Nawal-Helga El-Amine

Senior Technical Project & Delivery Manager | PMP

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U.S. Lawful Permanent Resident (Green Card): authorized to work for any U.S. employer, no sponsorship required

SUMMARY

PMP-certified IT project and delivery manager with 18 years running client-facing software engagements from the vendor side, for healthcare, publishing, insurance, banking, energy, and public-sector clients. Manages T&M and fixed-price (SOW) engagements up to ~$800K with teams of up to 15, and has worked inside programs of 50+. Known for turning around engagements in trouble and installing delivery governance that holds: release management, Kanban and Scrum, risk, budget, and scope control. Builds and ships production web apps with AI coding agents under formal code review and CI gates, giving first-hand judgment on what AI-assisted delivery can and cannot do.

CORE COMPETENCIES

Delivery & Program Management: Engagement and delivery management, Agile (Scrum, Kanban), hybrid and waterfall, release management and governance, risk and issue management, budget and margin control, SOW / fixed-price and T&M delivery, vendor and partner management, roadmap planning

Stakeholder Leadership: Client and executive communication, distributed and cross-functional teams (dev, QA, DevOps, architecture, UX), hiring, mentoring, client training and Agile coaching

Technical: Requirements engineering and user story mapping, data modeling and migration, API integration, QA strategy, CI/CD and Git branching strategy, AI-assisted development, CMS / content platforms (Liferay, MarkLogic, FontoXML)

Tools: Jira (incl. automation), Confluence, Microsoft Project, Excel / Google Sheets (advanced), GitHub, Claude Code, Next.js / TypeScript, Supabase / PostgreSQL

PROFESSIONAL EXPERIENCE

Senior IT Project Manager — Dec 2021 – Present

Ebcont International GmbH, Vienna, Austria (enterprise IT services group, 700+ employees)

Healthcare, publishing, and insurance clients | 1–3 concurrent engagements | teams of 5–15 | engagement value ~$80K–$800K | 3 months to 5 years | T&M and fixed-price

- **Turned around** an escalated multi-year, multi-country schoolbook publishing engagement **running ~3x over budget**: imposed strict cost control and a clear goal focus, introduced Kanban flow controls across a 13-person team, **cut the bug backlog 70% in two months**, and delivered on schedule a go-live that client stakeholders had doubted. Brought the software stack up to date; **delivery has stayed within budget and the platform stable for 12 months since**.
- **Led a 10-month proof of concept for a U.S. healthcare publisher** evaluating a clinical-content platform (SiteFusion / FontoXML), scaling the team from 5 to 13; delivered an evidence-based no-go recommendation after showing the platform lacked critical capabilities and would have required disproportionate effort to implement.
- Brought into a **50+ person program for a Swiss insurer** as release management specialist; designed and rolled out its release governance (Git branching strategy, Jira automation, semantic versioning, release cadence), closing a critical delivery gap and increasing release frequency, testability, and traceability.
- Coached a client through its first Agile implementation and kept a second CMS engagement on track through major team turnover; mentored a junior PM in delivery methodology.

IT Project Manager — May 2008 – Nov 2021

artindustrial it GmbH, Vienna, Austria (boutique IT services firm, ~14 employees)

Government, energy, banking, insurance, and professional-association clients | 1–3 concurrent engagements | teams of 3–10 | engagement value ~$23K–$400K | 3 months to 3 years

- **Built the company's project management function from scratch** as its first dedicated PM (previously handled informally by the two co-founders), grew it into a two-person PM practice by 2018, and handed over PM leadership on departure.
- Delivered **3 multi-country, multilingual Liferay portal programs** (a bank; a pan-European insurer, including a multilingual intranet; Austria's medical chambers) with shared editorial workflows and a content-sharing architecture.
- Directed custom client-facing applications inside those programs, including a loan calculator, an intranet page builder, and a locum marketplace for physicians.
- Introduced resource management processes that **raised team utilization ~15%**; mentored 10+ team members and led company-wide learning and development initiatives that supported retention.

- Covered presales support (early tenure) and QA (extended period), giving hands-on command of the full delivery lifecycle.

INDEPENDENT PROJECTS: AI-ASSISTED PRODUCT DEVELOPMENT

Private repositories; code walkthrough available on request. Each change is built by one AI agent session and independently reviewed by another before merge, behind CI (lint, type-check, tests, build); I own scope, architecture decisions, acceptance, and release.

NutriTally (redesign in progress as "Ume"): Nutrition Tracking Web App **Jul 2026 – Present**

Next.js, TypeScript, Supabase (PostgreSQL, Auth, row-level security), Vercel, installable iOS web app (PWA)

- Ran the build as a governed delivery program: **170+ reviewed pull requests merged in under 3 months**, a running decision log and QA log, and **800+ automated tests**.
- Designed the data architecture: PostgreSQL schema with row-level security as the authorization layer, versioned migrations, and values frozen at write time so later edits never rewrite history.
- Implemented the Nutri-Score 2023 (FSA-NPS) algorithm from Santé publique France's primary specification; built a **643-item food catalog** from the Swiss Food Composition Database (FSVO/BLV), traceable row by row to its source.
- Integrated Open Food Facts search, barcode scanning, and CSV import/export; now redesigning the app as Ume on a design system shared with Ukon, with recipe-to-meal integration planned.

Ukon: Recipe Collection App for iPhone and iPad **Oct 2026 – Present**

Same stack; offline-first PWA

- Defined scope, a tap budget (every core task in 3 taps or fewer), a design system, and 42 screen mockups before any code; **took Release 1 to device testing in about 2.5 weeks across 25 reviewed pull requests**.
- **Migrated 250 recipes and 335 images from Notion** through the Notion API, with a rule-based converter that flags unparseable content for review instead of silently dropping it.
- Made recipes and images available offline (IndexedDB, service worker) and encoded accessibility rules as automated tests: WCAG text contrast of 4.5:1 or better in light and dark themes and 44px minimum touch targets (**200+ tests**).

EDUCATION

M.Sc. Big Data, HSE University (Higher School of Economics), Moscow, Russia **2021**

M.Sc. Business Informatics, University of Applied Sciences for Technology, Vienna, Austria **2021**

English-taught double-degree program

B.Sc. Media Informatics and Visual Computing, TU Wien (Vienna University of Technology), Austria **2016**

CERTIFICATIONS

Project Management Professional (PMP), Project Management Institute **2025 (active through Oct 2031)**

Professional Scrum Master (PSM), Scrum.org **2019**

LANGUAGES

German (native); English (full professional proficiency: English-taught graduate studies and master's thesis, client projects conducted in English)