

# Owais Liaqat

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## Professional Profile

Results-driven leader with 4+ years of experience, scaling remote and in-house teams (12→65+ FTEs) and reducing delivery timelines 25-30% via Agile. Delivered 50+ SaaS solutions across Govt, Fintech, ERP, and Retail with \$950K+ projects at 95% on-time rate. Expertise in GDPR/PII compliance and global partnerships (\$500K+ ACV). Experienced Partnership leader.

## Core Competencies

**Leadership & Strategy:** • Digital Transformation • P&L Ownership • OKR Framework • Remote Team Leadership • Strategic Planning & Execution • Organizational Structuring & Team Scaling • Executive Decision-Making • Change Management • Business Growth Strategy • Partnership & Alliance Development

**Operations & Delivery Management:** • Agile Transformation • Process Automation • PMO Setup & Governance • KPI Tracking & SLA • Resource Allocation • Release Planning & UAT Readiness

**Project & Client Management:** • Business Requirements Documentation (BRDs, SOWs, WBS) • Stakeholder Needs Analysis • Client Relationship & Account Management • Cross-functional Team

**Compliance & Security:** • GDPR Compliance Awareness • PII Protection • Data Privacy by Design • Audit Readiness

## Technical Skills

**Project & Delivery Management:** • Jira • Azure DevOps • ClickUp • Asana • TeamGantt

**CRM & Sales Automation:** • HubSpot • Zoho CRM • NextERP • Instantly • Salesforce • Freshsales

**Collaboration & Communication:** • Microsoft Teams • Notion • Google Workspace • Zoom

**Data & Productivity:** • MS Power BI • G Data Studio • KPI Dashboards • Tableau • Notion Templates

## Domain Expertise

**Government Solutions & ERP Transformation:** Multi-tenant citizen portal for Mexican Govt. resolving 10K+ monthly service requests. Legacy-to-cloud ERP modernization for Appselec (AU) & PM ERP (US).

**Travel & Hospitality & Retail SaaS:** Unified aviation SaaS for Caribbean Air Solutions with real-time flight management. Engineered mobile self-checkout system (Skip A Line) reducing transaction time by 70%.

**Community & Social Platforms:** Membership management SaaS (Clubzy) automating event coordination. Cross-cultural network (GeekHub) boosting EU user engagement 40% in 6 months

**Fintech Platforms:** End-to-end money transfer systems processing transactions in millions.

## Professional Experience

### 06. Delivery & Operations Manager

Dec 2024 to Present

CHERRY BYTE TECHNOLOGIES ([thecherrybyte.com](http://thecherrybyte.com))

Lahore, Pakistan

- Audited and restructured company-wide operations into 7-tier hierarchy, establishing centralized PMO that reduced delivery timelines by 22%
- Enforced 100% Agile adoption across departments through training programs and cross-functional team leadership (6 Tech Leads + 2 PMs)
- Secured 4 global partnerships (\$200K+ ACV) including Microsoft Founders Hub through technical solution pitching and GTM strategy. CRM-driven sales funnel improving conversions 25%.
- Spearheaded end-to-end process revamp enhancing throughput and delivery consistency; boosted client satisfaction 30% via UAT optimization

## 05. Director of Business & Operations

Apr 2023 to Dec 2024

SUMATO SOLUTIONS ([sumatosolutions.com](https://sumatosolutions.com))

Lahore, Pakistan

- Grew team from 12→65+ FTEs in 9 months (88% retention) while reducing hiring cycles 40% via optimized SOPs and onboarding workflows
- Oversaw \$135K+ enterprise/govt projects achieving 95% on-time delivery through PMO governance and risk mitigation frameworks
- Negotiated and executed joint ventures with Microsoft/AWS, directly contributing to 30% revenue growth
- Restructured organization into 12-layer operational model to establish accountability framework; implemented GDPR-compliant data controls for EU-facing CRMs/ERPs
- Led full-scale Agile transformation across product lines, managing cross-border sprint integrations for international clients.

## 04. Project Manager

Dec 2022 to Apr 2023

SUMATO SOLUTIONS ([sumatosolutions.com](https://sumatosolutions.com))

Lahore, Pakistan

- Accelerated in-house ERP launch by 25% through Scrum/Kanban implementation and daily stand-ups
- Managed fintech/retail projects from discovery (BRDs/SOWs) to UAT sign-off, ensuring technical feasibility and milestone compliance
- Supervised cross-functional teams to maintain standards and mitigate bottlenecks

## 03. Operations & Partnership Manager

Oct 2022 to Jun 2023

ITECH22 LLC ([itech22.com](https://itech22.com)) – Remote

Texas, United States of America

- Established 7 strategic alliances (AWS/Dell/Cisco) through market analysis and compliance documentation
- Defined remote operational structure, brand identity, and documents for concept-stage venture

## 02. Associate PM & SQA Engineer

Jun 2022 to Dec 2022

HASHED SYSTEM FZCO ([hashedsystem.com](https://hashedsystem.com)) – Pakistan Office

Dubai, United Arab Emirates

- Maintained 100% milestone compliance across 5+ concurrent SDLC projects
- Reduced critical bugs 65% via enhanced UAT protocols and JIRA defect tracking

## 01. SQA & Support Engineer

Apr 2022 to Jun 2022

AUTO SOFT DYNAMICS PVT LTD ([autosoftdynamics.com](https://autosoftdynamics.com))

Lahore, Pakistan

- Executed PCI-DSS compliant testing for core modules of Faysal/Allied Bank

## Education

BACHELORS OF SCIENCE (Electrical Engineering)  
The Islamia University of Bahawalpur

Bahawalpur, Punjab, Pakistan  
Oct 2017 to Aug 2021

## Certifications & Training

PMI - <a href="#">Strategic Thinking</a>	[LinkedIn Learning]
PMI - <a href="#">Operational Excellence Foundations</a>	[LinkedIn Learning]
PMI & NASBA - <a href="#">Developing Cross-Cultural Intelligence</a>	[LinkedIn Learning]
PMI & IIBA - <a href="#">Effectively Leading Digital Transformation</a>	[LinkedIn Learning]