

Nazia Rasool

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PMP® Certified Project Manager | AI & Software Delivery Specialist | GCC Experience

PMP-Certified Project Manager with 11 years of IT experience delivering software, FinTech, AI, and digital transformation initiatives. Experienced in end-to-end project delivery, Agile/Scrum, product planning, stakeholder management, risk and issue management, and cross-functional team coordination. Strong technical foundation in SDLC and software delivery, with experience working across Engineering, Product, QA, DevOps, Business, and executive stakeholders. Delivered technology solutions for Al-Rajhi Bank and startups across FinTech, AI, and digital transformation. **Proven Expertise in:**

- Generative AI & LLMs
- AI/ML Product Delivery
- Prompt Engineering
- Backlog Management & Prioritization
- Agile & Scrum Leadership
- User Stories & Acceptance Criteria
- Sprint Planning & Refinement
- Project Documentation & Reporting
- Strategic Project Planning & Roadmapping
- AI & LLM Project Management
- SaaS Products Delivery
- Sprint Reviews & Retrospectives
- Stakeholder Communication & Client Eng.
- Cross-functional Team Management
- Technical Fluency (SDLC, APIs, Cloud Arch.)
- AI Governance & Risk Management
- Risk, Issue & Change Management

Tools & Technologies

• Jira • Trello • Slack • Microsoft Teams • AWS • Azure • Google Cloud • Claude, Notebook LM, Notion

Professional Experience

Digital Direction, USA, Remote

Project Manager and Product Lead, 04/2025 – Present

Lead the end-to-end product strategy, roadmap, and delivery of two AI products: a B2B AI Sales Agent and an AI-powered multimedia content creation OS, bridging product vision, business objectives, AI capabilities, and engineering execution from ideation through launch.

Key Achievements:

- Led end-to-end delivery of 2 AI/ML SaaS products, managing scope, roadmap, milestones, dependencies, risks, and deliverables from ideation to launch.
- Managed a 7-member cross-functional team across AI/ML, Engineering, DevOps, Product, and QA, ensuring timely delivery against business requirements.
- Improved on-time delivery from 70% to 90% through structured Agile planning, sprint tracking, dependency management, and blocker resolution.
- Facilitated Scrum ceremonies including sprint planning, stand-ups, backlog refinement, reviews, and retrospectives using Jira and Trello.
- Evaluated 8 AI/LLM models and collaborated on prompt engineering, improving output accuracy by 25% and reducing generation errors by 40%.
- Coordinated Azure, AWS, and Google Cloud infrastructure with DevOps, achieving 99.9% uptime and reducing cloud costs by 15%.
- Managed delivery of an AI platform supporting 3,000+ active users, ensuring quality, KPIs, timelines, and business requirements were met.
- Delivered project status reports, executive presentations, demos, and risk updates to leadership and stakeholders.

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Parenting Break, 05/2023 – 03/2025

Freelance Project Management During Career Break

Delivered freelance PM projects across FinTech, IT asset management, and eCommerce during career break.

- Led a 4.5-month Bank Loan Processing Portal for a FinTech startup, managing scope, timelines, and end-to-end delivery.
- Delivered a Procurement Manager platform in 3 months, translating requirements into a technical roadmap and execution plan.
- Managed the full lifecycle of a Ticket Booking Portal, delivering in 1.5 months without internal PM support.
- Renewed PMP certification, strengthening project governance expertise.

PwC, Riyadh, KSA

Project Manager, 05/2022 – 04/2023

Project: Alrajhi Bank – Customer Services App

Managed digital transformation delivery for Al-Rajhi Bank's Customer Services App, Saudi Arabia's largest banking platform, owning vendor relationships, Agile delivery, and executive reporting.

Key Achievements:

- Led Agile/Scrum delivery of Al-Rajhi Bank's Customer Services App, coordinating cross-functional teams, vendors, and stakeholders across the SDLC to meet scope, timeline, quality, and business objectives.
- Facilitated Sprint Planning, Daily Stand-ups, Backlog Prioritization, progress tracking, impediment removal, and issue resolution across IT, CRM, business, and vendor teams.
- Managed vendor relationships, deliverables, dependencies, compliance, performance, and vendor governance, ensuring accountability and timely delivery.
- Coordinated stakeholder communication and cross-functional collaboration, aligning business, Product/CRM, IT, technical teams, and external vendors.
- Prepared executive reporting, Steering Committee presentations, KPI tracking, and project status updates, providing visibility into progress, risks, issues, dependencies, and milestones.

Taremeez Co., Riyadh, KSA

Project Manager, 03/2020 – 02/2022

Project: Diplomat Riyadh Headquarters Digitization

Led the digitization of the Riyadh Diplomatic Quarter, owning scope, Agile delivery, and stakeholder alignment from kickoff through go-live.

Key Achievements:

- Defined goals, scope, cost, resources, and timelines for the Riyadh Diplomatic Quarter digitization project, delivering aligned with business objectives.
- Facilitated Agile sprints and daily stand-ups, removing blockers and fostering collaboration across development and business teams.
- Acted as the liaison between end-users, IT, and technical teams, identifying opportunities to strengthen client relations and support new integrations.

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AppsGenii Technologies (Pvt) Ltd, Lahore, Pakistan

Project Manager, 03/2017 – 11/2019

Owned end-to-end delivery across multiple concurrent projects, bringing a business analysis background into Agile project leadership.

Key Achievements:

- Handled multiple concurrent software projects across the full SDLC, from initiation through closure, ensuring alignment with scope, timelines, and business objectives.
- Developed and maintained project plans, budgets, schedules, milestones, deliverables, and resource plans to support predictable delivery.
- Facilitated Agile/Scrum ceremonies, including Sprint Planning, Daily Stand-ups, Sprint Reviews, Retrospectives, and Backlog Refinement, coordinating development and business teams.
- Managed project documentation, stakeholder communication, status reporting, and cross-functional collaboration across management, business, and technical teams.

Nextbridge (Pvt) Ltd, Lahore, Pakistan

| **Software Engineer** | 02/2015 – 01/2017

Sheensol Technologies (Pvt) Ltd, Lahore, Pakistan

| **Web Developer**

| 01/2013 – 12/2014

Education and Credentials

Master's in Computer Science (MSCS) | (2016) | Superior University Lahore, Pakistan

Bachelor's in Computer Science (BSCS) | (2013) | Superior University Lahore, Pakistan

Certifications:

- Project Management Professional (PMP)
- Women in Leadership, Professional Development
- Scrum Master Certificate of Proficiency