

Faisal Malek

IT PROJECT MANAGER – Software Development, Agile Project Management, Novel solutions

✉ faisal.malek.yas@gmail.com ☎ [+1 416 618 8643](tel:+14166188643) 📍 [Canada](#) [in LinkedIn](#)

SKILLS

- **Project Management:** Agile, Resource & vendor management, using tools Jira, Azure DevOps & MS Project.
- **Enterprise Systems:** ERP and SAP implementation, process automation, and enterprise task management.
- **Data & Insights:** Business intelligence, analytical reporting, risk assessment, and strategic IT planning.
- **Process Optimization:** Workflow, scalable IT process integration with tools like MS Visio and MS Planner.
- **Digital Strategy:** Driving digital transformation initiatives, aligning IT solutions with business goals.

WORK EXPERIENCE

Senior IT Project Manager

June 2022 – Present

Windsor-Detroit Bridge Authority (Gordie Howe International Bridge)

Canada

- Administered Agile transformation initiatives, integrating Scrum and Kanban frameworks to streamline IT project delivery. Resulted in a 20% reduction in time-market and improved collaboration across departments.
- Supervised the cloud transformation strategy, adopting Azure to meet government security standards while improving scalability and efficiency. Achieved a 30% cost reduction in infrastructure with management.
- Optimized risk management protocols by 30%, implementing advanced risk assessment tools to mitigate project delays. Delivered a 25% improvement in project success rates by enhancing early identification of risk factors.
- Monitored key performance indicators to drive operational efficiency, reaching a 95% project success rate across IT initiatives. Instituted a rigorous KPI tracking system that provided actionable insights into project health.
- Negotiated vendors to drive cost-effective contracts, SaaS implementation reducing project expenditures by 15%.

IT Project Manager

May 2020 – June 2022

Pure Hot House Foods (Pure Flavor)

Ontario

- Developed comprehensive communication strategies to enhance stakeholder engagement, increasing satisfaction by 30%. Regularly updated stakeholders with clear, concise project reports, transparency and fostering trust.
- Implemented process automation through SaaS solutions, reducing operational overhead by 25%. Delivered automated systems that integrated sales, inventory, and CRM functionalities, improving cross-functional efficiency.
- Coordinated with 10+ departments to ensure that IT projects met business objectives, gathering requirements for successful outcomes. Played a pivotal role in bridging gaps between IT operations and business teams.
- Produced precise project documentation, ensuring clear scope, timelines, and budget projections for all IT projects by 40%. Introduced detailed risk management plans, mitigating potential project setbacks.
- Assessed an overall project completion rate of 98%, exceeding industry averages for project delivery sessions.

IT Project Manager

March 2017 – May 2020

SKF Group

Ontario

- Automated processing workflows, reducing manual labor by 500+ man-hours annually. Employed cutting-edge data analysis tools to improve the accuracy of reports and decision-making. Reduced operational costs by 40%.
- Introduced new technologies and tools to enhance operational efficiency, driving a 15% increase in overall productivity. Conducted better research into emerging technologies, evaluating all fit with organizational needs.
- Streamlined data reporting systems, providing actionable insights to executive teams for budget forecasts and strategic decision-making. Implemented a dashboard solution for real-time tracking of project status and KPI.
- Facilitated cross-department collaboration, ensuring alignment of IT projects by 70% with corporate objectives. Arranged 50+ structured project timelines and detailed documentation to prevent misalignment and delivery.
- Achieved a 98% adherence to project timelines by rigorously tracking progress and managing project resources.

EDUCATION

MBA in Business Analytics

2025

Carleton University, Canada

Diploma in Information Technology

2017

Trios College, Canada

MBA in Finance

2014

Gujarat Technical University, India

Bachelor of Commerce

2012

Veer Narmad South Gujarat University, India

CERTIFICATIONS

- PMP – Project Management Professional
- Azure Solutions Architect Expert
- ITIL Foundation Certification in IT Service Management