

Muhammad Qasim Hammad, PMP

IT Delivery & Project Manager, PMP | AI-Native Delivery & PMO | Telecom BSS and Systems Integration



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Dubai, UAE from 17 October 2026

AVAILABILITY IN THE UAE

In Dubai from 17 October to mid-November 2026. Degree certificate evaluation completed through the UAE Embassy, and eligible for in-country status change, so this is a local hire rather than an overseas one.

Nationality **Pakistani**

Visa **UAE visit visa from 17 Oct 2026, eligible for in-country status change**

Notice **1 month**

PROFESSIONAL SUMMARY

PMP-certified IT delivery and project manager with 9+ years across telecom BSS, distribution, systems integration, and fintech, with client delivery into Qatar, Saudi Arabia, and Pakistan. Currently at Telenor Pakistan, now part of Etisalat e& Group, leading BSS and Distribution delivery governance, where I led the Charging and Billing System upgrade middleware workstream to its January 2026 go-live across 15 business-critical channels and seven vendor teams. Govern an enterprise IT Development CAPEX portfolio, reporting forecast against actuals to VP and C-level stakeholders. Build and run AI-assisted delivery workflows as an operator, which cut the weekly executive reporting cycle from half a day to under 90 minutes. Hold an MSc in Engineering Management.

PROFESSIONAL EXPERIENCE

Telenor Pakistan, part of Etisalat e& Group

Dec 2023 to Present

Assistant Manager, BSS & Distribution Solutions (IT Project Delivery / PMO)

- Led CBS Upgrade middleware workstream through Jan 2026 go-live, coordinating third-party integration readiness across 15 channels and multiple vendor teams; earned Telenor Go Getter Award Q1 2026 for delivery impact.
- Delivered Digital Distributor platform 15 days ahead of schedule through Agile sprint management and proactive RAID governance; earned Telenor Go Getter Award Q2 2024.
- Managed IT Development CAPEX governance across an enterprise technology portfolio; consolidated monthly forecast vs. actuals reporting for VP and C-level stakeholders through Coupa.
- Governed seven concurrent vendor relationships, managing deliverables, checkpoints, escalations, and business sign-offs.
- Led Agile delivery for BSS and Distribution change requests, including backlog refinement, sprint planning, reviews, retrospectives, and release readiness.
- Reduced weekly executive reporting cycle from half a day to under 90 minutes by standardising status updates, RAID narratives, and retrospective summaries with AI-assisted PMO workflows.
- Nominated by Telenor leadership for IBA Karachi's Code to Lead - RISE 2026 workplace effectiveness programme (collaboration, communication, financial acumen, project execution), reflecting sustained delivery impact and cross-functional standing

Veroke

May 2021 to Nov 2023

Project Manager

- Delivered Ooredoo Qatar FIFA World Cup 2022 Travel SIM integration in 3 weeks, enabling complimentary UrbanPoint app access for subscribers and driving 4% subscription revenue uplift.
- Managed end-to-end delivery for UrbanPoint Qatar with less than 5% scope deviation on a 3 to 4 week Agile sprint cadence; owned budgeting and resource planning for a 15-person team.
- Led UrbanPoint SDK initiative, proposing a reusable SDK approach to standardise partner platform integrations and reduce repeated one-off integration effort.
- Managed delivery coordination for Qatar and Saudi Arabia client initiatives, aligning business stakeholders, technical teams, and release timelines across remote working cadences.
- Owned PMO governance: maintained project plans, RAID logs, dependency tracking, and timely escalations across concurrent delivery streams

AirCod Technologies

Feb 2017 to Apr 2021

IT Project Coordinator, RF Engineering Projects

- Acted as primary coordination point between RF stakeholders and software development teams, translating field requirements into tool enhancements.
- Defined deliverables, resource requirements, work plans, testing readiness, release steps, and stakeholder acceptance criteria.
- Produced project reporting on progress, risks, issues, and resolutions across telecom-related IT initiatives.

— SELECTED ACHIEVEMENTS —

CBS Upgrade Middleware Leadership Delivered middleware readiness across 15 business-critical channels for the January 2026 go-live, coordinating seven vendor teams. Telenor Go Getter Award, Q1 2026.	Digital Distributor Delivery Delivered the Digital Distributor platform 15 days ahead of schedule through Agile sprint management and proactive RAID governance. Telenor Go Getter Award, Q2 2024.
UrbanPoint and FIFA World Cup Qatar 2022 Managed a three-week Ooredoo Travel SIM integration that drove a 4% subscription revenue uplift during the tournament window.	AI-Assisted PMO Reporting Cut the weekly executive reporting cycle from half a day to under 90 minutes by standardising status, RAID narratives, and retrospective summaries through AI-assisted workflows.

— CORE CAPABILITIES —

Delivery & PMO	Agile & Scrum · Waterfall · SDLC · RAID Management · Change Control · PMO Governance · Programme Governance · Dependency Management · Vendor Management · Risk & Issue Management
Domain	BSS Platform Delivery · IT Software Project Management · Systems Integration · Middleware Delivery · Digital Transformation · Distribution Platforms · Telecom IT · CAPEX Governance · Stakeholder Management · Executive Reporting · Release Readiness · Cutover Coordination
AI-Native Delivery	AI-Assisted Delivery & PMO Workflows · Executive Reporting Automation · RAID Summarisation & Narrative Generation · Workflow Automation (n8n) · Requirement Discovery to Working Prototype · Prompt-Driven Delivery Tooling
Tools & Platforms	Jira · Azure DevOps · MS Project · Asana · Miro · Coupa · Trello · MS Office

— CERTIFICATIONS —

Project Management Professional (PMP) (ID: 4186019) , Project Management Institute (PMI)	2025
Code to Lead - RISE , Institute of Business Administration (IBA), Karachi	2026
Agile Project Management , Corporate Rebels	2023
Foundations of Project Management , Google Career Certificates / Coursera	2021

— EDUCATION —

MS Engineering Management University of Management and Technology (UMT)	2020
BS Electrical Engineering (Telecommunications) COMSATS University Islamabad Prime Minister's National ICT Scholarship (Fully Funded)	2016

— AWARDS —

Telenor Go Getter Award	Q1 2026
Telenor Go Getter Award	Q2 2024
Prime Minister's National ICT Scholarship, fully funded	2012

— PROFESSIONAL DEVELOPMENT —

— IBA Karachi: Code to Lead, RISE 2026	— Agile Project Management, Corporate Rebels
— Telenor Learning Camp: AI Creativity Experience	— Telenor Learning Camp: Stakeholder Management
— Telenor Learning Camp: Negotiation Skills	— Telenor Learning Camp: Prioritization Skills

— LANGUAGES —

English (Professional, C1)	Urdu (Native)	Punjabi (Native)	Saraiki (Native)
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