

Zeeshan Malik, PMP®

Project Manager | PMO & Program Delivery | Fintech / SaaS

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OPEN TO RELOCATION & REMOTE

PMP-certified Project Manager with ~4 years in project management and 5+ years across technology and digital delivery, delivering complex Fintech, SaaS, and digital-transformation programmes in highly regulated environments. Currently lead Agile delivery for **JazzCash**, Pakistan's leading mobile financial services platform, owning two product streams serving a combined **merchant and consumer base in the millions**. Consistently ship on-time, on-scope releases (~90% on-time) against regulatory deadlines, lead cross-functional squads of 9–15, and have driven flagship, award-winning products such as **Tap on Phone** to market. PMP scored **Above Target** across all three domains (People, Process, Business Environment).

PROFESSIONAL EXPERIENCE

Specialist Product Planning | Business PMO

Jun 2024 – Present

JazzCash (VEON company) — Pakistan's leading mobile financial services platform · Islamabad, Pakistan

- Own end-to-end delivery across two product streams — the merchant Business App and international remittance on the Consumer App — running full SDLC from requirements gathering to go-live for payments, onboarding, and compliance products serving a merchant and consumer base in the millions.
- Delivered **Tap on Phone** (NFC card acceptance turning Android devices into POS terminals), adopted by hundreds of thousands of merchants — the **first global telco/wallet** to launch the service. The product went on to receive Mastercard's "Pioneering Telco to Launch Tap on Phone" recognition (EDGE 2024, Dubai), "Best Use of Creativity & Innovation" at the Pakistan Digital Awards, and a GLOMO Best Fintech Innovation nomination.
- Drove **Single MSISDN onboarding**, unifying consumer and merchant access via one mobile number across **480+ system touchpoints** with zero-disruption migration — merchant onboarding exceeded projections by **350%+** and revenue targets by ~3x, earning **Quarterly Division Champion (Q4 2025)**; achieved **70% adoption within 4 months** against a 12-month target.
- Run **75-day sprint cycles (~800 mandays each)** at a **90% on-time release rate** across regulated financial products, leading cross-functional squads of **9–15 per stream** and holding release dates firm despite regulatory and partner-dependency shifts.
- Delivered State Bank of Pakistan regulated programmes including **Raast R2P** and the **Kisaan Card** with **zero missed regulatory deadlines**.
- Standardised the delivery process from requirements to go-live, **reducing rework and handoff delays by 70%**; defined delivery stages, governance frameworks, change management controls, and KPI dashboards as part of PMO and process design.
- Own sprint planning, backlog refinement, demand-pipeline management, velocity tracking, and retrospectives; author SRS, BRD, user stories, and process models; coordinate UAT, regression testing, and release readiness across mobile, web, and integration layers.

Senior Project Manager

Feb 2023 – May 2024

Red Star Technologies Pvt. Ltd. — SaaS and digital solutions provider · Islamabad, Pakistan

- Delivered **25+ SaaS and web projects** end-to-end for clients across the **US, UK, GCC, Australia, Canada, and Egypt**, sustaining **100% on-time client delivery** through communication buffers that absorbed minor slips before reaching the client.
- Managed **8–12 concurrent mid-size projects** for multiple clients and businesses spanning healthcare, security, hospitality, e-commerce, and professional services — adapting delivery approach, tooling, and governance to each client's operating model.
- Led and mentored a team of **3 junior Project Managers**, allocating workload, reviewing delivery artefacts, and coaching them on stakeholder communication, estimation, and risk management.
- Implemented Agile and hybrid delivery across a diverse toolset — Jira, ClickUp, Trello, Asana, Monday.com, BugHerd, and MS Planner — running sprint planning, backlog grooming, stand-ups, demos, and retrospectives.
- Reported directly to **C-level stakeholders** with weekly dashboards, KPI scorecards, and risk registers, ensuring full visibility into delivery health, dependencies, and budget.
- Re-engineered **MedLegal** operations from a legacy manual system to a flexible MS Dynamics-based workflow, cutting process time and cost across the full cycle; led integrations including Zoho Help Desk, MS Dynamics, and MS 365.
- Led requirements engineering and business analysis: authored SRS, BRD, user stories, and use cases; produced process maps and gap analyses; coordinated remote and on-site teams and vendor integrations across time zones.

FREELANCE & CONSULTING

Project Manager & Business Analyst — Independent Consultant

2024 – Present

International startup, SaaS, security, and hospitality clients · Remote · 87% Job Success (Upwork)

- Designed and deployed a fleet of **10 autonomous AI agents** (LLM-powered, VPS-hosted, confidence-scored with human escalation) automating operations, status reporting, and support — **saving 120+ hours per month**, auto-resolving ~60% of tickets, with 24/7 monitoring and sub-30-minute issue detection.
- Automated **90% of the Security Office Online sales workflow** — from lead capture and connection through shortlisting to automated LinkedIn outreach — integrated via ClickUp, PipeDrive, Zapier, and MS Teams.
- Delivered **project-management tooling, portfolio-level dashboards, and workflow automation** across ClickUp, Asana, Monday.com, Trello, and Jira, improving visibility, tracking, and delivery governance for distributed teams.
- Authored onboarding documentation, SOPs, and process guides; consistently earned **5-star client reviews** for structure, responsiveness, and delivery quality.
- A detailed breakdown of industries, clients, and project outcomes is available in my online portfolio.

EARLY EXPERIENCE

Business Development Consultant — BrinySoft

Oct 2021 – May 2022

- Lead generation, client communication, and proposal writing for a software solutions provider — early exposure to client requirements, scoping, and the software delivery pipeline.

Engineering Intern — LearnOBots

Jul 2021 – Sep 2021

- Django-based development, systems testing and debugging, and engineering support through project commissioning — foundational hands-on technical grounding.

CORE COMPETENCIES

Project Management • Program Management • Portfolio Management • PMO Setup & Governance • Agile / Scrum / Kanban • Waterfall & Hybrid Delivery • SDLC Ownership • Sprint Planning & Backlog Management • Change Management • Release Management • Roadmap Planning • Scope Management • Schedule Management • Budget & Cost Control • Resource & Capacity Planning • Risk, Issue & RAID Management • Dependency Mapping & RACI • Quality Assurance • UAT Coordination • Vendor & Third-Party Management • Procurement Coordination • Stakeholder Engagement & C-Level Reporting • Executive Dashboards & KPI Reporting • Benefits Realisation • Requirements Engineering (SRS / BRD / User Stories) • Business Analysis & Gap Analysis • Process Modelling & Re-Engineering • Digital Transformation • Regulatory & Compliance Delivery • Fintech, Mobile Payments & Merchant Acquiring • Cross-Border Remittance • Product Lifecycle Management • MVP & Feature Prioritisation • Cross-Functional Team Leadership • Mentoring & Team Development • Conflict Resolution & Negotiation • Distributed / Remote Team Management • Continuous Improvement & Process Improvement • AI-Enabled Delivery & Workflow Automation

TOOLS & PLATFORMS

Jira • Confluence • Monday.com • ClickUp • Asana • Trello • BugHerd • MS Planner • Microsoft Project (MS Project) • ServiceNow • Notion • Figma • Lucidchart • Draw.io • Microsoft 365 • Zapier • Make (Integromat) • Zoho • Microsoft Dynamics • PipeDrive • Slack • MS Teams • LLMs / OpenAI / GenAI • Custom VPS-hosted AI Agents

CERTIFICATIONS & CREDENTIALS

Project Management Professional (PMP)® — Project Management Institute (PMI) • Issued May 2026, Expires May 2029 • Credential ID 4390202 • scored **Above Target** across all three domains

AI in Agile Delivery — PMI, 2026 • **Data Landscape of GenAI for Project Managers** — PMI, 2026 • **Generative AI Overview for Project Managers** — PMI, 2024

Aha! Certified Product Management Professional — 2025 • **Atlassian Agile Project Management Professional** — 2025 • **Fundamentals of Agile & Predictive Project Management** — PMI, 2024

PMI Member (ID 10344129) — additional Agile, product, and delivery certifications listed on LinkedIn

AWARDS & RECOGNITION

Quarterly Division Champion (Q4 2025) — JazzCash, awarded for delivery of the Single MSISDN onboarding programme.

EDUCATION & LANGUAGES

Bachelor of Science in Information Technology — Bahria University, Islamabad, Pakistan

2018 – 2022

Languages: English (Full Professional Proficiency) | Mobility: Open to relocation and remote engagements; notice period negotiable.