



# Muhammad Mustahsan

Strategic Leader Driving Product Innovation & Engineering Excellence

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## About Me

With over two decades of expertise in product engineering, software design, development, and team leadership, As a seasoned Head of Department, I have successfully led teams of 500+ professionals across diverse domains including Web and Mobile App development, Product Management, Data Analytics, DevOps, Data Science, RPA, Technical Support/Help desk, and NOC. My proficiency extends to implementing cutting-edge tools and technologies for development, deployment, automation, and monitoring, including AI tools such as GitHub Copilot, OpenAI and Google Vertex AI Codey.

I am passionate about fostering collaboration and leveraging emerging technologies to maintain a competitive edge. Let's connect to explore potential opportunities for collaboration.

### Professional Summary:

- ✓ 20+ years of experience in
  - Software, System & Database Architecture
  - Technical Project, Product and Team Management
  - Enterprise level Applications Development and Management
  - Software Development/Product Life Cycles / Agile Development
- ✓ Experience of implementing lean, result oriented, fast paced & customer centric processes to foster collaboration, knowledge sharing and customer centeredness.
- ✓ Experience of managing large teams (500+ Pros.) to ensure smooth IT Ops, DevOps and SecOps.
- ✓ Experience of dealing and communicating with foreign technical clients located in USA, Canada, Australia, New Zealand, Germany & Japan.
- ✓ Experience of Microsoft Development Stack as well as Open Source Stack & CMS Systems.
- ✓ Experience of implementing different tools and technologies for development, deployment, automation and monitoring.
- ✓ Successfully implemented solutions across diverse industries and domains including Healthcare, Aviation, Process, Production and Financial Management.

## Experience

Aug 2023 - Present

### Head of Department (IT & Engineering)

CareCloud (MTBC)

CareCloud is a Nasdaq registered USA based healthcare information technology company that offers comprehensive software and services to help medical groups increase revenue, streamline workflow, and modernize the patient experience.

#### Responsibilities:

- ✓ Strategies IT, Engineering and Product roadmaps, working closely with the business to align and integrate their respective strategies.
- ✓ Lead IT team managing all aspects of product/applications development and operations.
- ✓ Manage Technical Directors/IT Leadership and provide guidance as they lead their teams and set prioritization.
- ✓ Closely work with IT Leadership to effectively initiate, plan, schedule, control, and bring to closure multiple high priority projects.
- ✓ Foster a strong customer service mind-set throughout the applications team,

while championing thought leadership and partnership with the business.

- ✓ Partner with business leaders to create robust solution roadmaps that are integrated with overall Applications and business processes Seek out, validate, and bring emerging technology trends to get benefits for the business.
- ✓ Coordinate with Manager Information Security for the implementation and monitoring of Cyber Security policies related to IT and healthcare.
- ✓ Ensure effective ITOps, DevOps and SecOps.
- ✓ Manage application vendor relationships and negotiate contracts to procure resources and technology solutions to meet the companys strategic objectives.
- ✓ Recruit, develop and retain high caliber software development talent, especially for key leadership positions, and develop a succession plan.
- ✓ Implement and champion a robust professional development program, and continuously up skill team members to keep them current.
- ✓ Evaluate team members performance, provide candid feedback and high impact coaching that enables (and motivates) them to achieve departmental as well as enterprise goals.
- ✓ Implement and act in accordance with Careclouds information security and privacy policies.
- ✓ Ensure compliance with information security responsibilities specific to your job role. Protect assets from unauthorized access, disclosure, modification, destruction or interference.

Mar 2020 - Aug 2023

## **Head of Product Engineering**

CareCloud (MTBC)

Major Responsibilities Includes

- ✓ Manage all aspects of applications & product development.
- ✓ Responsible for Strategic Planning and Execution of product road map.
- ✓ Lead and manage engineering teams and ensure product development lifecycle.
- ✓ Ensure cross functional collaboration, quality assurance and continuous improvement.
- ✓ Ensure implementation of Cyber Security policies and compliance.
- ✓ Identify potential risks and developing mitigation strategies to minimize disruption to product development and delivery.
- ✓ Fostering a culture of innovation within engineering and cross functional teams.
- ✓ Effective communication with stakeholders and ensure customer satisfaction.

Dec 2012 - Feb 2020

## **MIS Consultant / Solution Architect**

eSolPro - Solution Providers, Islamabad, Pakistan

Freelance Consultancy and outsourced services for software, MIS and Web Applications.

Core functional areas include

- ✓ Project bidding, Outsourcing and solution proposals
- ✓ Solution & software architecture using .NET and other open source platforms/frameworks.
- ✓ Technology consultancy, Technical assistance and mentor services

Successfully Implemented various outsourced projects of domestic and international clients ranging from Simple websites to complex web applications, management systems and eCommerce solutions. Core technologies / frameworks used: ASP.Net, C#, Vb.net, Dnn, CMS based development

Mar 2011 - Feb 2020

## **Project Lead**

PAF, Islamabad, Pakistan

Responsible to lead software architecture and development teams to build comprehensive web based application that can cover all major functional requirements of enterprise level Logistic, Process and Production Management. Major responsibilities includes

- ✓ Project coordination and requirement evaluation
- ✓ Application Architecture and Database Modeling
- ✓ Lead Development Life Cycle
- ✓ Cross platform integration with external MIS systems and distributed databases
- ✓ Technical Consultancy, Assistance and Mentoring

**ACHIEVEMENTS:** Successfully architect, developed and implemented extended logistic / maintenance management system which covers all major aspects of enterprise level logistics and maintenance operations involved in process, production and aviation industry. A comprehensive custom build application to manage large scale logistic and maintenance processes. Major domain areas include Budgeting, Forecasting, Procurement, Transportation, Supply chain Management, Maintenance tracking and much more...

Feb 2007 - Mar 2011

## **GM (IT) Product Development**

Advanced Engineering Technology (Pvt) Ltd., Islamabad, Pakistan

Joined the organization as Senior Software Engineer, later promoted to Senior Manger IT and than GM (IT) Product Development

- ✓ Overall IT management, administration and technical support.
- ✓ Managing multiple projects and multiple teams
- ✓ Developing comprehensive System/Software Architecture.
- ✓ Designing best-practices based effective processes
- ✓ Assuring on-time deliverable and Quality.
- ✓ Working with the GM Business Development in achieving the organizational goals and targets.

**ACHIEVEMENTS:** Corporate/Panel Billing system for HMIS , Extension of Financial Management System, Inventory Management Integration with POS

May 2005 - Feb 2007

## **Senior Software Engineer**

Advanced Engineering Technology (Pvt) Ltd., Islamabad, Pakistan

- ✓ Lead application development process from design till implementation.
- ✓ Propose solution architect as per client specs .
- ✓ Implement latest IT tools and technologies.
- ✓ Conduct required training to keep the staff well aware and capable to handle new technologies.

**ACHIEVEMENTS:** Successful development & implementation of custom build Hospital Management System covering all areas of Hospitals and Medical setups including Reception, OPD, Investigations, Indoor, OT, Billing, Financial Management, Pharmacy, Medical Store and Pharmaceutical Supply Chain Management. Said system was successfully implemented at 35+ locations interlinked via intranet. Solution was web based (ASP.net / MS SQL)

Dec 2003 - Jun 2005

## Software/System Engineer

SATUMA PAKISTAN, Islamabad, Pakistan

- ✓ Worked under direct supervision of PHD Engineers and scientists.
- ✓ Major duty was to assist my superiors for design and program Micro control systems used for UAVs
- ✓ Develop software applications used for ground control and support systems.
- ✓ Supervise Electronics and Software departments.

## Education

- 2016 **CODE Informatics & IT Training Services**  
Short Course  
Software Quality Assurance
- 2007 **Punjab Information Technology Board (PITB) Lahore**  
Certification  
Management Essentials For IT Professionals
- 2003 **Barani Institute Of Information Technology(BIIT)- UAAR**  
Masters in Science  
Computer Science  
CGPA: 3.4/4
- 2000 **National Institute of Electronics (NIE) Islamabad**  
Short Course  
Computer Programing
- 2000 **National Institute of Electronics (NIE) Islamabad**  
Short Course  
Developing MIS
- 1999 **National Institute of Electronics (NIE) Islamabad**  
Short Course  
Computer For Beginners

## Specialties ( Languages, Tools & Technology)

- ASP.Net, C#, Web Services, RESTful Services, ADO.Net, Visual Basic 6.0, PHP, VC++, Assembly
- HTML, HTML5/CSS3, JavaScript, JQuery, AJAX, KnockoutJS, RequireJS, Bootstrap, CSS, AngularJS, ReactNative, XML, XSLT, Java, JSP, JSF, OData4j, Eclipselink, JSAPI
- Wordpress, DNN (DotNetNuke), Joomla, Shopify and other CMS platforms
- MS SQL Server, MY SQL, Oracle, MS Access, SSIS
- Tomcat, WebLogic, IIS, Citrix XenApp server 6.0, Share Point Server
- Windows (2000, 2003, 2005, 2008, 2010) Servers, Linux
- MS Project, Primavera P6, TFS, DevOps Cloud Computing (Azure IaaS, AWS, GCP)
- Azure Application Insights, Pingdom, Kuma, Sentry, SonarQube
- Solarwind, CrowdStrike Falcon, Teramind

## Personal

**D.O.B :** May 13, 1980

**Language:** Urdu / English **Marital Status:** Married

**Conferences:** AWS re:Invent 2022 Las Vegas USA