Case Study: Principal Technical Program Manager

Our efforts helped Muhammad get his target job and move ahead in his career.

>>> **Here's what Muhammad had to say about our work:**

Muhammad Waseem · 2nd
Principal Technical Program Manager at Oracle Cloud Infrastructure
Muhammad was Nashmia's client

I worked with Nashmia for my resume and LinkedIn profile content development needs. She converted a thorough, in-depth interview with me into a technically sound resume. One thing that I appreciated about her was her willingness to work around my schedule and schedule calls accordingly. She also created a resume that highlights my accomplishments and presents me as the best, most professional version of myself.

Muhammad's backstory:

Muhammad had been working at Credit Suisse for the past 13 years and was looking for new opportunities. He was targeting Senior Technical Product Manager roles. However, his resume has some issues:

- It failed to impress at first glance.
- It had little to show for his longest and most recent experience.
- It had multiple formatting and structural problems.
- It went back to 1995, leading to age bias.

Here's what we did to help him:

1 Created a strong top section, showcasing his personal brand. Spoke to top employer needs and fixed all the issues.

2 Used result-based accomplishments. Made keyword-based sections to highlight his leadership in the role.

3 Utilized an ATS-friendly format, approved by 3000+ recruiters. Optimized it with industry and job-related keywords.

Where is Muhammad now?

Muhammad went on to secure a job as a Principal Technical Program Manager at Oracle Cloud Infrastructure.

Delighted with our services, he also referred his friends our way.

Would you like us to redo your resume, too?

Click here to invest in our resume-writing services or book a consultation call.

Book Service

Call Us

MUHAMMAD WASEEM

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Driving success through effective technical program management, transformative solutions, and strategic plan implementation.

Roadmap Development | Agile Methodologies | Software Development Lifecycle Improvements | System Design

Product leader and project manager capitalizing on a deep understanding of software development and customer needs to drive innovative, problem-solving products. Track record of optimizing the product development lifecycle, reducing inefficiencies, shaving costs, and ensuring customer satisfaction. Lead on- and off-shore engineering and development teams effectively. Utilize cutting-edge technologies and Agile methodologies to improve processes and revamp environments. Generate executive buy-in. Collaborate with key stakeholders and cross-functional partners to drive growth and boost operational efficiency.

Software Engineering Leadership	Customer-Centric Product Delivery	Cross-Boundary Collaboration
End-to-End Product Development	Business Analysis & Technical Fluency	Technical Leadership
Business Architecture	V-Team Management	Vendor & Requirements Management

PROFESSIONAL EXPERIENCE

Senior Product Manager, Credit Suisse   08/2013 - Present

Developed and executed the long-term strategy for SQL (Oracle, MS SQL, SAP Sybase ASE) and NoSQL (MongoDB and MarkLogic) programs. Led end-to-end product design, engineering, and development processes for all products; ensured strategic alignment, customer satisfaction, and adherence to deadlines and multimillion-dollar budgets. Led a team of 7 onshore and 10 offshore engineers and developers. Identified cost-saving opportunities without affecting performance.

Product Ownership & Project Management

- Slashed costs by $14M and contributed to $2M/yr in additional saving by designing a next-gen database platform employing cloud computing for SQL and expanding it for NoSQL technologies; replaced the legacy system. Created a DBaaS roadmap.
- Sped up time-to-market from 3 days to only 3 hours by leading end-to-end optimization of the IT lifecycle and product rollout; automated provisioning, configuration, and testing across 4,000+ environments and 12,000+ databases globally.
- Directed deployment of Oracle 11g and 12c to 7500+ instances across virtual and physical platforms for SQL, Oracle, and SAP Sybase ASE 16. Expanded product by adding library services for MongoDB and MarkLogic NoSQL database platforms.
- Met organization's growing reporting and analytical needs by designing an operational management tool incorporating health checks. Generated server lifecycle reports. Developed KPIs for metric-driven decision-making.
- Led project to provide a NoSQL (MongoDB and MarkLogic) platform as a Database as a Service (DBaaS) to the IT team. Enabled optimum vendor pricing by bringing on a high number of early adopters.
- Successfully migrated multi-terabytes of data, shortened batch processing times, and met regulatory reporting requirements by leading upgradation to new database platform for key client.
- Incorporated customer vision into product design by utilizing Agile methodologies and conducting Voice of Customer sessions; involved high-value customers and solicited feedback. Provided release updates via a technology blog.

Technical Process Improvements

- Saved $15M by reducing storage consumption; decreased time taken to provision databases with a physical footprint by employing Delphix virtualized databases. Met requests for cloned development environments.
- Reduced preparation time from 6 to only 2 weeks for disaster recovery tests and scheduled power downs of 20,000+ servers; increased maintenance flexibility and optimized workflows by developing an Infrastructure Management System.
- Decreased application turnaround time from 60 to only 10 days by increasing efficiency at every stage of the software development lifecycle. Subsequently boosted user adoption rate.
- Streamlined service delivery and communication workflows while efficiently fulfilling customer requests of varying complexities by integrating with ServiceNow framework. Collaborated with developers for optimum configuration.
- Improved consistency and ease of deployment by addressing fragmentation issues; spearheaded company-wide platform standardization by leading exhaustive design and development processes to address an umbrella of use cases.
- Ensured regulatory compliance, improved user privilege management, and mitigated security risks by utilizing a role-based access control mechanism. Boosted operations' productivity by integrating systems, including Oracle Internet Directory.
- Dedicated high-quality SAN for production and the relatively inexpensive NAS for multiple non-production environments.

System Design & Leadership

- Accommodated global user reporting needs by consolidating general ledgers from multiple locations; led system design; oversaw application and underlying technology stack upgradations; added a multi-currency payment handling functionality.
- Led application and database partitioning for Basel III migration to a next-gen database hosting platform (DHP). Improved workload management by optimizing database design through application segregation.
- Increased bandwidth by 50% and enabled multiple business applications to handle high-volume, volatile data by testing stress in production environments; designed infrastructure for this financial systems initiative.
- Improved vulnerability management and prevented audit violations by designing a database risk dashboard. Boosted cyber security and tracked database violations by implementing TripWire and Archer. Collaborated with a Big 4 firm.
- Generated user buy-in for new tools by leading a technical forum for NoSQL; created awareness of its advantages over traditional technologies. Reduced complexity and ensured smooth migrations by creating data migration paths.
- Responded rapidly to changes and resolved issues faster by leading monthly sprints; increased collaboration by conducting short daily meetings. Undertook additional responsibility by performing Scrum Master duties.
- Lowered costs by $4M/year by supporting the creation of offshore teams; collaborated with managed services vendor.

Database Operations Manager, Credit Suisse   04/2009 - 07/2013

Supported online and data warehouse environments by effectively leading a team of 15 database administrators. Built and continuously improved the performance of database support staff; provided operational support to all the back-office databases. Oversaw service delivery, security, audit and compliance, operational readiness, lifecycle management, and licensing for database technologies, including Oracle, MS SQL, SAP Sybase ASE, Sybase IQ, MongoDB, and RainStor. Defined standards and blueprints for a next-gen database hosting platform. Collaborated with engineering and development teams.

- Saved $20M by supporting the consolidation of 4 regional application platforms into one unified, global platform. Successfully executed staggered migrations. Collaborated with IT and finance application teams.
- Enabled standardized testing and empowered applications to handle market volatility and unusual data volumes by designing and delivering a world-class infrastructure for front-to-back systems integration. Improved reaction speed.
- Migrated large Oracle data store for Basel Regulatory Finance Group from legacy to next-gen environment. Optimized performance through partition pruning to limit the number of files read when querying. Provided post-migration support.
- Reduced total cost of ownership and vendor software support cost for clients by driving adoption of strategic hosting platforms. Increased speed of database instance provisioning. Supported consolidation and reduction of total data centers.

Senior Database Administrator, Credit Suisse   06/2006 - 03/2009

Orchestrated level III support to regulatory data warehouse application databases, including Basel 2, legal and compliance, and trade and surveillance instances on Oracle 10g Rel 2 on SLES, Linux, and Solaris platforms. Improved service uptime by designing and implementing a triage framework across all infrastructure technologies.

- Ensured database scalability for anticipated growth by upgrading environments from legacy databases.
- Resolved recurring stability issues caused by the operating system by shifting from Egenera to Solaris.
- Ensured legal and compliance databases were running on latest release versions with optimal performance efficiency; met recovery time objectives in case of data loss and ensured data was backed up.

Application Architect Senior Analyst, Unisys Corporation   01/2000 - 05/2006

Kept production environment service up and running 24/7 by playing a key support role. Designed and followed a performance management methodology for e-business suite application components during its hardware platform migration to MS Windows.

- Led a smooth Oracle release application and database components' migration to new platform.
- Improved development team's performance through extensive training on SQL coding standards and design principles.
- Optimized quarterly maintenance window process by utilizing Six Sigma principles; reduced human resource requirements.

EDUCATION

Certifications: ITIL Foundation V3, 2017; Six Sigma Green Belt, 2014; Oracle DBA, 2012
BS in Computer Science, University of Karachi

And here's the resume he was using before he worked with us…

Muhammad Waseem

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Professional Summary

♦ Led the design, engineering and deployment of multi-model Database Management Product platforms
♦ Implemented Database Security standards, Compliance controls, Audit KPIs, Vulnerabilities and Violations tracking
♦ Revamped Engineering process, implementing monthly code sprints , agile methodologies and code reviews
♦ Developed technical trainings for Operations on Database Platform, cloud Computing and System Design
♦ Passionate, result oriented, innovative and data driven Technical Program Manager with an entrepreneurial mindset and the ability to see the "Big Picture" while staying on top of all the details

Areas of Expertise

◆ Database Product Platform Design ◆ DBaaS Operation and Governance ◆ Database Security and Compliance◆Cross Group Collaboration ◆ Team Leadership ◆ New Product Development ◆ Agile Development ◆ Strategic Project Planning ◆ Software Development Lifecycle ◆ Product Lifecycle Management ◆ JIRA ◆ Talent Development ◆Resource Alignment ◆ System Design ◆ Systems Integration ◆ Business Architecture ◆ E-Commerce applications ◆ Data Warehouse Systems ◆ Cloud Solutions ◆ Vendor Management ◆ Project Management

Career Highlights

♦ Designed next generation **Database Platform** to gain Operational Efficiency, Reliability, Performance efficiency, Cost OPtimization which resulted in **$14 million annual savings** when adopted. Further improvement paved the Strategic DBaaS Road Map by leveraging Private Cloud Computing platform services. Further Enhanced by adding NoSQL Database Technologies to its service catalog and advance training to Admins. This initiative will save $8 million by 2022 with an annual saving of $2 million which includes data migration from higher License cost
♦ Designed, Engineered and Deployed **Infrastructure Management Capability** Application which helped schedule, coordinate and play recurrent quarterly maintenance events. It has cut down preparation time to its half and helped achieved data quality at every step. Further enhanced it by running daily SoD health checks for Critical Trading Applications and providing Clients their custom Dashboards
♦ Launched **Delphix Database Storage OPtimization solution** that resulted in storage efficiency cost savings of $15 million across Region by reclaiming Non-production Database storage
♦ Collaborated with Managed Services vendor to employ overseas support staff which resulted in **$4 million annual saving**
♦ Directed **Security and Compliance** for database Tower and executed Year round Audits with KPMG Audit Team

Work Experience

Sr. Product Manager   **Credit Suisse**   **2014 – Present**
♦ Managed Engineering and Deployment of Database DHP R3 Product for MSSQL, Oracle and SAP Sybase ASE 16 to over 7500 instances. Expanded the product by adding library services for MongoDB, MarkLogic NoSQL Database Platforms.

♦ Led a team of 7 Engineers and refined Engineering processes, implemented monthly code sprints, agile methodologies and code reviews

♦ Designed and engineered Database Risk Dashboard to track Regional/Global Database Vulnerabilities, Audit Violations, Exceptions and operational inefficiencies. Also implemented tripwire and Archer tools to track and assign Database Usage Violations. Insured that all Database Audit Controls stayed compliant and collaborated with KPMG External Auditors
♦ Managing DBaaS roadmap for private Cloud and and public Cloud computing platforms with added automation capabilities

It failed to represent his product/project management and leadership expertise optimally.

Database Operations Manager   Credit Suisse   2010-2013

- Administered a multi-database platform environments overseeing a team of 15 Global DB Administrators that supported over 4000 Database Instances for AMER Region Back Office
- Helped DHP Product Team in building DHP Product Design Principles while covering Operational Excellence, Security, Reliability, Performance Efficiency and Cost Optimization
- Implemented all DHP Product Classes span across Small to Very Large Database Instances, resulted a 20% yearly adoption rate from 2012 to 2015. This initiative saved $14 million firm
- Led the Infra delivery, migration and continuous support Financial System initiative project. This FSI (Financial Systems Initiative) meant to save $30 million over 5 years course by application rationalization
- Helped Finance Application team in consolidating 4 Regional GL Application Platforms into Single Global GL project which resulted saving firm $20million with combined user base of 550 Internal IT Staff
- Helped Basel III Regulatory Finance Group in Migrating largest Oracle Data Store size $20 TB into DHP Class 1 Product. A major heterogeneous Data migration of 20 TB of portioned Data from Solaris to Linux Operating System
- Drove adoption of Standard DHP Rel 1 software across RF and CS IT tower in AMER region, which in turns reduced Clients TCO on DB Hosting platforms, reduced vendor software support cost, faster Database Instance Provisioning, Economical Operations Support from low cost center location

Senior Database Administrator   Credit Suisse   2006 – 2009

- Designed and implemented Incident triage frame work across all infrastructure technologies to achieve improved service uptime for business
- Orchestrated Level 3 support to Major Regulatory Data warehouse Application Databases including Basel 2, Legal and Compliance Data Warehouse, Trade Surveillance Instance on Oracle 10g Rel 2 on SLES, Linux and Solaris Platforms

Application Architecture Senior Analyst   Unisys Corporation   2000 – 2006

- Trained developers on Database Design Principles and SQL Coding Standards to achieve performance efficiency
- Designed and followed Performance Management methodology for E-Business Suite Application Components during its hardware platform migration to MS Windows Platform
- Partnered with Vendor to achieve a smooth 11i Release Application and Its Database Components Migration to New Platform
- Played a Key Support Role in keeping Production Environment Service up and running 24 x 7

Education

- BS Computer Science   University of Karachi, Pakistan   1995

Certification

- IT Service management: ITIL Foundation V3, Service Strategy, Service Design, Service Transition, Service Operation,Continuous Service Improvement   2017
- Operational Excellence: Process optimization six sigma Green Belt   2014
- Certified Oracle DBA   2012