

# ZAID KHUSRO, PMP

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## WORK EXPERIENCE

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**Connect 2U | Software and Marketing Agency**  
Technical Project Manager (<https://connect2u.ca>)

January 2022 - Present  
Calgary, Canada

- Proficient in data driven decision making and critical thinking, analyzing project requirements and risks to implement effective risk mitigation strategies, achieving a 50% reduction in downtime for projects with over 1500 daily users.
- Skilled in customizing user interface experiences to align with specific business needs, employing technical expertise to achieve a 20% decrease in website run time, elevating user satisfaction, and driving improved business outcomes.
- Successfully conceptualized, designed, and implemented projects such as a tailored CRM system for mechanic shops, streamlining operations and maximizing overall efficiency. Utilized Gantt charts and Agile frameworks in Jira to track project progress, foster transparency, and ensure successful project delivery on time and within budget.
- Strong leadership skills, adeptly managing project teams, and optimizing schedules with Agile Scrum methodologies.

**Alberta Health Services**  
COOP IT Project Manager

May 2021 - January 2022  
Calgary, Canada

- Successfully led as an Agile Scrum Master, utilizing Jira to manage over 150 tasks across 14 bi-weekly sprints, achieving an outstanding 95% on-time delivery rate. Regularly reported key performance indicators (KPIs) to senior leadership three times a week, showcasing exceptional leadership and project management skills.
- Facilitated productive backlog grooming sessions and performed Fit-Gap analysis, strategically prioritizing the next 14 day sprint goal. Result: seamless progress towards key project goals, eliminating delays, and optimizing team staffing.
- Proficiently gathered use case requirements from end-users, leading to the development of more than 250 comprehensive test scripts. Skillfully conducted User Acceptance Testing (UAT) and regression/remediation, elevating user experience and enhancing product quality.
- Produced and maintained over 50 vital project documents, including project charters, flowcharts, and Gantt charts on SharePoint. Ensured seamless project communication and documentation, contributing to project success.

**Panorama Hills Community Centre**  
Supervisor

August 2018 - December 2022  
Calgary, Canada

- Skilled Supervisor adept at managing and delegating tasks for 25 staff and volunteers, while setting performance goals to ensure day-to-day work success and seamless event hosting. Regularly report success metrics to the General Manager and Board of Directors, contributing to operational excellence.
- Proven track record of coordinating logistics and leading 10 successful community events, engaging 2,000 members in holiday events and sport tournaments. Demonstrated effective event management capabilities, ensuring memorable experiences for the community.
- Introduced comprehensive training and coaching programs for 15 employees, fostering an excellent level of service to community residents. Continuously monitor employee productivity through internal performance reviews and external customer feedback, elevating service quality.

## EDUCATION

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**Boston University**  
Master of Computer Information Systems, Concentration in Data Science

September 2023 - May 2025  
Boston, United States

**Project Management Institute**  
Project Management Professional (PMP) Certification

September 2023  
Calgary, Canada

**Mount Royal University**  
Bachelor of Computer Information Systems, Minor in Marketing (Honour Roll)

September 2018 - June 2022  
Calgary, Canada

**Government Seal of Focus on Information Technology (FIT) Certification**

May 2018

## TECHNICAL STRENGTHS

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<b>Languages</b>	Python, Java, JavaScript, PHP, HTML5, CSS, and MySQL/SQL
<b>Technologies</b>	PowerBI, Jira, GitLab, WordPress, Prototyping, Adobe Photoshop, Canva, and LaTeX
<b>Certifications</b>	Advanced Google Analytics, Google Marketing, and Generative AI Fundamentals