

# MUHAMMAD ARSHAD

Agile Project Manager / Solutions Architect  
Business Process Automation (BPA) Expert

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## OBJECTIVE

To work in a competitive environment that effectively utilizes my analytical, interpersonal, leadership and organizational skills to conceive and achieve solutions. The solutions which help the organization in not only meeting its targets, but also allowing it to grow, thereby enhance my own skills as an individual and as a key player in the organization's development.

## SUMMARY

- Certified **Project Management Professional (PMP)** and **Agile Certified Practitioner (PMI-ACP)**
- Over 10 years of proven professional expertise in solution architecting and project management offshore and onsite
- Versatile expertise in software development & coding, solution design & architect, integration and end-to-end solutions delivery of web, desktop, KIOSK and SOA
- Expert of Business Process Automations and managing large complex projects having changing requirements and dynamics in Airports, Aviation, Free Zone Business Services

## SKILLS & EXPERTISE

<b>Expertise</b>	<ul style="list-style-type: none"><li>• Management and delivery of multiple project and solutions of CRM, BPA and SOA in the domains of Airports &amp; Aviation, Free Zone, MFCGs and Telecom</li><li>• Solution designing &amp; architecture based on evaluation of technical and business requirements of the customers and projects</li><li>• Writing RFIs/RFPs, proposals and managing demo of POCs</li><li>• On-site consultancy as time &amp; material, fixed cost, vendor/ customer relationship management</li><li>• Proven expertise in Business Transformation and Process Automation</li></ul>
<b>Tools, Techniques &amp; Technologies</b>	<ul style="list-style-type: none"><li>• <i>Microsoft Technologies</i>- Dynamics CRM 365, SharePoint 2010/2013, SharePoint Designer 2010/2013, InfoPath 2010, ASP.NET 2.0-4.5, C#, VB.NET, PowerApps, Power BI, PowerPivot, WCF, REST, Silverlight, WPF, EF, JQuery, AngularJS, Bootstrap, Ajax, Telerik, MS Flows</li><li>• <i>IBM</i>- BPM, WebSphere and BlueWorks</li><li>• <i>Databases</i>- SQL Server 2008-12, Oracle, MySQL</li></ul>
<b>Business Domains</b>	<ul style="list-style-type: none"><li>• Customer Relationship Management (CRM) in Free Zone CRM</li></ul>

- Business Process Automation (BPA) in Airports and Civil Aviation
- eServices Catalogue in Airports and Civil Aviation
- Service Oriented Architectures (SOA) in Telecom
- Telecom (Copper, Fiber & Wireless Networks)
- Real Estate Solutions
- HRMS & Payroll
- E-Commerce Shopping Portals

## PROFESSIONAL EXPERIENCE

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### **Project Leader | Solutions Architect**

**[November 2016 – Present]**

Wipro Limited, UAE

[www.wipro.com](http://www.wipro.com)

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#### Role & Responsibilities:

- Being a project leader led and managed projects & team following agile values and principals and using agile methodologies & practices
- Successful delivery of solutions for diversified and changing requirements of our customers, within time & cost and with visible quality & customer satisfaction.
- Managed, contributed and delivered implementation of Dynamics CRM 365 in Free Zone Business
- Managed, contributed and delivered implementation of Enterprise eService Catalogue and Business Process Automation (BPA) using IBM BPM, WebSphere and BlueWorks in aviation & airports domain
- Managed and successfully deliver red of SharePoint 2013 implementation and migration from SharePoint 2010 to 2013
- Focused to provide an enjoyable & competent work environment, ultimately get high level of customer satisfaction and turning around a stone of strategic target, milestone and goal in the success of the organization.

### **Consultant Project Manager/Solutions Architect**

**[February 2014 – Present]**

**(Microsoft Technologies CRM, SharePoint & .NET)**

Abu Dhabi Airports Company (ADAC), Abu Dhabi, UAE

[www.adac.ae](http://www.adac.ae)

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#### Role & Responsibilities:

- T&M consultant at ADAC on behalf of Arowana Consulting Fz LLC.
- As an official project manager planning, WBS creation, scheduling & resource allocation, execution & controlling.
- Designed and architected solutions and applications frameworks.
- SharePoint enterprise farm installation, configuration and support using central admin and power shell.

- Content clean-up, upgrade and migration from SharePoint 2010 to 2013.
- Presentations and reporting to management related to projects.
- Code review, preparation of test cases if any, system and integration testing and deployments.
- SharePoint development using SharePoint Designer, REST API, AngularJS, Bootstrap, JQuery, CSOM, out-of-box implementations.
- Power BI installation and integration with SharePoint 2013 on-premises for creating enterprise dashboards and reports for decision makers in higher management
- Creation of Power BI reports and dashboards from data sources across systems including Oracle ERP, Dynamics CRM, SharePoint 2013, SQL Server and Oracle databases
- Management of Flight Information Display Services (FIDS).
- Management of Air Navigation System (ANS).
- Implementation and support of applications Audit, Fire Safety for operations and public websites.
- Worked in SharePoint 2010/13, SharePoint Designer 2010/13, SQL Server 2008/12, REST API, Javascript/JQuery, AngularJS, SQL Server Report Server (SSRS), SharePoint workflows, FIDS, SVN.

**Lead Consultant (.NET & SharePoint)**

**[December 2013 – November 2016]**

Arowana Consulting Fz LLC, Dubai, UAE

[www.arowanaconsulting.com](http://www.arowanaconsulting.com)

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**Role & Responsibilities:**

- Project, Team and Client Management
- Creation of application and database designs & architectures and supervised end-to-end delivery.
- Successful end-to-end delivery of KIOSK project using C#/ASP.NET, WPF, SQL Server, JQuery
- Successful end-to-end delivery of Personal Development & Review (PDR) System.
- Integration of custom PDR system with Oracle ERP
- Supervision, code review, integration and system testing and deployment
- Presentations to management for projects milestone and status reports
- Worked in SharePoint, SharePoint Designer, InfoPath, CSOM, SOM, C#/VB.NET/ASP.NET, EF, WWF, WPF, WCF, JQuery, Bootstrap, SQL Server, Oracle, TFS

**Advisory/Principal Software Engineer**

**[July 2013 – December 2013]**

Systems Limited, Lahore, Pakistan

[www.systemsltd.com](http://www.systemsltd.com)

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**Role & Responsibilities:**

- Product, Team and Client Management
- Managed and supervised delivery of SysHCM- Human Capital Management System at Punjab Provincial Cooperative Bank Limited (PPCBL)
- Directly managed a team of 6-7 resources technical and functionally for a successful implementation
- Technical support and supervision to resources within team.
- Client meetings, requirements gathering, gap analysis, implementation and deployment.
- Worked in Visual Studio, C#/ASP.NET 4.0, SQL Server 2012, Ajax, WCF, Javascript/JQuery, SVN

**Senior Consultant (.NET & SharePoint)**

**[January 2013 – July 2013]**

Arowana Consulting Fz LLC, Dubai, UAE

[www.arowanaconsulting.com](http://www.arowanaconsulting.com)

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**Role & Responsibilities:**

- Project, team and client management on-site at client location PEPSI, Riyadh
- Designed & architected, managed and supervised end-to-end delivery of iSell (a sales and distribution system)
- Client meetings, planning, scheduling, resource management and reporting to management
- Worked under unrealistic proposed timelines and delivered successfully within time and budget
- Integration with Oracle ERP
- Worked in C#/ASP.NET 4.0, SQL Server 2008R2, Telerik, Ajax, Javascript/JQuery, SVN

**Senior Software Engineer**

**[November 2010 – December 2012]**

NetSol Technologies, Lahore, Pakistan

[www.netsoltech.com](http://www.netsoltech.com)

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**Role & Responsibilities:**

- Participated in requirements gathering, analysis, design & architecture, implementation, deployment and support.
- Being part of a large time successfully delivered a complete telecom Operations Management System (OSS) for client Atheeb Integraph Saudi Company.
- Designed & architected and implemented a custom product of licenses management for desktop & web
- Worked in C#/ASP.NET 4.0, Oracle Database, Javascript, JQuery, Ajax, Telerik, WPF, WWF, WCF

**Consultant Software Engineer**

**[February 2010 – October 2010]**

Nestle Pakistan Ltd, Lahore, Pakistan

[www.nestle.com](http://www.nestle.com)

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**Role & Responsibilities:**

- Project and client management directly onsite at client location
- Being part of team successfully delivered Payroll & HRMS system
- Support and Integration for SAP with conventional Payroll & HRMS system
- Worked in C#/ASP.NET 3.5, SLQ Server 2008R2, Javascript, JQuery, Ajax

### **Software Engineer**

**[September 2008 – October 2010]**

Techlogix Pakistan (Pvt) Ltd, Lahore, Pakistan

[www.techlogix.com](http://www.techlogix.com)

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#### **Role & Responsibilities:**

- Participated in all phased of software requirements gathering, analysis, design, implementation and deployment
- Being part of off-shore team, contributed in successful delivery of multiple projects for local and international client
- Participated in complete project lifecycle end-to-end
- Worked in C#/ASP.NET 2.0-3.5, SQL Server, PHP, RubyOnRails, MySQL, Javascript, JQuery, SVN

### **EDUCATION**

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**BS, Computer Science [CGPA: 3.18 out of 4.00]**

**[February 2004 – 08]**

University of the Punjab, Lahore, Pakistan

[www.pu.edu.pk](http://www.pu.edu.pk), [www.pucit.edu.pk](http://www.pucit.edu.pk)

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### **CERTIFICATIONS & TRAININGS**

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**PMI Agile Certified Practitioner (PMI-ACP)**

**[November 2015-2021]**

**[License#2272837]**

Project Management Institute (PMI)

[www.pmi.org](http://www.pmi.org)

**Project Management Professional (PMP)**

**[November 2015-2021]**

**[License#1874888]**

Project Management Institute (PMI)

[www.pmi.org](http://www.pmi.org)

**IELTS Exam [Candidate#010669] Score: 7.0**

**[October 2017]**

British Council, Abu Dhabi-UAE

[www.britishcouncil.ae](http://www.britishcouncil.ae)

**Communication 101**

**[July 2012 – November 2012]**

NetSol Technologies Limited, Lahore, Pakistan

[www.netsoltech.com](http://www.netsoltech.com)

## **Information Security Management System (ISMS)**

**[July 2011]**

NetSol Technologies Limited, Lahore, Pakistan

[www.netsoltech.com](http://www.netsoltech.com)

### **DISTINCTIONS & AWARDS**

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- Baring scholarship during graduation.
- Holding **Performance Excellence** award and certificate from NetSol Technologies.

### **REFERENCES**

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References can be provided on explicit request.