

## Contact

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## Top Skills

AI Governance

Program Management

Product Management

## Languages

Urdu (Native or Bilingual)

English (Full Professional)

Punjabi (Full Professional)

Pashto (Native or Bilingual)

## Certifications

Scrum Fundamentals Certified (SFC)

Leading and Working in Teams

Generative AI Overview for Project Managers

Leadership skills for the future

Ruby Programming For Everyone

## Honors-Awards

Star Performer Award

# Arif Khan

Technical Program Manager (TPM) | ex-Toptal | Leading Distributed Global Squads | AI, DevOps & Quality Intelligence | MS, Software Project Management |

Lahore, Punjab, Pakistan

## Summary

Technical Program Manager with 10+ years of experience delivering complex software programs for Elite freelancing platforms, global media and technology companies including Toptal and Al Jazeera Media Network. Started in Quality Engineering, built deep expertise across the full software lifecycle, and progressively moved into program and product leadership. I bridge the gap between product strategy and engineering execution for distributed teams across the US, Gulf, and EU while shipping high-scale platforms to millions of users, cutting post-release incidents, improving CI/CD pipeline stability, and putting the delivery structures in place that let engineering teams move fast without breaking things. Solid technical foundation in Software Engineering, QE, DevOps, and Agile, backed by an MS in Software Project Management. Currently leading enterprise MAM/DAM programs at Al Jazeera. Actively integrating AI tools and automation into my daily workflows.

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## Experience

### Al Jazeera Media Network

Program Manager

October 2024 - Present (1 year 7 months)

United States

As a Program Manager with a people-first approach, I combine leadership, product management, consulting, and engineering expertise to lead, manage, and drive the strategic planning, execution, and adoption of high-impact technology initiatives for Backend and Editorial teams (Enterprise-scale Media and Digital Asset Management solutions) across remotely distributed teams.

#### Key Highlights & Achievements:

- Led cross-functional programs across multiple delivery squads with end-to-end ownership of planning, execution, and delivery.

- Partnered with business and technical stakeholders to translate complex needs into executable roadmaps, managing requirements & risks, architecture options, budget forecasting, and scheduling.
- Managing AI based projects with vendors like Google
- Directed multi-vendor RFI and platform upgrade programs with multiple external partners, de-risking the migration of TBs of content and achieving 100% on-time milestone delivery.
- Established RACI frameworks, automation, and new workflows. Freeing ~10% of team capacity and reducing engineers' meeting time by ~50%.
- Managed and facilitated Agile ceremonies and improved Agile delivery maturity by standardizing backlog refinement and feature sizing, reducing oversized deliverables by ~25% and increasing sprint predictability by ~30%.
- Enhanced quality and change control processes, cutting post-release incidents by ~30% and improving resolution speed by ~25%.
- Acted as a proxy Customer Success Manager by building and executing a stakeholder engagement/relationship model with internal end-users, resulting in faster prioritization cycles and improved adoption(100% onboarded) of delivered solutions.
- Mentored and coached team leads and product owners, improving alignment with strategic goals and boosting collaboration, productivity, and quality.

## Toptal

### Senior Software Development Engineer in Test

November 2021 - October 2024 (3 years)

United States

Worked with Core team building the platform to improve the Quality of Talent Portal, it was one of the best experiences of my life working with some of the best people from the industry in the world.

- Partnered with PMs and designers to refine product requirements and technical specs, ensuring all features met business objectives and user needs prior to engineering execution
- Actively participated in backlog grooming and requirement validation, translating complex business needs into actionable technical deliverables and "Definition of Done" standards
- Drove CI/CD optimization, improving pipeline stability to 90% and reducing deployment times by 30%
- Led engineering and quality initiatives within a cross-functional team structure to drive product delivery and sustain high-performance development practices i.e. PR Reviews Process etc.

- Developing and optimizing Automated Tests on all layers Unit, Integration, Visual & E2E in Javascript, Typescript and Ruby
- Maintained Automated Tests and Improved flakiness(from 20% to 2%) to increase confidence and efficiency
- Utilized data from Grafana, Sentry and Datadog to drive strategic decisions regarding product reliability, performance, and release readiness
- Acted as a Part Time Scrum Master, facilitating sprint planning, retrospectives, and daily ceremonies to resolve blockers and ensure team accountability and alignment
- Leading, Coaching and Mentoring the team about Quality by working closely with Engineers and winning Trust by optimizing outcomes
- Part of the interviewers/Reviewers team for hiring QAs

#### Code & Co.

Quality Assurance Automation Lead

May 2024 - July 2024 (3 months)

Built model- and fixture-based automated system test suite for a Ruby on Rails stack and wired it into GitHub Actions for CI runs on every PR.

#### National University of Computer and Emerging Sciences

Visiting Faculty - Lecturer

August 2023 - January 2024 (6 months)

Lahore

Designed and delivered Software Quality Engineering curriculum to BS computer science students at one of Pakistan's top engineering universities.

#### Al Jazeera Media Network

Software Quality Engineer - Test Automation

March 2018 - October 2021 (3 years 8 months)

United States

Full-time remote work with talent from all over the world. This opportunity helped me build a strong understanding of remote work, self-management, and team management.

- Strategic Digital Transformation: Orchestrated the technical migration of global media ecosystems to modern stacks (React, GraphQL), aligning architectural upgrades with long-term business scalability

- Organizational Quality Engineering: Established the enterprise-wide "Quality Engineering Focused" framework, shifting the culture from reactive testing to proactive risk mitigation, resulting in a 99.9% platform availability rate
- Operational Excellence (DevOps): Built and scaled CI/CD infrastructure that automated deployment gates for multi-region releases, cutting "Time-to-Market" for new features by 30% while maintaining zero critical post-release incidents.
- Product-Engineering Synthesis (BDD/PO): Bridged the gap between C-suite vision and engineering execution by implementing Behavior-Driven Development (BDD). Acted as a Proxy Product Owner to refine complex requirements into high-velocity engineering backlogs.
- Data-Driven Approach: Directed cross-functional squads using a metrics-driven approach (DORA metrics, Core Web Vitals, and Performance Budgets) to optimize the user experience for millions of global viewers.
- Mobile Ecosystem Reliability: Owned the reliability roadmap for Native Mobile Apps, driving a strategic push that increased crash-free sessions from 93% to 99% through automated observability and robust regression standards.

## Inov8 Limited Pakistan

### SQA Engineer - Team Lead

October 2016 - March 2018 (1 year 6 months)

- Led a 5-member QA squad for the JS Branchless Banking project, managing resource allocation and delivery timelines for high-stakes financial applications.
- Directed & executed end-to-end testing for Payment Gateways, Native Mobile (iOS/Android), and Web Admin Panels, ensuring seamless API (SOAP) and Oracle DB integrations.
- Built scalable automation frameworks using Java/TestNG and established performance "Quality Gates" using JMeter to ensure system stability under high-concurrency loads.
- Synchronized cross-functional teams and managed release versioning to ensure on-time delivery of secure financial products.
- Standardized test estimation, planning, and defect classification workflows, improving team predictability and deployment confidence.

Fintech: Payment Gateways, Branchless Banking, SOAP, Oracle, Database Testing.

Testing: Java, TestNG, JMeter (Performance), Appium/Selenium, Regression, ETL.

Leadership: Team Management, Release Management, Cross-Functional Coordination, Agile/Scrum.

### Abacus Consulting

SQA Engineer - Research Associate

October 2015 - October 2016 (1 year 1 month)

Lahore, Pakistan

- Attended meetings with big FinTech clients to gather requirements and author Business Requirement Documents (BRD), UML Designing, and Functional Specifications (FSD).
- Executed end-to-end testing (Unit, Integration, Regression), Test Coverage & Defect reporting for SAP-based financial solution, ensuring high data integrity and security.
- Scaled testing efficiency by introducing automated scripting using HPE UFT (QTP) and Visual Basic, reducing manual effort for core financial modules.
- Conducted non-functional and API testing using LoadRunner and SOAP UI to validate system stability under enterprise-scale loads

Automation/Perf: HPE UFT (QTP), LoadRunner, SOAP UI, Visual Basic.

Data & Infrastructure: SQL Developer, Oracle, WinSCP, Team Foundation Server (TFS).

Documentation: BRD/FSD, UML Modeling, SAP Financials.

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## Education

National University of Computer and Emerging Sciences

MS Software Project Management · (2017 - 2020)

Government College University (GCU), Lahore

BS, Computer Science · (2010 - 2014)