UBAID UR RAHMAN

Product & IT Manager | 11+ Years Transforming Tech Infrastructures | Closed 29 Projects Worth AED 40M+ | Agile, Cloud, & Full-Stack Development | Process Improvement By 80%

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Swat, Pakistan

PROFESSIONAL SUMMARY

Results-driven IT and Product Management professional with 11+ years of experience in IT infrastructure, cloud computing, Agile/Scrum methodologies, and full-stack development. Proven track record of leading cross-functional teams, optimizing systems, and delivering scalable solutions—successfully completing 29 projects worth over 40M AED.

Key Achievements:
- Reduced operational costs by 13% through cloud optimization.
- Developed tools that improved patient flow by 25% and COVID-19 clearance rates by 80%.
- Enhanced system uptime from 94% to 99% for critical applications.
- Led Tier-3 datacenter deployments, healthcare IT integrations, and SaaS product development (QueueXpert, A-tag).

Top Skills:
- Leadership: ITIL v4, PMP, Stakeholder & Vendor Management
- Tech Expertise: Cloud (AWS), CI/CD, Computer Networks, Databases (SQL/NoSQL)
- Web Development: PHP, Python, Laravel, Vue.js, Docker
- Mobile Development: Flutter, Kotlin
- Product Management: Roadmapping, Market Research, Agile/Scrum, Sales

EXPERIENCE

Product Manager, Islamabad, Pakistan
Stesca PVT LTD, JANUARY 2024 - PRESENT
- Developed and successfully launched 3 SaaS products.
- Spearheaded cost-saving initiatives, reducing operational costs by 13% while maintaining efficiency.
- Organized cloud infrastructure improving uptime of company email and applications from 94% to 99%.
- Managed 4 client accounts leading sales meetings resulting in project win worth 5 million PKR.

IT Infrastructure Project Manager, Dubai, UAE
Megamind IT Solutions, SEPTEMBER 2021 - NOVEMBER 2023
- Planned, executed, and managed 19 IT infrastructure projects generating revenue over 40 million AED.
- Managed and secured project inventory on-site, ensuring damage rate of less than 1%.
- Conducted business development activities and cross sold additional services offered by our company, increasing revenue totalling 3 million AED.
- Managed suppliers and negotiated additional services covered in existing project cost saving our company 750,000 AED.

SKILLS

Product development

Project management (PMP)

Service delivery (ITIL v4)

Agile and Scrum methodologies

Stakeholder management,

Team leadership and mentoring

Conflict resolution and negotiation

Business development

Operations management

Data analysis (python & pandas)

Active and passive network deployment

Tier-3 datacenter planning, deployment and management

Figma

Balsamiq

ACHIEVEMENTS

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

Campus Gold Medal - First position at campus level.

Department Gold Medal - First position at University level.

Senior IT Engineer & Acting Manager, Dubai, UAE
Tadawi Healthcare Group, MARCH 2021 - AUGUST 2021

- Managed IT support team and provided support to the staff of 9 clinics across Dubai reducing time to resolution (TTR) down by 18%.
- Took charge of 3 ongoing projects in Tadawi Hospital Dubai, ensuring completion before soft opening.
- Assisted insurance department with automation tool for speedy claim processing improving clearance rate by 30%.
- Reduced software licensing spending by 120,000 AED per year through vendor renegotiation.
- Redefined cloud email requirements and successfully migrated to Microsoft 365 reducing annual cost by 30%.

IT Support Engineer, Dubai, UAE
Al Tadawi Medical Center, MARCH 2019 - FEBRUARY 2021

- Provided IT support to the clinic staff with ticket clearance of 94%.
- Developed tool for marketing resulting in 25% increase in patient flow.
- Developed an application for Covid patient processing and proposed an improved patient flow increasing the patient clearance rate by 80%.

Network & System Engineer, Abbottabad, Pakistan
ifast (SMC-PVT) LTD, JANUARY 2016 - JULY 2018

- Managed IT infrastructure and ensured 99% up time.

Software Developer & System Engineer, Abbottabad, Pakistan
ifast (SMC-PVT) LTD, JANUARY 2014 - DECEMBER 2015

- Designed and developed applications using Python and PHP worth 300,000 PKR.

EDUCATION

Masters of Science in Computer Science, Abbottabad, Pakistan
COMSATS University, MARCH 2014 - JANUARY 2016

Bachelors of Science in Telecommunication and Networking, Abbottabad, Pakistan
COMSATS University, MARCH 2009 - JANUARY 2013

PUBLICATIONS

Nutshell—Simulation toolkit for Modeling Data Center Networks and Cloud Computing (https://ieeexplore.ieee.org/document/8630941)

JANUARY 2019

Android-Based Verification System for Banknotes (https://www.mdpi.com/2313-433X/3/4/54)

NOVEMBER 2017

Nutshell: Cloud Simulation and Current Trends (https://ieeexplore.ieee.org/abstract/document/7463705)

MAY 2016

PROJECTS

2024 – PRESENT

QueueXpert

Single Sign-on Server

A-tag

2022 – 2023

Tier-3 Datacenter

Data center Security

Data center Sensor Network

Datacenter Compute Solution

Datacenter Backup Solution

Imperva Database Security

Active & Passive Network

Digital Signage Solution

IPTv Solution

Queue Management System

Forcepoint DLP Deployment

Solarwinds IPAM

IDF rooms Sensor Network

Office Supplies procurement and supply.

2021

Active Network (Huawei)

Digital signage solution

IP Telephony

2019 – 2020

ONORT — Covid-19 data processor

RHIS & Hospycare — 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