

MALEK HUSSEIN

Sr. Technical Project Manager
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SUMMARY:

Experienced Lead Game Product Manager with a passion for crafting engaging and monetization-driven experiences in the gaming industry. Skilled in developing and executing monetization strategies, collaborating with cross-functional teams, and optimizing game economies. Strong data-driven mindset and a deep understanding of Free to Play games and their systems. Committed to staying at the forefront of monetization trends and best practices.

SKILLS:

Customer Engagement & Consultation:

Extensive experience working directly with customers, answering support requests, and conducting product demos.

Proficient in sharing best practices and guiding customers through the software procurement, legal, and security processes.

Skilled in integrating software solutions with customers' existing tools.

Product Management & Go-to-Market:

Proven ability to define, manage, and launch new functionality, contributing to product and business goals.

Expertise in developing and executing detailed go-to-market processes.

Technical Proficiency:

Demonstrated ability to learn complex software applications and workflow methodologies.

Effective in writing clear instructions to answer questions and explain best practices.

Independently resolved complex technical challenges.

Leadership & Mentoring:

Mentoring newer team members in leading demos, sharing best practices, and assisting customers with integrations.

Collaborative and drama-free teamwork advocate, celebrating clear communication and effort.

Data Analysis & Feedback Sharing:

Proficient in gathering and sharing customer feedback internally.

Testing new product functionality as needed to improve customer experiences.

EXPERIENCE:

Senior Technical Project Manager

Qawafel (B2B E-commerce) | 06/2022 – Present

- Led Agile/Scrum project management, ensuring optimal user experience through collaboration with cross-functional teams.
- Successfully managed Salesforce-based product development, driving feature roadmap planning and execution.
- Orchestrated productive communication between business analysts, developers, architects, and stakeholders.
- Applied governance standards, optimizing processes, and ensuring operational readiness.
- Collaborated with the product manager to prioritize enhancements, aligning with strategic objectives.
- Work with the user community to ensure the solution is designed for the optimal user experience; identify user experience gaps and remediation plan.
- Analyze and verify requirements for completeness, consistency, comprehensibility, feasibility, and conformity to the overall business model.
- Manage new product development and feature roadmap from planning to implementation by collaborating with cross-functional teams, including Engineering, Marketing, eCommerce, Customer Service, Design, Merchandising, and Legal.
- Collaborate with the User Experience team on wireframes and UI designs that support the product requirements.
- Ensure a healthy level of consistency for the team in terms of direction and prioritization by ensuring the backlog is groomed and prioritized according to the overall strategy and product roadmap.
- Synthesize product requirements from a variety of internal and external resources, including eCommerce team, design, engineering, QA, legal and other cross-functional teams.
- Convey product requirements by creating effective user stories, functional requirements, wireframes and/or mockups.

Technical Project Manager

Pass On (Crowd shipping Products) | 01/2021 – 06/2022

- Spearheaded technical delivery of projects from conception to successful execution.
- Managed database architecture and technology selection for scalable solutions.
- Recruited and managed diverse global engineering teams, ensuring on-time delivery and milestones.

- Crafted product roadmaps, user stories, and technical requirements for agile development.
- Enhanced user experience based on data-driven insights.
- Planned, Documented, analyzed, and crafted projects from scratch. As solution lead engineer I have selected the DB architecture, technologies to be used, relevant Design architecture for development for each technology, third party integration software.
- Hired 20+ team members in the engineering/product department from Front end developers/Back-end Dev/Dev ops/QA/DB architects/analysts from different geographical areas and technologies/ computing languages.
- Micro Managed the whole team and each individual team leader in his department with advanced technical tools to maintain the delivery date and the milestones for the vision of the product
- Designed the product Road map, User act stories, New features of the product business drafts, and technical requirements for the developers.
- Enhanced previous business model, User Experience, and User Interface to match the end user requirement based on understanding the tracking tools analytics.

Project Manager

Dopravo (software house/technology services) | 01/2019 - 12/2019

- Managed 4 huge software Projects for governmental and semi-governmental companies (STC, General Investment Authority, Advance Electronics Company, General Entertainment Authority).
- Supervised, monitored, and Micro managed multi-remote technical teams, in different geographical locations.
- Performed quality assurance & quality control for 10+ mobile applications.
- Developed BRD and SRS document templates as a system analyst for mobile applications.
- Restructured huge web App in Umbraco CMS open source ASP.NET.

SAAS Pre-sales

Trustangle (Software Reseller) | 03/2018 - 12/2018

- Managed technical customer relationships, evaluated requirements, and provided architecture solutions.
- Designed, coded, and documented complex program integrations, contributing to efficient workflows.
- Collaborated with programmers to design and implement features, maintaining software performance.

PROJECTS:

The POS of Sicilian restaurant Full Stack Developer

- Developed a full-functioning database in MySQL7 and uploaded it online on PhPMyAdmin.
- This project has shown positive results and has been confirmed of official usage until now, as well as an increase in their overall revenue by 30%.

Lendo (Fintech Product) Integration Manager (Part Time)

- Maintained a Payment Contract Repository using RoboHelp HTML and wrote monthly and weekly reports for the director and Vice President of the department.
- Reviewed capacity needs with SAMA and managed Server requirements based on The standards Ministry of Communications and Information Technology.
- Managed customer subscriber databases and worked with Data Team and ISP on integration compatibility issues. Created subscriber notification emails and FAQs.
- Managed the integration of the dial-up subscriber base of acquired Tokens.

FORTUNE REALTY Co. (Contract) Project Manager (Remote)

- Build a winning bidding system in terms of schedule, technical compliance, competitiveness, and differentiation according to Saudi Arabia's ministry of municipal and rural affairs Please check the link.
 - Facilitate the smooth functioning of the Technical and Product teams during the SDLC.
 - Manage the approval process according to client requirements.
- Guarantee clear reporting in line with the Bids Department's way of working and KPIs.
- Establish the budget, obtain validation from the Region and guarantee the mastering of expenses.
 - Participate in the negotiation process with the customer when necessary
 - Guarantee the submission to the clients (internal & external).

EDUCATION & CERTIFICATION:

- Masters of Information Technology System Syracuse University | Oct 2023
- B.A. & Honors in Management Information Technology Girne American University | Jan2018
- Certified Scrum Master & Scrum Fundamental Certified | 07/2020
- KlipFolio Certified Expert | 05/2019