

MUHAMMAD ISHTIAQ

Technical Lead

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SUMMARY

Project Manager with 10+ years of experience leading mobile and backend projects across Android/iOS platforms. Skilled in Agile, Waterfall, and Hybrid methodologies, with expertise in sprint planning, risk mitigation, KPI tracking, and stakeholder reporting. Proficient in tools like Jira, Confluence, Omni Plan, and Power BI, driving cross-functional delivery and process optimisation.

PROFESSIONAL EXPERIENCE



Technical Lead

elGrocer by e& (etisalat)

2023 - Present Dubai, UAE

elGrocer by e& is a UAE-based online grocery backed by Etisalat (e&), linking users to top supermarkets via apps, delivering essentials from fresh produce to household items.

- Led end-to-end mobile project delivery including planning, estimation, sprint execution, QA, UAT, and production releases.
- Managed Agile ceremonies such as stand-ups, planning, and retrospectives, tracked velocity, and maintained sprint health and team performance.
- Developed project plans, work breakdown structures, and delivery roadmaps aligned with business goals and stakeholder expectations.
- Communicated progress, risks, and blockers via status reports, dashboards, and steering committee meetings.
- Partnered with clients to define scope, gather requirements, manage timelines, and prioritize backlogs using Jira, OmniPlan, and Trello.
- Handled team capacity planning, task assignment, conflict resolution, and production support including triaging critical bugs and hotfix coordination.
- Mentored junior team members and improved delivery practices through SOPs, performance metrics, and continuous improvement initiatives.



Lead Staff Engineer

elGrocer by e& (etisalat)

2017 - 2023 Dubai, UAE

- Led a team of developers to deliver a high performing online grocery platform, integrating key features that significantly boosted order volume, average basket size, conversion rates, and user retention.
- Developed cross-platform apps using Kotlin Multiplatform and Jetpack Compose, accelerating Android and iOS delivery.
- Modularized core features and integrated Sendbird, Scandit, and Firebase for chat, scanning, and observability.
- Ensured offline access and secure transactions using Room, EncryptedSharedPreferences, and Retrofit.
- Led performance tuning with LeakCanary and Crashlytics, while mentoring juniors on modern Android practices.



Senior Software Engineer

elGrocer by e& (etisalat)

10/2017 - 12/2019 Dubai, UAE

- Managed the development and maintenance of three Android applications for elGrocer, enhancing user experience for shoppers and retailers.
- Collaborated with cross-functional teams to streamline order fulfillment processes around 40%, resulting in improved efficiency.
- Implemented innovative features in the recipe management app, increasing user engagements.

TECHNICAL SKILLS

Technical Lead	Leadership	Stakeholder
Kotlin	Android	Java
	Jira	Notion
OmniPlan		

KEY ACHIEVEMENTS

Awarded Dubai Tour

Awarded Dubai Tour as a performance reward, recognizing top-tier contribution and consistent

1st Place in AI Hackathon

Won 1st Place in AI Hackathon, showcasing innovative problem-solving and AI model development under competitive conditions

Bravo award

Received Bravo Award for demonstrating exceptional helpfulness, supportiveness, and team guidance within the organization.

KMM Migration Lead

Proposed and successfully led the migration of a mobile project to Kotlin Multiplatform Mobile, significantly reducing costs while maintaining quality.

PROUD OF



Offered an internal consultant position due to domain expertise and cross-functional influence.



Trusted with startup equity at elGrocer in two separate instances for long-term impact and strategic value.



Delivered a talk on Android development at National Textile University, mentoring students on mobile architecture and best practices.



Conducted a hands-on seminar at University of Agriculture, Faisalabad, training participants in modern Android tools and frameworks.

PROFESSIONAL EXPERIENCE



Senior Software Engineer

Vodworks

2016 - 2017 Lahore, Pakistan

Vodworks, founded in 2012, is a tech partner specializing in software development, engineering, and consulting. With 200+ experts, they provide scalable solutions in fintech, media, e-commerce, telecom, and gaming.

- Designed and launched adaptive Live TV and VOD streaming features using ExoPlayer, resulting in smoother playback and a 20% increase in offline user engagement.
- Make app stable with 100% crash free users
- Strengthened app stability and quality assurance through automated testing with JUnit and Espresso; collaborated in Agile sprints to align technical delivery with product goals.



Software Engineer

Zepto Systems

2014 - 2015 Faisalabad, Pakistan

UK tech firm offering offshore software development and IT consulting, creating cost-effective custom digital solutions.

- Developed "Pockit Pass" Android app for Bluetooth-based vending machine transactions.
- Coin system transaction replaced 100% with digital payment.
- Designed secure local wallets, coin emulation protocols, and user-friendly interfaces.
- Optimized Bluetooth reliability and storage encryption.

PROJECTS



elGrocer Grocery Shopping App

https://play.google.com/store/apps/details?id=com.el_grocer.shopper

Developed a shopper-side Android app for grocery delivery in the UAE using Kotlin, Jetpack Compose, and Firebase. Features real-time updates, push notifications, and REST API. Led development and QA for 6+ years.

- Daily orders scaled from 100 to over 1,000.
- Monthly active users grew from 2,000 to 20,000.
- Revenue increased tenfold.
- Average basket value increased from 1x to 5x.
- App success contributed to acquisition by e& (Etisalat Group).



Smiles Retailer - Kotlin Multiplatform

<https://play.google.com/store/apps/details?id=com.elgrocer.picker.android>

Android app for elGrocer retailers to manage end-to-end order fulfillment, including real-time tracking, item substitutions, in-app user chat, and multi-stage order processing from picking to delivery. Improves speed, accuracy, and customer satisfaction via real-time sync and communication.

- Processing time reduced around 40% through real-time updates and chat.
- Improved order accuracy to 100% and customer satisfaction via substitution handling.
- Enabled scaling of retailer operations across dozens of store locations.
- Contributed to increased order completion rate and reduced cancellations.



Smiles Champion – Driver Payment Collection App

<https://play.google.com/store/apps/details?id=com.elgrocer.eldriver>

Android app for elGrocer drivers to manage deliveries and collect COD/CCOD payments. Integrated with Adyen/Utap POS for card payments and wallet system for cash, with full transaction logging for accounting, reconciliation, and banking. Improves payment reliability and operational transparency.

- Enabled 100% digital tracking of driver transactions (cash & card)
- Integrated Adyen/Utap POS to facilitate secure CCOD collection
- Reduced cash-handling errors and manual reconciliation efforts
- Improved financial transparency and audit compliance
- Increased driver payment accountability and operational efficiency

EDUCATION

Bachelor of Science, Computer Sciences

University of Agriculture, Faisalabad

2011 - 2015 Faisalabad, Pakistan

CORE COMPETENCIES & EXPERTISE



Technical Skills

Kotlin, Java, C++, C#, SQL, XML, Jetpack Compose, Retrofit, Firebase SDK, Hilt, MotionLayout, Room, SQLite, Firestore, Realm, RESTful APIs, OAuth2, Android NDK, ZXing, CI/CD (Jenkins, GitLab, Fastlane), Cloud Functions, Android Studio, VSCode



Architecture & Testing

CLEAN Architecture, MVVM, MVI, MVP, and Reactive Programming, Skilled in TDD, BDD, SOLID



Leadership & Collaboration

Mentorship, Technical Guidance, Architecture & Code Reviews, Upskilling, Knowledge Sharing, Innovation, Learning Culture, Performance Optimisation, Quality Focus



Project Management & Tools

Agile (Scrum, Kanban), SDLC, Jira, Confluence, Trello, Notion, Git, GitHub, Bitbucket, Figma, GanttPRO, Asana, Slack, Google Workspace, Microsoft Project, KPI Tracking

Trafik Alarm – Speed Camera & Road Hazard Alert App

<https://play.google.com/store/apps/details?id=com.TrafikAlarm>

Community-driven Android app providing real-time alerts for speed cameras and road hazards. Includes user-reported warnings and full Android Auto support with dark mode, split screen, speedometer, and in-car navigation. Focused on safety, performance, and driver engagement.

- Enabled seamless Android integration, increasing user satisfaction.
- Grew community-based hazard reporting for broader road coverage
- Reduced speeding violations and improved driver awareness

K+ Film, Live Football, TV

Android streaming app offering 10,000+ hours of free sports, movies, and family content. Integrated live sports coverage from EPL, Bundesliga, Ligue 1, Serie A, and UEFA competitions via VTVcab and FPT Play Sport. Built with ExoPlayer for seamless playback, optimized for performance, low-latency streaming, and high user engagement across devices.

PockitPass – Smart Vending Payment App

Android app developed to modernize vending machine transactions by replacing legacy coin systems with automated online payments. Integrated with vending machines via Bluetooth, using a tablet to simulate coin input upon successful payment. Enabled seamless, cashless purchasing with secure device communication, improving user experience and operational efficiency.