

# BENISH JAMIL

## PROJECT MANAGER | DELIVERY & TEST MANAGEMENT | AGILE & QA LEADERSHIP

Dubai, UAE | +971 50 832 6259 | benish.jamil@gmail.com | PMP | CSPO | ISTQB CTAL-TM | ISTQB-CTFL

### PROFESSIONAL SUMMARY

PMP-certified Project Manager and Test Management Specialist with 18 years of experience leading enterprise software delivery, digital transformation, QA engineering, and Agile/hybrid initiatives across public-sector, private-sector, and international environments. Experienced in end-to-end project delivery, scope and schedule management, stakeholder and vendor management, risk and issue management, project governance, release management, UAT, and cross-functional team leadership. Proven ability to establish delivery and quality governance for new business units, manage concurrent workstreams, and drive process improvement across IoT, cloud, AI, mobile, web, and large-scale government technology programmes. Combines project management expertise with deep software quality and test management experience, supported by PMP, ISTQB Test Management, ISTQB Foundation, and CSPO certifications.

### CAREER HIGHLIGHTS

- 18 years of progressive experience spanning project management, programme delivery, test management, QA leadership, and Agile delivery.
- PMP-certified project management professional with experience across Agile, Scrum, hybrid, and structured delivery environments.
- Established project governance, delivery processes, documentation standards, and quality frameworks for newly launched IoT and AI business units.
- Led concurrent enterprise and public-sector initiatives involving cross-functional engineering, QA, business, client, and international vendor teams.
- Delivered IoT, cloud, AI, mobile, web, and digital solutions for enterprise and government stakeholders, including Dubai Police and Sharjah Police.
- Achieved 100% on-time delivery across multiple concurrent IoT and AI projects while maintaining alignment with UAE Lab certification standards.
- Contributed to CMMI Level 3 certification through process improvement, compliance, and quality governance activities.
- Combines project delivery leadership with hands-on software quality expertise, enabling effective governance from planning through release and UAT.

### CORE COMPETENCIES

#### Project & Programme Delivery

Project planning, scope, schedule, budget, milestones, dependencies, release planning, hybrid delivery

#### Risk, Issue & Change Management

Risk registers, RAID logs, mitigation planning, issue resolution, escalation, change management

#### Agile & Product Delivery

Agile/Scrum, sprint planning, backlog refinement, release planning, UAT coordination, continuous improvement

#### Stakeholder & Vendor Management

Client engagement, executive communication, cross-functional coordination, vendor management, UAT

#### Governance & Quality

Project governance, QA strategy, delivery governance, quality frameworks, process compliance, CMMI

#### Leadership & Resource Management

Cross-functional team leadership, resource allocation, mentoring, performance management, delivery coordination

### TECHNOLOGY & DELIVERY TOOLKIT

**Project / Delivery:** Jira, Azure DevOps, Confluence, MS Project, Agile, Scrum, Kanban, Waterfall/Predictive, Hybrid Delivery

**Quality Engineering:** Selenium WebDriver, Playwright, Leapwork, Test Sigma, Katalon, JMeter, Postman, Swagger/OpenAPI, Functional & Non-Functional Testing

**Data & Reporting:** SQL, MySQL, Oracle, Power BI, Quality Metrics, Project Status Reporting

**Legacy / Enterprise Testing:** QTP, VBScript, LoadRunner

### PROJECT DELIVERABLES & METHODS

- Project charters, project management plans, RAID logs, status reports, stakeholder communication plans, and delivery governance documentation.
- Sprint planning, backlog refinement, release planning, UAT coordination, milestone tracking, and dependency management across Agile and hybrid delivery models.
- Risk registers, issue logs, resource allocation plans, change management activities, quality frameworks, and continuous improvement initiatives across concurrent programmes.

## PROFESSIONAL EXPERIENCE

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### **Project Manager / QA Engineering Lead | Nov 2024 – Present** **E& Enterprise Cloud | UAE**

*Enterprise cloud and digital transformation environment delivering IoT, mobile, web, and technology solutions.*

- Directed end-to-end delivery for IoT, mobile, and web applications, managing scope, schedules, risks, dependencies, stakeholder communication, and release readiness.
- Led multiple concurrent workstreams and cross-functional project and QA teams, aligning engineering, business, client, and delivery activities to agreed milestones.
- Established structured planning, risk management, governance, and coordination practices to improve delivery visibility and release efficiency.
- Directed UAT coordination and stakeholder engagement for key government clients, including Dubai Police and Sharjah Police, supporting successful delivery of ThingWorx-based IoT solutions.
- Managed release readiness and RFS compliance activities, ensuring delivery remained aligned with project commitments and quality expectations.

### **Founding QA Lead & Project Manager | Oct 2023 – Oct 2024** **E& Enterprise IoT & AI | UAE**

*Newly established IoT and AI business unit focused on enterprise technology solutions and integrated hardware/software delivery.*

- Established project governance frameworks, delivery processes, documentation standards, and quality frameworks for a newly launched IoT and AI business unit.
- Led delivery planning across multiple concurrent projects, governing timelines, budgets, risks, dependencies, releases, and stakeholder expectations.
- Achieved 100% on-time delivery across multiple concurrent projects while maintaining compliance with UAE Lab certification standards.
- Directed coordination between international hardware vendors, internal development teams, QA teams, and business stakeholders to align integration activities and project milestones.
- Standardised delivery and quality practices to provide consistent governance and visibility across the newly established business unit.

### **Manager Quality Assurance | Dec 2021 – Oct 2023** **Strategic Organization of Pakistan | Pakistan**

*Public-sector technology organisation supporting national-scale digital and technology initiatives.*

- Established project and QA governance frameworks, documentation standards, delivery processes, and quality controls across multiple initiatives.
- Led project planning, milestone tracking, dependency management, risk and issue management, and cross-functional delivery coordination.
- Governed stakeholder communications, RAID logs, escalation activities, and delivery priorities to maintain alignment across concurrent initiatives.
- Introduced Selenium WebDriver and JMeter automation to strengthen test coverage, improve delivery efficiency, and support release quality; developed and automated 50+ Selenium and JMeter load-testing scripts covering critical application workflows and performance scenarios.
- Led project and QA teams, managed resource allocation, and drove process optimisation aimed at reducing production defects and improving delivery outcomes.

### **Project Coordinator / QA Coordinator | Feb 2018 – Dec 2021** **Benazir Income Support Programme (BISP) | Pakistan**

*Pakistan's national government social protection programme with nationwide operational and technology delivery requirements.*

- Coordinated technology delivery and quality activities for the National Socio-Economic Registry (NSER), supporting cross-platform testing across Android, iOS, and web applications.
- Directed deployment coordination for survey teams across remote regions, managing logistics, schedules, onsite monitoring, and operational dependencies.
- Supported data integrity and quality assurance across large-scale field operations by coordinating testing, deployment, issue resolution, and stakeholder communication.
- Worked across project, QA, operations, and field teams to maintain delivery schedules and resolve implementation issues.

## **Senior QA Engineer | May 2014 – Feb 2018**

### **Knowledge Platform | Pakistan**

*Education technology organisation delivering digital learning, educational gaming, and desktop platforms.*

- Led regression, functional, and responsive design testing across educational gaming and desktop platforms, supporting on-schedule releases. Increased automated test coverage from 40% to 80%.
- Performed advanced SQL, MySQL, and Oracle data validation to verify data integrity across large-scale educational databases.
- Collaborated with development and product teams to identify, track, and resolve defects throughout the software delivery lifecycle.
- Contributed to quality governance and continuous improvement of testing practices across multiple product releases.

## **QA Engineer / Project Support | Aug 2008 – Apr 2014**

### **Pakistan Revenue Automation Limited (PRAL) | Pakistan**

*Public-sector technology organisation supporting automation and digital systems for Pakistan's revenue administration.*

- Contributed to the CMMI team responsible for process improvement, quality governance, and compliance activities that supported achievement of CMMI Level 3 certification.
- Supported project delivery and quality activities for enterprise financial and revenue systems, coordinating testing, defect management, and release readiness.
- Automated critical financial-system testing using QTP (VBScript) and LoadRunner 8.0, strengthening regression and performance testing capabilities.
- Worked with project and QA stakeholders to improve testing processes, documentation, and delivery compliance.

## **ACADEMIC & TEACHING EXPERIENCE**

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### **Visiting Lecturer | National University of Modern Languages | 2020 – 2023**

- Delivered senior-level courses in Software Testing, Software Engineering, and Management Information Systems.
- Mentored IT students by connecting academic theory with practical software engineering, testing, and industry delivery practices.

## **EDUCATION**

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- MS in Project Management – Islamabad, Pakistan
- BS in Computer Science – Rawalpindi, Pakistan

## **CERTIFICATIONS**

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- **Project Management Professional (PMP®)** – Project Management Institute (PMI) | 2026
- **ISTQB Certified Tester Advanced Level – Test Management (CTAL-TM)** – ISTQB
- **ISTQB Certified Tester Foundation Level (CTFL)** – ISTQB
- **Certified Scrum Product Owner (CSPO)** – Scrum Alliance