

# Muhammad Ali Mahmood

Solutions Architect • Cloud, SaaS & Enterprise Architecture

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## SUMMARY

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Solutions Architect with 7+ years designing enterprise and Software-as-a-Service (SaaS) solutions, focused on translating ambiguous business requirements into clear, costed, and deliverable architecture. Designs and delivers enhancements that run live across 250+ sites worldwide for clients including Viva Energy, Shell, Ryanair, and Delta Air Lines. Fluent in TOGAF, C4, BPMN, and Service-Oriented Architecture (SOA), and progressing toward enterprise architecture leadership.

## SKILLS

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**Architecture & Modeling:** Solution Architecture, Enterprise Architecture, Software Architecture, Integration Architecture, TOGAF, C4 Model, Business Process Model and Notation (BPMN), Service-Oriented Architecture (SOA), Process Flow Design, System Design

**Cloud & Platforms:** Microsoft Azure, Google Cloud Platform (GCP), Software-as-a-Service (SaaS), Multi-Cloud Architecture, Multi-Tenant Architecture, System Integration, API Integration, Scalability, High Availability, Cost Optimization

**Delivery & Methodology:** Agile, Scrum, Software Development Life Cycle (SDLC), Requirements Engineering, Non-Functional Requirements (NFRs), Scoping & Estimation, Technical Governance, Solution Sign-Off, Stakeholder Management, Product Delivery, Backlog Management, Roadmapping

**Domains:** Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), Supply Chain Management (SCM), Point of Sale (POS), E-Commerce, Fintech, Customer Support Platforms

**Tools:** Atlassian (Jira, Confluence), Lucidchart, Figma, Google Workspace, AI-Assisted Design & Documentation Tooling

## EXPERIENCE

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### i6 Systems Ltd

Jun 2022 – Present

#### *Solutions Architect*

- Design enhancements to a multi-tenant Software-as-a-Service (SaaS) platform serving global clients including Viva Energy, Shell, Ryanair, Delta Air Lines, and WFS, with delivered enhancements going live across **250+ sites worldwide**.
- Translate ambiguous business and user requirements into clear, costed solution designs, defining scope, effort, timeline, and cost per enhancement before formally signing off architecture for build.
- Serve as the technical decision point between stakeholders and engineering, bringing transparency to what gets built, why, and at what cost, to support on-time, on-budget delivery.
- Design data, process, and network models and document maintenance procedures to optimize architecture, reliability, and operational workflows.
- Architect solutions for deployment on Microsoft Azure and Google Cloud Platform (GCP), with the target cloud selected per regional and country requirements.
- Apply TOGAF, C4, and BPMN standards to align enhancement designs with platform architecture and business objectives.

### Neural Soft Solutions Ltd

Feb 2019 – May 2022

#### *Software Architect*

- Designed software and application architectures for enterprise solutions spanning ERP, CRM, Supply Chain Management (SCM), Point of Sale (POS), and cloud services.
- Led application architecture and feature design across e-commerce, fintech, SCM, and customer support platforms, structuring solutions from requirements through delivery.
- Directed end-to-end project delivery, overseeing development teams, running Scrum ceremonies, and managing stakeholder communications.
- Built high-fidelity prototypes in Figma to validate solution design with stakeholders before development began.

## RS Connect

Apr 2018 – Jan 2019

*Solutions Architect & Scrum Master*

- Led delivery of a company-wide Enterprise Resource Planning (ERP) deployment, increasing operational efficiency by **150%** and annual revenue by **160%**.
- Automated contact centre processes to optimize resource utilization and improve operational efficiency.
- Served as product manager and Scrum Master, bridging stakeholders and engineering with Agile methodologies, maintaining backlogs and tracking delivery progress.

## EDUCATION

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### Birmingham City University

Sep 2017 – Mar 2019

*MSc Advanced Computer Science*

Specialization: Human-Computer Interaction (HCI), Service-Oriented Architecture (SOA)

### University of Engineering & Technology

Sep 2013 – Aug 2017

*BSc Computer Engineering*

Major: Software Engineering, with focus on SDLC methodologies, User Experience (UX), and Data Science

## CERTIFICATIONS

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- **Microsoft Azure Certified** (*replace with your exact certification title or code, for example Azure Solutions Architect Expert AZ-305*)
- TOGAF (In Progress, 2026)
- AWS Certified Solutions Architect Associate (In Progress)