

# ISHTIAQ KHURSHID PMP® PgMP®

ICT PROJECT & PROGRAM MANAGER | SOLUTION ADVISOR

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## PROFESSIONAL SUMMARY

Certified Project Management Professional (PMP) with over 17 years of experience in IT solution delivery and project management, including a strong focus on banking sector projects. I hold additional certifications in Program Management (PgMP), ITIL, and Scrum, underscoring my versatile approach to managing complex, integrated software projects across diverse technologies. My expertise encompasses meticulous budget monitoring, value metrics tracking, and ensuring adherence to PMO processes, including risk, issue, and resource management. Skilled in navigating the intricacies of Agile, Waterfall, and Hybrid methodologies, I excel in stakeholder communication and cross-functional team leadership. I am committed to delivering projects on time, within budget, and to the highest quality standards, while maintaining integrity and confidentiality in all aspects of project documentation and reporting.

## AREAS OF EXPERTISE

• Certified Project Manager (PMP)	• Schedule Management	• Software Processes & Agile Practices	• People Management
• Certified PgMP	• Risk Assessment and Management	• Budget Forecasting & Control	• IT Infrastructure Deployment
• ITIL V4 certified	• Software Development Lifecycle	• Stakeholder Management & Engagement	• System Integration Management

## PROFESSIONAL EXPERIENCE

**Executive Manager Projects / Head of PMO** | Jan-2022 – Present  
**Techaccess Global**

**Mastering IT project delivery: From Solution Delivery to stakeholder management & Engagement, I ensure tech solutions are timely Delivered, stakeholders are aligned, and systems run flawlessly.**

- Leading IT project portfolios, especially in banking and telecom sectors, with annual oversight exceeding \$20 million. Worked closely with internal teams to ensure projects met organizational goals, maintaining robust collaboration and oversight.
- Partnered with external consultants to align our practices with industry standards and best practices, ensuring our approaches remained cutting-edge and efficient.
- Drove strategic planning and prioritization for the seamless delivery of multiple, complex IT projects, aligning them with our organization's strategic objectives. This included effective communication, team leadership, and adherence to PMO processes.
- Managed resource acquisition and skill development to meet project requirements, ensuring all programs and projects were delivered within agreed cost, time, quality, and scope, following directives from the Portfolio Board.
- Oversaw the enterprise portfolio management process, including strategic planning, forecasting, project prioritization, resource allocation, and budgeting. Focused on risk assessment and mitigation, maintained accurate schedule and budget records, and developed action plans to address any deviations.

**Senior Project Manager | Apr-2020 – Jan-2022**

**Ora-Tech systems Ltd.**

**Transformed the organization's financial efficiency by modernizing a 40-year-old legacy system with a successful Solution Selection and implementation, achieving record-breaking operational revenue.**

- Led a series of technology initiatives critical for Organization's global expansion, including digital enhancements, process automation, and system integrations, driving efficiency and scalability.
- Directed cross-functional teams through project lifecycles, ensuring timely delivery, budget adherence, and achievement of global expansion objectives.
- Developed comprehensive project management documentation, such as plans, statements of work, risk logs, and financial projections, crucial for overseeing our international projects.
- Conducted detailed risk assessments and crafted mitigation strategies to safeguard project success and portfolio integrity in new global markets.
- Provided mentorship to junior and mid-level project managers, emphasizing industry best practices to enhance team collaboration and project efficiency on an international scale.
- Utilized Waterfall and Agile methodologies flexibly across projects, tailoring our approach to meet the unique demands of each global expansion effort.
- Oversaw project finances diligently, balancing financial objectives with the high-quality execution of our international launch and expansion activities.
- Facilitated workshops and presentations to ensure clear communication and informed decision-making, supporting the success of our international growth plans.

**Senior Project Manager | Aug-2016 – May-2020**

**LMKT Pvt Ltd.**

**From legacy to leading-edge: Guiding teams and tech to transform operations, optimize workflows, and elevate revenues, driving a 58% annual revenue surge and earning accolades as a standout performer.**

- Led and completed numerous tech initiatives, such as system upgrades, workflow automation, and tech integration, driving significant digital transformation within the company.
- Fostered a culture focused on continuous learning, emphasizing the adoption of effective practices and methodologies.
- Guided diverse teams through project development phases, ensuring timely, budget-conscious, and planned completions.
- Crafted straightforward project management tools, including project outlines, scopes of work, risk logs, and financial forecasts, aiding in organizational efficiency and project tracking.
- Identified and mitigated potential project risks proactively, securing the success of our project portfolio.
- Collaborated extensively with internal and external teams to resolve issues and maintain alignment.
- Tailored our project management approach, employing traditional or Agile methodologies as suited to project requirements.
- Managed project finances with precision, balancing financial objectives with quality outcomes.
- Achieved over \$30 million in successful project deliveries, notably establishing a leading portfolio in smart transportation, significantly contributing to the company's growth and innovation.

**Project Manager | Jul-2015 – Mar-2016**

**Interactive Group Of companies.**

- Successfully managed complex IT transformation programs, Software Solution Development & implementations across diverse industries.
- Assessed technical risks and effectively prevented a potential wastage cost of PKR 10 million, while overseeing a project that generated PKR 74 million in revenue.
- Utilized agile methodologies to optimize project efficiency, proactively managed risks, and maintained transparent communication channels with stakeholders and executive leadership for seamless collaboration.

- Conducted comprehensive post-project evaluations to identify performance metrics, lessons learned, and opportunities for continuous improvement to enhance future project planning and execution.
- Collaborated with cross-functional teams, including software developers, infrastructure engineers, and business stakeholders to define project requirements, set priorities, and establish success metrics.

**Asst. Project Manager** | May-2009 – June-2015

**Interactive Group Of companies.**

- Worked as Technical Project Manager for Law enforcement agencies (LEA) and Defense sector Projects in collaboration with Government Defense agencies
- Steered multiple IT infrastructure and software development projects as Assistant Manager, leveraging technical expertise and project management skills to drive successful outcomes and meet client expectations.
- Fostered collaboration among diverse project teams, ensuring seamless coordination and effective resource allocation, while employing agile methodologies to adapt to evolving requirements and consistently deliver high-quality solutions.

## PROFESSIONAL EXPERIENCE CONTINUED

- Worked as **BSS/Transmission Engineer – Implementation** at Telenor, Multan, Pakistan (April 2008 – February 2009)
- Worked as **BSS Engineer – SWAP & O&M** at Huawei Pakistan, Islamabad, Pakistan (November 2006 – April 2008)
- Worked as **Data Processing Officer** at TCS (Pvt.) Limited, Faisalabad, Pakistan (August 2003 – March 2004)

## EDUCATION

**MS (Information Technology)**

**Masters of Computer Science (MCS)**

## PROFESSIONAL TRAINING & CERTIFICATES

- **Project Management Professional (PMP)**
- **Program Management Professional (PgMP)**
- **ITIL V4**
- **Certified Scrum Master**
- **Project Portfolio Management Foundation**
- **6Sigma Certified**
- **Software Product Management**
- **Software Processes and Agile Practices**