

SYED USAMA HAIDER KAZMI

Technical Project Manager | Project Manager | Agile & SDLC Delivery | Technical Team Leadership

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PROFESSIONAL SUMMARY

Technical Project Manager with 10+ years delivering web, mobile, and SaaS platforms across healthcare, fintech, and EdTech domains combining hands-on technical fluency with full ownership of delivery, roadmap, and stakeholder management. Currently own delivery and roadmap prioritization for 11 concurrent enterprise client engagements (7 managed hands-on), from requirements through production deployment while safeguarding 1.5M+ patient records. Directly involved in architecture decisions, technical design reviews, and sprint-level technical trade-offs, not just scheduling and status reporting while owning requirement discovery, backlog prioritization, risk management, and compliance-driven delivery (HIPAA, GDPR, 21 CFR Part 11) for globally distributed engineering teams. Equally comfortable running a scrum ceremony or sitting in on a code review, which makes for faster decisions and fewer handoff delays between engineering and the business.

KEY ACHIEVEMENTS

Achievement	Impact
11 concurrent enterprise clients	Managed 7 directly, grew and retained all relationships
14 clinical studies	End-to-end delivery from requirements to production
1.5M+ patient records	Safeguarded with zero compliance breaches
1,300 peak active users	Scaled platform without service disruption
2 quality incidents	Resolved through formal CAPA processes
Zero compliance findings	Across HIPAA/GDPR/21 CFR Part 11/GCP audits
300+ employees	HRMS delivered for university-wide operations
5,000+ students	Platforms served across multiple courses/degrees
3–4 months ahead	E-learning platform shipped before COVID-19
DataFinder Laravel	An open-source community package developed to resolve Data Extract, Load, Render repetition reducing days of work to hours.

CORE COMPETENCIES

Technical Program & Delivery Management: Agile/Scrum Delivery, Scrum Master, Sprint Planning, Technical Design Reviews, Architecture Decision Involvement, Code Review Participation, Requirement Analysis, Risk Management & Mitigation, SDLC Ownership, Milestone & Roadmap Planning

Leadership & Stakeholder Management: Cross-Functional & Distributed Team Leadership, Stakeholder Communication, Client-Facing Delivery, Mentorship & Team Development, Hiring, Vendor & Budget Management

Tools & Platforms: JIRA, Trello, Confluence, Git/ Github/ Gitlab/ Bitbucket, CI/CD Pipelines, Grafana, Lucid Charts/ Visio, Miro, Notion

Technical Fluency: System Architecture, API & Microservices Design, Full-Stack Development (PHP/Laravel, React.js, Blade), Google Cloud Platform (Cloud VMs, Cloud Run, Cloud Storage, pub/sub, MySQL/ pgSql, MongoDB)

Domain & Compliance: Clinical Trials Technology (ePRO, eCOA, eConsent, eCRF), EdTech (University Management + Digital Learning Solutions), HRMS, HIPAA, GDPR, SOC 2, 21 CFR Part 11, ICH-GCP, CAPA with Incident Reporting

PROFESSIONAL EXPERIENCE

Director of Product Engineering & Development — Delve Health Dec 2022 – May 2026

- Own delivery and technical roadmap prioritization for 11 concurrent enterprise client engagements (7 managed through direct, hands-on client relationships), taking 14 clinical studies from requirement discovery through production deployment over 2–4-year engagement lifecycles.
- Sit directly in architecture decisions, technical design reviews, and code quality governance alongside the engineering team, rather than delegating technical trade-offs — keeping delivery plans grounded in what's buildable.
- Partner directly with sponsors and stakeholders on requirement discovery, backlog prioritization, and milestone planning, balancing competing priorities across simultaneously running studies.
- Scale delivery to support platforms serving up to 1,300 active users per study and safeguarding 1.5M+ patient data records (excluding managerial data), across daily, hourly, and monthly backup cycles with defined retention policies.
- Own compliance and audit readiness across all client engagements, enforcing HIPAA, GDPR, 21 CFR Part 11, and Good Clinical Practice (GCP) standards throughout the delivery lifecycle, including root-cause analysis and resolution of 2 quality incidents through formal Corrective and Preventive Action (CAPA) processes.
- Direct a globally distributed engineering team spanning CST, Egypt, Bangladesh, Pakistan, Saudi Arabia, and Canada time zones, including developers, data scientists, and manual/automation QA, while coordinating with clients across Central, Pacific, and Middle Eastern time zones.
- Built engineering standards, SOPs, and delivery governance that sustained predictable, on-time delivery across 14 concurrently and sequentially managed studies.
- Key Impact: Grew and retained 11 client relationships (7 direct) with zero critical compliance findings across HIPAA/GDPR/21 CFR Part 11/GCP audits; scaled delivery to 1,300 peak active users and 1.5M+ records per study without service disruption.

System Architect — Delivery & Solution Planning — Delve Health Feb 2021 – Dec 2022

- Owned the product development lifecycle from requirement analysis through deployment, ahead of stepping into the Director of Engineering role.
- Acted as the primary bridge between stakeholders, engineering teams, and clients, resolving solution-design questions ahead of build.
- Delivered on-time, requirement-aligned releases that became the foundation for the platform's later multi-client scale-up.

Project Manager — CFE Group of Colleges June 2018 – Feb 2021

- Ran simultaneous delivery of three institutional products for a college group serving roughly 5,000 active students per year across multiple courses and degrees: a university HRMS, digitized academic/financial operations, and an e-learning platform — leading an in-house team of 5+ (senior developers, interns, a QA engineer, and a wireframe/UX designer) based in Pakistan.
- Delivered an HRMS covering attendance, user profiling, documents, timeslots, shifts, and university-wide RBAC, supporting 300+ employees.
- Digitized enquiries, admissions, and accounts workflows — installments, carry-forwards, adjustments, fines, outstanding balances, and expense management — replacing manual, paper-based processes.
- Shipped a Zoom/Meet-integrated e-learning platform 3–4 months ahead of the COVID-19 outbreak, giving the institution a first-mover advantage in digital learning among peer colleges.

Team Lead (Part-Time) — Solstice Solutions June 2018 – Jan 2020

- Supervised code quality and delivery standards for a development team, in parallel with the CFE Project Manager role.
- Drove project execution from ideation through deployment.

Full Stack Developer — Geekinn Pvt Ltd *Apr 2017 – June 2018*

- Built SaaS-based web and mobile applications.
- Progressed into a team-leadership track, guiding junior developers.

Android Developer — IT-Genes *Oct 2015 – Feb 2017*

- Shipped native Android applications from development through release.

REMOTE WORK CAPABILITIES

6+ years working in fully **remote/distributed** teams across the US, UK, Middle East, and Asia.

Proven time zone management — coordinated teams across CST, EST, PST, GST, and PKT simultaneously.

Proficient in remote collaboration tools — Slack, Zoom, Miro, JIRA, Confluence, Google Workspace.

Strong asynchronous communication — documenting decisions, writing clear requirements, and maintaining transparency across distributed teams.

Self-motivated, accountable, and delivery-focused — with a track record of meeting deadlines without micromanagement.

KEY PROJECTS (DELIVERY & PROGRAM LEADERSHIP)

Clinical Trials SaaS Platform — Delve Health | Delivery & Program Lead

- Delivered enterprise SaaS products for clinical trials (ePRO, eCOA, eConsent, eCRF) and a unified IoT/wearable integration architecture across 14 deployed studies for 11 client engagements.
- Governed timelines, risk, and compliance across concurrent workstreams supporting up to 1,300 active users and 1.5M+ patient records per study.

AI Assisted Enterprise Knowledge Assistant | Program Lead

- Directed planning, milestone execution, and delivery of an AI-powered enterprise knowledge assistant, coordinating distributed teams from concept to production deployment.

DataFinder — Open-Source Laravel Package | Project Owner

- Owned end-to-end delivery of an open-source developer tool, from architecture through documentation and release management.

EDUCATION

Bachelor of Science in Computer Science — Virtual University of Pakistan (2014 – 2018)

CERTIFICATIONS & ACHIEVEMENTS

- Project Management Certification — University of California, Irvine (Coursera, HEC Scholarship)
- Top Rated Freelancer, Upwork (2020–2021)
- Guest Speaker, COMSATS University (ACM Chapter)