

# Ubaid ur Rahman

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IT Manager | Product Manager | IT Infrastructure Project Manager | Team Lead | Healthcare IT Professional

## Professional Summary

Enthusiastic, self-motivated, reliable, responsible and hard working person with **Over 10 years** of experience in Service Delivery, IT Infrastructure Solutions, Sizing, end-to-end implementation, Software Development, Project Management, Product Management, Cloud Computing and Computer Networks. Ability to lead and manage high-performance teams to implement, optimize, and maintain robust IT infrastructure.

## Area of Expertise

- Communication
- Business Development
- Operations Management
- Product Management
- Stakeholder Management
- Budget Management
- Vendor Management
- Business Analytics
- Data Analysis
- Strategy Implementation
- Staff scheduling
- Team Management
- Process mapping
- Project Management (PMP)
- Tier-3 Data centers establishment & Management
- IT Infrastructures setup and management
- Low current systems deployment
- IT Service Management (ITIL v4)
- Microsoft Products Management
- Knowledge Management
- DNS Management
- Agile Methodologies
- Requirement Gathering
- System Architect
- IT Infrastructure Administration
- Cloud Solution Management
- Solution Environment Setup
- Software Development
- Database Management (MySQL, SQL, PostgreSQL, and MongoDB)
- Database Architect
- Computer Network Management
- IT helpdesk
- Server Management
- Software solution implementation
- Docker for Containerized Deployments
- Programming Languages: C++, PHP, Java, Python
- Web Development Languages: PHP, HTML, CSS, JavaScript
- Web Frameworks: Laravel, Vue.js, Livewire V3, Django, AngularJS, Tailwind, Bootstrap, jQuery

## Career Highlights

**Project closures:** Successfully completed 27 projects from inception worth over 40 million AED and 7 projects mid-execution using project management tools and techniques and proactive approach.

**Cost-cutting:** Reduced operational cost by 13% through efficient utilization of Cloud resources.

**Team management:** Efficiently managed cross-functional teams by understanding their needs and providing the resources required for completing tasks.

**Assistive tools:** Developed tools for marketing and customer service staff for identifying potential patients for newly appointed doctors, leading to a 25% increased patient flow.

**Revenue improvement:** Fixed HIS pricing issue reducing billing errors by 30% and improving the processing time by 15%.

**Process improvement:** Proposed an optimized patient flow process, increasing clearance rates by 80% during Covid-19. Improved the accuracy of data transfers between stakeholders, reducing errors by 68%.

## Professional Experience

**Product Manager**, Stesca PVT LTD, Pakistan | January 2024 - Present

*Reporting to the CEO, the role entails management of company products Jobbiz.com, QueueXpert.com, Bizstox.com, atag.pk and Single sign-on server; market research, customer management, team development and management, and IT department restructuring.*

- Spearheaded cost-saving initiatives across the IT department, successfully reducing operational costs by 13% while maintaining

department efficiency.

- Overseeing the company's cloud infrastructure, ensuring horizontal scalability and high availability. Achieved a significant uptime increase for company emails and applications, improving from 94% to 99%.
- Leading multidisciplinary teams of designers and developers using DevOps methodology and Scrum framework to implement and maintain company products.

#### IT Infrastructure Project Manager, Megamind IT Solutions, Dubai, UAE | September 2021 - November 2023

*Reporting to Director PMO, responsibilities included project management, vendor management, team management, communication, and stakeholder management.*

- Spearheaded IT infrastructure projects and successfully completed a total of **19 projects** worth **over 40 million AED**, managed vendors, coordinated timely deliveries, streamlined team deployment, ensured timely collection, controlled risk and cost, prepared project documentation and progress reports.
- Managed inventory, secured all items and prevented damages, successfully reported **0 AED** loss due to hardware damage.
- Spearheaded building network upgrade project and successfully upgraded brown field with minimal down time.

#### Senior IT Engineer & Acting Manager, Tadawi Healthcare Group, Dubai, UAE | March 2021 - August 2021

*Reporting to the CEO, the role required providing L1 and L2 support to the hospital and clinic users and managing hospitals ongoing projects, taking part in the management steering committee and providing insight on technological solutions for the company's growth.*

- Took charge of running IT projects of the hospital, successfully completed **7 projects** ahead of hospital soft opening, coordinated staff training and documentation, efficiently resolved minor issues at go-live without affecting operations.
- Established IT setup of **3 new clinics**, sized the facility requirements, ensured network security, managed hardware procurement and coordinated timely deliveries.
- Successfully migrated call center from old facility to new and upgraded the old system with an advanced system for managing customer service calls, successfully integrated multi-channel communication platforms for timely updates to patients.

#### IT Support Engineer, Al Tadawi Medical Center, Dubai, UAE | March 2019 - February 2021

*Reporting to IT manager, responsibilities included, providing L1 and L2 support to the clinic and management staff, managing facility network and data center, monitoring IT assets and compiling reports including HIS, attendance and KPI reports.*

- Resolved long overdue pricing issue in clinic HIS, **reducing billing errors by 30%** and **improving the processing time by 15%**.
- Developed tools for marketing and customer service staff for identifying potential patients for newly appointed doctors, leading to a 25% increased patient flow.
- Implemented a new HIS and coordinated user training across multiple clinics.
- Took an initiative during Covid-19 pandemic and developed a management system for streamlining patient flow, designed and implemented an optimized patient flow process, **increasing clearance rates by 80%**. Improved data exchange between systems and reduced errors by 68%. Ensured on-time result delivery to patients through multiple channels, eliminating liabilities and increasing clinic revenue.

#### Network & System Engineer, ifast (SMC-PVT) LTD, Abbottabad, Pakistan | January 2016 - July 2018

*Reporting to Network & Security Manager, the role had responsibilities of managing the company's LAN and WiFi networks, ensured network security and tested network for vulnerabilities. Administered cloud infrastructure for apps hosted on Amazon AWS and Linode.*

- Optimized wireless network by restricting usage to the company employees and modified usage policy.
- Modified cloud infrastructure and incorporated horizontal scaling and load balancing.

#### Software Developer and System Engineer, ifast (SMC-PVT) LTD, Abbottabad, Pakistan | January 2014 - December 2015

*Reporting to Product Manager and Network & Security Manager, responsible for developing company products for the first 18 months and remaining 6 months managing the Dev environment hosted in Linode cloud.*

- Successfully completed tasks related to development of products including, Nursery Information Management System, Aafia Healthcare Information, Management System, Outletshub ERP & Online Store, Ainilm Paper Preparation & Formatting Application.

## Education

**Masters of Science in Computer Science**, COMSATS University, Pakistan | March 2014 - January 2016

**Bachelors in Telecommunication and Networking**, COMSATS University, Pakistan | March 2009 - January 2013