

# MUHAMMAD USMAN

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Experienced business analyst with a background in project and team management, accounting and process engineering. I am always looking for new ways to mitigate risk, increase company efficiency and create new partnership opportunities.

I have consistently proven my ability to meet deadlines and achieve project objectives, solve mission-critical problems, and prioritize crucial tasks while maintaining the high standards expected of my role.

## EXPERIENCE

01-JULY-2022 – CURRENT

**SERVICE DELIVERY MANAGER**, POWERSOFT19 PVT. LTD.

- Leading the IoT, RPA & Mobile App team. Asset Tracking & Inventory Management leading to accounting.
- Work with cross functional team including development, design and sales to define and prioritize features and functionality for the product.
- Act as the primary point of contact for development & design team to provide guidance and direction on the implementation of product features.
- Collaborate with team to define user stories, acceptance criteria and other product related documentation
- Work with development team to deliver product releases on time and analyze product performance and customer feedback to identify opportunities for improvement and optimization.
- Stay up-to-date with industry trends and best practices
- Identify new opportunities to incorporate with current technologies and capabilities into products
- Prepare mockups, prototypes, wireframes and interactions diagrams
- Clarify requirements and segregate them into functional and non-functional categories.
- Document the discussion, concepts and the finalized scope.
- A bridge between client and development teams, to finalize the scope of project in context of analysis and design.

*Key Achievement*

- Managed a team of 25+ from all over the Pakistan.
- Trained 3+ newly hired project personnel, as part of their induction program.
- 90% of Mobile & Web Development projects were completed ahead of schedule and within expected budget.
- Improved ties with the sister company, consequently, decreased communication gaps.
- Met an almost impossible deadline, by working through weekends.

01-MARCH-2022 – 30-JUNE-2022

**ENGINEER INFORMATION TECHNOLOGY**, TAZAH TECHNOLOGIES

- Identify the gaps and improvement and bridge between the delivery and stakeholders.
- Ensure all the process are documented and version controlled.
- Conduct group training on developing new features.
- Review and refine EPIC/Stories with team.
- Manage multiple workloads, timelines and priorities

**01-MARCH-2018 – 28-FEB-2022**

**SENIOR EXECUTIVE INFORMATION TECHNOLOGY, MCDONALD'S PAKISTAN**

- Processed accounts payable transaction, coordinated and recorded inventory reallocations and disbursements. Making Purchase order, collected purchase order using dynamic 365. Provided procurement, logistical and administrative support to support decision making. Reviewed, recorded, and prioritized purchasing requests and obtained additional information as needed. Monitored contracts and flow of existing orders to ensure timely delivery, reported status to senior management. Researched issues related to suppliers, and equipment.
- Perform deep-dive analyses on the detection results, communicate results and implications with operations team. Visualize the data to identify patterns, trends, and distribution status of each metrics for business leaders intuitive understanding
- Enhanced the process of viewing reports in an effective manner by creation of real-time dashboards using Microsoft Power BI to identify and analyze the company's key performance indexes, along with web scraping.
- Provided in-depth analysis and budget preparation for information & technology department. Served on numerous profit and productivity enhancement team resulting in cost improvement and increased productivity.
- Diversified accounting and financial reporting responsibilities including preparation of annual budgets, monthly financial statement, and inventory report.

***Key Achievement***

- Went to Dubai for training (third parties Soperia Steria & Arcom) New Back-office system.
- Perform UAT with operations team
- Implemented the New Back-office system for reporting and analysis.

**01-MARCH-2016 – 01-FEBUARY-2018**

**EXECUTIVE INFORMATION TECHNOLOGY, MCDONALD'S PAKISTAN**

- Introduced standards relating to IT procedures leading to improved network efficiency and a 20% reduction in downtime.
- Day-to-day management of 45 store Network and servers achieving a 25% reduction in serious system crashes within a 12-month period.
- Analyzed process alarm data using Microsoft Power BI and excel leading to a reduction of 70% in false alarms.
- Advised managers on false alarm problems by preparing weekly presentations and advisory documents
- Self learnt VBA and SQL to create digital tools streamlining site operations.
- Assumed a lead role in analyzing and enhancing existing security solution with strong emphasis on continuous maintenance, development, and improvement of organizational security
- Maintained an outstanding record of technical support service, resolving 86% of all tickets within 24 hours. Closed an average of 120 tickets/month in addition to supporting other department projects. Decreased time-to-close tickets by 44% YTD.
- Implemented and managed internal online wiki to document technical procedures and provide internal user training, thus reducing required IT resources.

- Kept track of technological advancement and trends in IT support while monitoring hardware, software, and system performance metrics.

#### **Key Achievement**

- Carried out & successfully implemented the project of Self ordering kiosk in Pakistan.
- Deploy CRM solution and digital menu boards with help of Optimum technology across Pakistan.

## **MCDONALDS CERTIFICATES & AWARDS**

- Enabling Online Cashless
- Project Management
- Communication Skills
- GMA LITE
- Risk Management
- Security Awareness in McDonald's
- Restaurant Network Standard 4.0 Foundation
- IT VMO - SLM End to End Reporting using Numerify

## **EDUCATION**

**NOV 2022**

**PROBLEM SOLVING & DECISION MAKING**, LAHORE UNIVERSITY OF MANAGEMENT SCIENCES

**SEP 2019**

**MBA MARKETING**, NATIONAL SCHOOL OF BUSINESS ADMINISTRATION & ECONOMICS

CGPA: 3.56

## **CERTIFICATES**

- Certified Cisco Network Associate (CCNA)
- RPA Business Analysis fundamentals
- Introduction to RPA and Automation
- Overview of IBM Cloud Pak for Data for Solution Architects
- The Fundamental of Digital Marketing
- CCNA Routing and Switching: Routing and Switching Essentials
- CCNA Routing and Switching: Scaling Networks
- NDG Linux Unhatched by Cisco Networking Academy
- Cisco Networking Academy® Entrepreneurship course
- CCNA Routing and Switching: Routing and Switching Essentials
- Introduction to IoT by Cisco Networking Academy
- CCNA Routing and Switching: Introduction to Networks
- Cisco Networking Academy® Introduction to Cybersecurity
- Cisco Networking Academy® Cybersecurity Essentials

## **TECHNICAL SKILLS**

- Microsoft Office 365
- JIRA
- Litmos
- Confluence
- Microsoft SQL 2008-2019
- Dell EMC
- Microsoft Hyper-V
- Tableau

- Python
- HTML
- CSS
- Logistics Management
- Internet protocol suite (TCP/IP)
- Business Intelligence
- Databases
- Demand Planning
- Inventory Management
- Figma

## SOFT SKILLS

- Software Development Life cycle (SDLC)
- Business Analysis
- Requirement Analysis
- Data Visualization
- Statistics
- Leadership
- Research
- Continuous improvement
- Networking
- Data Analysis
- User Acceptance Testing (UAT)
- Data Mining
- Customer Service
- Strategic Planning
- Event management
- Technical support
- troubleshooting

## ACTIVITIES

- Camping
- Football
- Network Events
- Chess

## REFERENCE

References are available on request.