawalpur, Pakistan |
| ▪ | M.A. (English Literature) | |
| 1987–1988 | <i>Pakistan Military Academy Kakul</i> | Abbotabad, Pakistan |
| ▪ | B.Sc. (Physics, Mathematics) | |

CERTIFICATIONS

Project Management Professional (PMP)
PMI Membership ID: 2495193
Credential: 214991