

FURQAN AHMAD

Email: fahmad2023i@gmail.com

Phone: +1-716-292-9571

LinkedIn: <https://www.linkedin.com/in/furqan-ahmad-a03370296>

PROFESSIONAL SUMMARY

Seasoned Program and AI Transformation Leader with 15+ years of success driving GenAI adoption, LLM integration, and intelligent automation initiatives across global enterprises. Proven expertise in leading enterprise-grade deployments of GenAI Agents, Retrieval-Augmented Generation (RAG), LLM Ops, and responsible AI governance, leveraging OpenAI, Azure OpenAI, and LangChain ecosystems. Earned certifications including Microsoft AI-900, IBM Generative AI, and OpenAI Prompt Engineering to lead enterprise-scale GenAI delivery.

CORE COMPETENCIES

- GenAI Strategy & Delivery, RAG Pipelines, LangChain, OpenAI APIs
- LLM Ops, Prompt Engineering, Fine-Tuning, Embedding Models
- Vector Databases (FAISS, Pinecone), Azure OpenAI, Anthropic Claude
- AI PMO, Model Lifecycle Management, AI/ML Governance & Ethics
- Autonomous Agent Workflows, AI Product Development, Conversational AI
- AI-Powered Analytics: Power BI + GPT, Python (LLMs), Streamlit Dashboards
- AI Integration into ERP/CRM Workflows, SAP AI Core, Salesforce Einstein GPT
- **Programming:** VB.Net, JavaScript, C++, HTML/CSS, VBA
- **Reporting:** Excel PivotTables, Power BI, Power Apps, Power Automate

CERTIFICATIONS

- Certified **SPC SAgE® 6.0** (Scaled Agile Framework Practice Trainer & Consultant)
- **AI / ML for VMO/PMO** (Udemy)
- Certified **SAFe® Scrum Master** (Verify: <https://www.credly.com/go/xH9qk5bg>)
- **Authorized Bankers Academy** & Euro Money Trainer
- **PMP (Agile /Scrum)** Certificate- Career Academy, USA
- **Business Analyst** Certificate – GIT, Detroit, MI, USA
- **IT Certificates (Visual Studio, Oracle, Web Dev, MS Office)** - ITAT, Virginia, USA
- **Mortgage Underwriting & Freddie Mac LP Certificate - NMLS SAFE MLO License (RESPA/AML)**
- **MS Azure/AWS Cloud, POPM (Product Owner/Product Manager) and Snowflake (Brillio)**
- **Structuring Bond Transactions and Capital Markets by SHAPE**, Dubai, UAE
- **Financing Product Development Certificate**, Mashreq, Dubai, UAE
- **Investment Fund Products Training Certificate, IIR**, Dubai, UAE
- **MS SharePoint, MS Project, PPM, MySQL** (Udemy and On-The-Job)
- Earned certifications: **Microsoft AI-900, IBM Generative AI, OpenAI Prompt Engineering**

PROFESSIONAL EXPERIENCE

KLA Corporation (via LanceSoft), Milpitas, CA

Senior Program Manager / RTE / Tool Architect / Agile Delivery Lead

Aug 2021 – Present

- Lead full project lifecycle management for complex, multi-million-dollar cloud, ERP, AI, GRC, and core banking projects.
 - Define program governance structures, align project objectives to business strategy, and oversee project portfolios (Cloud Migrations, Digital Transformation, AI-based Cyber Security).
 - Managed budgets (CapEx/OpEx), create financial forecasts, and oversee risk, quality, and vendor management processes.
 - Facilitated Program Increment (PI) Planning, Scrum of Scrums, and Inspect and Adapt workshops for Agile Release Trains (ARTs).
 - Enabled Lean Portfolio Management (LPM) practices and value stream alignment.
 - Own product vision, roadmap, and backlog for Cloud, Data Analytics, GRC, Core Banking, and ERP systems.
 - Translated business needs into detailed user stories, acceptance criteria, and technical requirements.
 - Handled multimillion-dollar cybersecurity budgets, ensuring optimal allocation for tools, licenses, and professional services.
 - Implement Agile best practices for DevSecOps, Financial Planning tools, Core Banking Upgrades, and Data Migration projects.
 - Agile Transformation (SAFe 6 SPC Certified) and Organizational Change Management (OCM – ADKAR methodology)
 - Delivered multiple SAFe responsibilities as SPC Trainer, RTE, PO, PM, Scrum Master.
-

Comerica Bank (via Apexon), Auburn Hills, MI

Senior Project Manager / Scrum Agile Delivery Lead

Apr 2021 – Jun 2021

- Delivered enterprise implementations of SAP S/4HANA, ServiceNow, Salesforce, Oracle EPM, and Workday solutions.
 - Spearhead core banking system migration projects (e.g., Oracle Flexcube), ensuring compliance, risk mitigation, and successful go-live.
 - Coached Scrum Masters, Product Owners, and Agile teams on SAFe principles to improve delivery maturity and predictability.
 - Lead cybersecurity project portfolio governance to ensure alignment with organizational security strategy, risk appetite, and regulatory frameworks
 - Drove synchronization across Agile teams, manage dependencies, and remove systemic impediments to flow.
 - Integrated cloud platforms and on-premises solutions using SAP CPI-DS, AWS, Azure Kubernetes, APIs, and custom-built integrations.
 - Developed tools, scorecards, automation scripts (Excel VBA, Anaplan), and advanced dashboards (Power BI) for portfolio and project tracking.
 - Promoted continuous improvement through Agile metrics, coaching, and facilitation techniques.
 - Implemented Agile best practices for DevSecOps, Financial Planning tools, Core Banking Upgrades, and Data Migration projects.
-

Ford Motor Company (via TEKsystems), Dearborn, MI

Financial Portfolio Manager – \$30M eCommerce DevSecOps Program

Sep 2020 – Mar 2021

- Managed end-to-end financial operations for a \$30M eCommerce DevSecOps portfolio, ensuring alignment with enterprise Agile delivery standards.
- Led project budgeting, quarterly forecasting, and financial tracking across multiple Agile teams utilizing SAP, Clarity PPM, and Rally (Agile Central) systems.
- Designed and implemented advanced tracking tools using Excel VBA and Alteryx workflows to streamline Purchase Order (PO) management, Statement of Work (SOW) tracking, burn-down reporting, and resource allocation analysis.
- Monitored cybersecurity projects across business units, ensuring maximum ROI and risk mitigation.
- Provided financial visibility and accountability by preparing and presenting monthly, quarterly, and annual financial reports to executive stakeholders.
- Collaborated with cross-product delivery teams to identify financial risks, resolve cost variances, and ensure compliance with corporate financial governance.
- Established robust cost controls, optimized funding utilization, and reduced financial discrepancies across Agile programs.

- Acted as financial liaison between Portfolio Management, Business Owners, and Program Teams, ensuring accurate CapEx and OpEx forecasting.
-

Blue Cross Blue Shield of Michigan (via OpTech), Detroit, MI

IT Delivery Project Manager – KPI Dashboard & Audit

Mar 2019 – Aug 2020

- Led the design, development, and implementation of executive dashboards to track Finance, Service Level Agreements (SLA), and Audit KPIs, providing real-time visibility into operational performance.
 - Collaborated with Finance, Compliance, and IT leadership to define key performance indicators and reporting requirements aligned to organizational goals.
 - Supported Agile and SAFe transformation initiatives by facilitating Scrum ceremonies, backlog grooming, and PI planning events for IT delivery teams.
 - Engaged directly with key stakeholders across business and IT units to manage change requests, communication plans, and adoption of Agile delivery practices.
 - Ensured strict adherence to corporate policies, IT governance standards, and audit requirements across all phases of project delivery.
 - Implemented reporting frameworks and delivery metrics to improve transparency, accountability, and operational decision-making.
-

Pathway Global LLC, Canton, MI

Senior Program Manager / RTE / Tool Architect / OCM Leader

Dec 2015 – Feb 2019

- Established PMO and VMO (Value Management Office) structures from the ground up, defining governance frameworks and delivery models to support large-scale Agile transformation programs.
 - Designed and implemented Agile training programs, coaching and mentoring global Agile teams across 18 countries, significantly increasing agile adoption and delivery performance.
 - Coordinated with compliance, audit, and InfoSec teams to ensure cybersecurity programs support GDPR, HIPAA, CCPA, and PCI-DSS requirements.
 - Led multiple Agile Release Train (ART) launches, overseeing Program Increment (PI) planning, team synchronization, risk management, and delivery roadmap execution.
 - Developed portfolio forecasting models and implemented standardized tool frameworks using enterprise solutions (ServiceNow, Rally, Jira, Clarity) to improve visibility, tracking, and reporting.
 - Facilitated organizational change management (OCM) efforts, improving stakeholder engagement, leadership alignment, and change adoption across business and IT units.
-

TAIB, Brunei – ASEAN Region

IT PMO – General Manager (GM)

Nov 2014 – Dec 2015

Led a 55-member international team through successful Oracle Flexcube core banking transformation in 7 months.

- Led a 55-member international team to successfully deliver Oracle Flexcube core banking transformation within 7 months, accelerating project recovery and delivery timelines.
 - Reengineered a previously troubled Silverlake-to-Oracle Flexcube migration, managing a \$15M PMO department comprising 15 functional managers and multiple global vendors.
 - Oversaw planning, execution, and delivery of over 30 infrastructure, core banking, and financial application projects, resulting in a 20% cost reduction through optimized vendor management and resource planning.
 - Directed AGILE-based core banking implementation activities, including Data Migration, System Integration Testing (SIT), User Acceptance Testing (UAT), and Business Simulation to ensure seamless go-live.
 - Built and enforced governance frameworks to drive cross-functional coordination, risk mitigation, audit compliance, and timely project signoffs.
 - Cultivated a high-performance culture through targeted training, team-building initiatives, and motivational leadership practices.
 - Managed global vendors such as Oracle, IBM, and Euronet for timely procurement, implementation support, and security compliance.
 - Provided technical leadership in SQL database management, ERP system operations, and ETL data mining to support business and IT functions.
-

INDRA (Financial IT Solutions), Madrid, Spain / Malaysia

Global Head – Ethical Banking (IB) Practice

Jan 2014 – Oct 2014

Pioneered FinTech ethical banking IT service offerings and platform development.

- Pioneered the development and launch of FinTech ethical banking IT service offerings, serving a \$4B international banking group.
 - Designed IT product strategies, delivered customized core banking solutions, and led Salesforce-based SaaS integrations to expand platform capabilities.
 - Directed a 20+ member development team across design, change management, software testing, quality assurance, and deployment of banking modules.
 - Led strategic alliance-building initiatives and customized ethical finance modules using the ITECBAN core banking platform.
 - Represented the organization at global financial technology conferences, presenting thought leadership on ethical banking innovation and digital transformation.
-

Freelance Consultant – UAE, Oman, KSA

Salesforce Developer / Consultant

Oct 2013 – Dec 2013

- Delivered enterprise-scale Salesforce (SFDC) configurations, custom developments, and deployment services to large clients in the Middle East.
 - Designed, developed, and deployed scalable Salesforce features supporting over 4,000+ end users.
 - Created detailed user stories, performed end-to-end testing, and documented technical configurations to support sustainable system maintenance and client adoption.
-

Alinma Bank, Riyadh, KSA

AGM – Head of Product & Services Development Division

Jan 2013 – Sep 2013

- Spearheaded the IT implementation for the \$5B bank's Product and Services Development division, overseeing the execution of 10 major programs and 30+ concurrent projects.
 - Led the development of key strategies in financial services, mobile banking, and ATM solutions, ensuring alignment with business objectives and customer needs.
 - Formulated comprehensive business cases for new initiatives and drove quality assurance processes to enhance service delivery.
 - Innovated and implemented internal tracking systems to streamline IT project management, enhancing visibility, accountability, and performance across all projects.
-

Crowe Horwath, Dubai, UAE

Faith-Based Banking Consultant

Jun 2012 – Dec 2012

- Directed IT implementation for the \$5B bank's PSD division, managing 10 programs and 30+ projects.
 - Delivered strategies in mobile banking, ATM systems, and business case development for financial services.
 - Pioneered internal tracking systems for IT project management to enhance operational efficiency.
 - Authored several industry articles and presented at global finance conferences, shaping the future of ethical banking solutions.
 - Leading core banking migrations with seamless integration into modern digital platforms.
-

ADCB Bank, Abu Dhabi, UAE

AVP – Head of Financial Product Development & Segmentation

Apr 2008 – May 2012

- Directed the development of ethical finance products and managed the full IT implementation cycle, ensuring seamless integration of business needs with technology.
 - Launched 15+ product offerings targeting various wealth tiers, enhancing the bank's product portfolio and customer base.
 - Led key initiatives in Salesforce integration, SQL/ERP/ETL-based Business Intelligence (BI), and data mining, optimizing financial analysis and reporting capabilities.
 - Honored with the ADCB "High Performance Culture" Award for excellence in project delivery and organizational impact.
 - Recognized with the prestigious ADCB "High Performance Culture" Award, an acknowledgment of my ability to drive high-impact projects, innovate, and foster a collaborative and high-achieving team environment.
 - Collaborated closely with senior leadership to align product development strategies with the bank's overall business goals, ensuring the successful delivery of strategic initiatives within budget and timeline.
-

Mashreq Bank, Dubai, UAE

AVP – Product Manager

Jul 2006 – Mar 2008

- Played a key role in the launch of Badr Finance Co., contributing to the product's market positioning, feature set, and strategic alignment with customer needs.
 - Managed the entire product lifecycle, including overseeing regulatory approvals, coordinating core banking IT systems integration, and ensuring comprehensive User Acceptance Testing (UAT) to guarantee product functionality and compliance.
 - Implemented Management Information System (MIS) reports, enabling senior management and stakeholders to gain deeper insights into product performance, customer behavior, and operational efficiency.
 - Focused on improving deposit performance metrics, implementing strategies that increased overall deposit growth and strengthened customer retention.
 - Worked closely with cross-functional teams, including legal, compliance, IT, and marketing, to ensure all product offerings adhered to local regulations and met customer expectations.
 - Optimized processes and systems, leading to improved operational efficiency and product performance across the bank's portfolio.
-

Guidance Residential LLC (GFG), Reston, VA, USA

Founding Manager – National Sales & FL Region

Nov 2001 – May 2006

- Pioneered the launch of the ethical mortgage solutions industry in the United States, originating a \$40M+ mortgage portfolio and setting new industry standards for faith-based, ethical financing models.
 - Established and managed the company's National Call Center, ensuring scalable growth and operational excellence; successfully launched and expanded the company's presence into the Florida market, securing significant regional market share.
 - Led the CRM development initiative, building customized systems to manage leads, customer relationships, and sales processes, resulting in enhanced client engagement and streamlined sales operations.
 - Developed and conducted educational programs promoting ethical mortgage practices, including seminars, workshops, and public speaking engagements targeting both consumers and industry professionals.
 - Cultivated strong multicultural client relations, building trust across diverse communities and driving customer loyalty through tailored financial solutions.
 - Provided real estate investment consulting and conducted training programs on ethical mortgage processes, equipping teams and partners with tools to better serve niche markets while maintaining compliance and ethical standards.
-

BNFL, SAIC, US-DOT, and US-DOE – Virginia, USA

Systems Developer / IT Consultant / Product Manager / IT Programmer

01/1997 – 10/2001

Technologies: VB.NET, MS Access, Oracle, SQL Server, HTML, ASP, VBScript, Visual Studio

Methodology: SDLC – Waterfall

- Designed and implemented a decision tree system utilizing Visual Basic ActiveX technology, supporting the Environmental Risk Analysis System for operational research analysts within federal projects.

- Created custom tree view controls, performed schema design, scenario analysis, and probability mapping using MS Access as the backend database, streamlining complex environmental decision support workflows.
 - Authored comprehensive end-user documentation and delivered post-deployment support for environmental decision support systems, ensuring system usability and long-term adoption.
 - Developed a budget formulation client/server database application for the U.S. Department of Education (DOE) using VB 6.0 and SQL Server 7, strictly adhering to the 6-step Waterfall SDLC methodology.
 - Delivered a modular system consisting of six interconnected components under a unified desktop GUI, significantly improving budget planning, forecasting accuracy, and interdepartmental collaboration.
 - Led web development and content publishing initiatives using Microsoft FrontPage, HTML, VBScript, and ASP, enhancing internal portals and administrative tools for federal clients.
 - Technologies used: VB.NET, MS Access, Oracle, SQL Server, HTML, ASP, VBScript, Visual Studio.
-

EDUCATION:

MBA – International Finance & IT Project Management

The George Washington University, Washington, DC

BBA, Marketing Communications

IBA University

Immigration Status: US National

Availability: 2 Weeks Notice
