

UBAID UR RAHMAN

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

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PROFESSIONAL SUMMARY

- Results-driven IT professional with 11+ years of expertise in IT infrastructure, cloud computing, project/product management, and software development.
- Skilled in leading cross-functional teams, optimizing IT systems, and delivering scalable infrastructure solutions.
- Proficient in Agile, Scrum, ITIL v4, and PMP methodologies, with a strong background in cloud solutions, database/network administration, and full-stack web development (PHP, HTML, CSS, JavaScript, Laravel, Vue.js, Django).
- Experienced in stakeholder engagement, budget/vendor management, and deploying low-current systems.
- Adept at driving innovation, improving service delivery, and ensuring operational excellence in dynamic IT environments.

EXPERIENCE

Stesca PVT LTD, Islamabad Pakistan — *Product Manager*

JANUARY 2024 - PRESENT

- Managing IT products: QueueXpert.com, Bizstox.com, atag.pk, and Single Sign-On Server by defining the product vision, strategy, and roadmap aligned with business goals and customer needs.
- Spearheaded cost-saving initiatives, reducing operational costs by 13% while maintaining efficiency.
- Improved uptime of company email and applications servers from 94% to 99%.
- Conduct market research, competitive analysis, and gather customer feedback to identify opportunities and drive product innovation.
- Collaborate with cross-functional teams (engineering, design, marketing, sales) to deliver high-quality products on time and within budget.
- Prioritize and manage product backlogs, ensuring clear requirements and user stories for development teams.
- Monitor product performance, analyze metrics, and iterate to improve user experience and achieve KPIs.
- Facilitate Agile/Scrum processes, including sprint planning, stand-ups, and retrospectives.

SKILLS

Product lifecycle management
(ideation to launch).

Market research, competitive
analysis, and customer needs
assessment.

Product roadmap development
and prioritization.

Agile and Scrum
methodologies.

Stakeholder management and
cross-functional collaboration.

Requirement gathering and
user story creation.

Product backlog management
and sprint planning.

Figma and balsamiq

Excellent verbal and written
communication.

Team leadership and
mentoring.

Conflict resolution and
negotiation.

Presentation skills for
stakeholders and executives.

Business development,
operations management, data
analysis. knowledge
management and requirement
gathering.

ITIL v4, incident management,
problem management, and
service delivery.

PMP, project planning,

- Communicate product updates, milestones, and deliverables to stakeholders and senior leadership.
- Manage product lifecycle from ideation to launch, including post-launch optimization and support.
- Develop go-to-market strategies, positioning, and messaging to drive product adoption and revenue growth.
- Build and maintain relationships with key stakeholders, ensuring alignment and buy-in across the organization.

Megamind IT Solutions, Dubai UAE — *IT Infrastructure Project Manager*

SEPTEMBER 2021 - NOVEMBER 2023

- Planned, executed, and oversaw 19 IT infrastructure projects, including Tier-3 data center, green and brown field network, cloud migrations, and system deployments, ensuring on-time and within-budget delivery.
- Collaborated with stakeholders to define project scope, objectives, and requirements, aligning with organizational goals.
- Managed cross-functional teams, including engineers, vendors, and contractors, to implement robust and scalable infrastructure solutions.
- Monitored project progress, identified risks, and implemented mitigation strategies to ensure successful outcomes.
- Developed and maintained project documentation, including timelines, budgets, resource allocation, and status reports.
- Ensured compliance with industry standards, security protocols, and regulatory requirements.
- Oversaw procurement, vendor management, and contract negotiations for hardware, software, and services.
- Implemented ITIL best practices for service management, ensuring high availability and minimal downtime.
- Provided technical leadership and guidance, fostering a culture of collaboration and continuous improvement.

Tadawi Healthcare Group, Dubai UAE — *Senior IT Engineer & Acting Manager*

MARCH 2021 - AUGUST 2021

- Provided support to staff of 9 clinics spread across Dubai.
- Overseen the implementation, maintenance, and optimization of healthcare IT systems, including EHR/EMR and clinical applications, ensuring compliance with HIPAA and DHA regulatory standards in the newly established hospital and clinics.
- Managed IT infrastructure, including servers, networks, and cloud-based systems, to ensure high availability, security, and performance.
- Successfully migrated email service from Google workspace to Microsoft 365.
- Collaborated with clinical and administrative stakeholders to

execution, and delivery.

Tier-3 datacenter planning, deployment, and management.

Active and passive network deployment, firewall configuration, and management.

Master clock, CCTV, access control, and PAVA systems.

IPTV, and digital signage.

Docker, CI/CD pipelines, and automation.

Linux system administration, DNS management, and email server management.

Web development using PHP, Java, Python, HTML, CSS, and JavaScript.

Laravel, Vue.js, Livewire v3, Django, Tailwind, Bootstrap.

MySQL, PostgreSQL, Microsoft SQL and MongoDB management

ACHIEVEMENT SUMMARY

Successfully completed **27 projects** from inception worth **over 40 million AED**.

Reduced operational costs by **13%** through cloud resource optimization.

Developed assistive tools leading to a **25% increase in patient flow**.

Implemented optimized patient flow during COVID-19, **increasing clearance rates by 80%**.

AWARDS

identify technology needs and align IT initiatives with organizational goals.

- Established a new team for IT support in the hospital as well as the clinics.
- Develop and enforce IT policies, procedures, and disaster recovery plans to safeguard sensitive patient data and ensure business continuity.
- Evaluate, select, and manage vendors for healthcare-specific software, hardware, and services, ensuring cost-effectiveness and quality.
- Provide training and support to staff on healthcare IT systems, ensuring effective adoption and utilization.
- Monitor system performance, troubleshoot issues, and implement upgrades or patches to maintain optimal functionality.
- Manage IT budgets, ensuring cost-effective allocation of resources and timely delivery of projects.

Al Tadawi Medical Center, Dubai UAE — IT Support Engineer

MARCH 2019 - FEBRUARY 2021

- Took the initiative of developing an application that streamlined the flow of data between our clinics and external labs during Covid-19 pandemic.
- Provided technical support and troubleshooting for hardware, software, network, and system issues, ensuring minimal downtime and optimal performance.
- Installed, configured, and maintained desktops, laptops, servers, printers, and other IT equipment.
- Managed user accounts, permissions, and access controls in Active Directory and other systems.
- Monitored and maintained network infrastructure, including routers, switches, firewalls, and VPNs, to ensure secure and reliable connectivity.
- Responded to and resolved IT support tickets in a timely manner, delivering exceptional customer service to end-users.
- Performed system upgrades, patches, and backups to ensure data integrity and system security.
- Documented IT processes, procedures, and troubleshooting steps to create a knowledge base for future reference.
- Trained end-users on software, hardware, and IT best practices to improve productivity and reduce recurring issues.
- Ensured compliance with IT policies, security protocols, and regulatory requirements.

ifast (SMC-PVT) LTD, Abbottabad Pakistan — Network & System Engineer

JANUARY 2016 - JULY 2018

- Configured and managed servers, and storage systems to support business operations.

Campus Gold Medal – First position at campus level.

Department Gold Medal – First position at University level.

PUBLICATIONS

JANUARY 2019

Nutshell—Simulation toolkit for Modeling Data Center Networks and Cloud Computing

<https://ieeexplore.ieee.org/document/8630941>

NOVEMBER 2017

Android-Based Verification System for Banknotes

<https://www.mdpi.com/2313-433X/3/4/54>

MAY 2016

Nutshell: Cloud Simulation and Current Trends

<https://ieeexplore.ieee.org/abstract/document/7463705>

PROJECTS

2024 – PRESENT

Jobzbiz (Jobzbiz.com)

QueueXpert (queuexpert.com)

Single Sign-on Server (account.stesca.com)

A-tag (atag.com)

Bizstox (bizstox.com)

2022 – 2023

Imperva Database Security

Tier-3 Datacenter

Data center Security

- Monitor network and system performance and troubleshoot issues.
- Implemented and enforced security measures, including firewalls and access controls, to protect data and infrastructure.
- Managed Active Directory, DNS and DHCP to ensure seamless user access and resource availability.
- Collaborate with cross-functional teams to deploy and support cloud-based solutions on AWS.
- Document network and system configurations, processes, and procedures to maintain an up-to-date knowledge base.
- Provide technical guidance and training to junior staff and end-users to enhance system utilization and troubleshooting capabilities.

ifast (SMC-PVT) LTD, Abbottabad Pakistan — Software Developer & System Engineer

JANUARY 2014 - DECEMBER 2015

- Designed and developed scalable software applications for healthcare and e-commerce.
- Gathered requirements, defined technical specifications, and delivered solutions aligned with business goals.
- Write clean, efficient, and maintainable code using programming languages including Python, PHP, and JavaScript.
- Developed and maintained APIs.
- Designed and maintained database systems (MySQL & NoSQL).
- Conduct system analysis, performance tuning, and capacity planning to support business growth and evolving technical needs.
- Ensure compliance with security best practices, data protection regulations, and industry standards.
- Document system architecture, workflows, and codebase to facilitate knowledge sharing and future maintenance.

EDUCATION

COMSATS University, Pakistan — Masters of Science in Computer Science

MARCH 2014 - JANUARY 2016

Conducted research in the field of Cloud Computing and Cloud simulation. Developed a new simulator by the name of Nutshell and published two papers.

COMSATS University, Pakistan — Bachelors of Science in Telecommunication and Networking

MARCH 2009 - JANUARY 2013

Studied courses of Telecommunication and Networking with a major focus on Networking. Worked on a research based project in the field of Computer imaging on Android platform, and published its paper. Has been president of department society.

Queue Management System

Active Network

Datacenter Compute Solution

Digital Signage Solution

IP TV Solution

Data center Sensor Network

Forcepoint DLP Deployment

Solarwinds IPAM

IDF rooms Sensor Network

Datacenter Backup Solution

Passive Network

Office Supplies procurement and supply.

2021

Active Network (Huawei)

MPLS implementation

HIS deployment and training

Digital signage solution

IP Telephony

2019 – 2020

ONORT — Covid-19 data processor

HIS requirement gathering, deployment and user training.

2014 – 2018

aafia — HMIS

Outletshub — e-commerce

Nutshell — Cloud Simulator

Android Based Verification System for Banknotes

LANGUAGES

English, Urdu, Pashto, Hindi