HUMERA JAHAN

Technical Delivery Manager · Digital Transformation · Project Management

Newcastle upon Tyne · humerajahan@gmail.com · 074 2486 3666 · PMP Certified (Above Target, All Domains)

PROFESSIONAL SUMMARY

PMP-certified Technical Delivery Manager with nine years of experience inside Sage, a FTSE 100 global SaaS organisation. Proven track record leading complex, multi-workstream digital transformation programmes and projects, including a PCI-DSS compliant payment portal rebuild, a global Order Operations consolidation spanning North America, EMEA, APAC and the UK, and an enterprise AI adoption programme. Experienced in bridging technical teams (solution architects, developers, service management) with senior leadership and operational stakeholders, translating complex technical requirements into clear delivery plans. Adept at managing risk, dependency identification, and resource optimisation across fixed and dynamic teams.

CORE TECHNICAL DELIVERY COMPETENCIES

- Technical project planning & dependency mapping
- Digital transformation delivery
- Agile, waterfall & hybrid methodologies
- Stakeholder & senior leadership engagement
- Risk identification & mitigation
- Resource & budget optimisation
- Cross-functional team leadership
- PMO governance & reporting frameworks
- AI adoption & digital change programmes

CAREER HISTORY

Associate Project Manager (Technical Delivery)

Nov 2023 – Apr 2026

Sage plc · FTSE 100 Global SaaS · Newcastle upon Tyne

Accountable for end-to-end delivery of complex global digital and operational transformation projects & programmes within a matrixed, enterprise environment. Responsible for technical workstream planning, stakeholder management, risk and dependency identification, and executive-level reporting across Finance, Operations and Digital functions.

Key Technical Deliveries:

PCI-DSS Compliant Payment Portal Rebuild:

- **Led end-to-end technical delivery of a payment system rebuild to full PCI-DSS compliance for US Sage Intacct customers. Coordinated solution architects, development teams, security, legal and finance workstreams. Delivered a scalable global framework on time, eliminating manual processing and improving customer payment experience.**

Global Order Operations Consolidation:

- **Designed and delivered consolidation of Order Operations teams across North America, EMEA, APAC and UK into a unified operating model. Managed complex cross-functional dependency mapping, change communications, and resource allocation across multiple geographies and time zones.**

Billing Migration — $2M USD FX Cost Reduction:

- **Led a billing platform migration navigating complex legal, compliance and technical dependencies, targeting a $2M annual FX cost reduction. Managed technical workstream planning, risk escalation and stakeholder reporting throughout.**

Global Banking Migration:

- **Delivered an accelerated banking migration within stringent timelines, ensuring zero operational disruption across payroll, merchant services and customer transactions.**

Enterprise AI Adoption Programme:

- **Designed and led multiple AI coaching cohorts, resulting in measurable productivity gains and behavioural shifts across the organisation. Built and embedded a repeatable AI adoption methodology used across teams.**

Global L&D Project Manager and Learning Experience Specialist (Secondment)

Jan 2023 – Nov 2023

Sage plc · Newcastle upon Tyne

Led digital projects end-to-end, including intranet website design and build using CMS Unily (UI/UX principles), followed by a migration to SharePoint intranet sites, dashboard reporting via website analytics, and stakeholder management across departments. Managed project plans using Smartsheets, Trello, Excel and MS Planner. Identified and implemented process improvements, reducing manual effort across teams.

Technical Support Advisor
Sept 2016 – Dec 2022

Sage plc · Newcastle upon Tyne

Provided technical resolution for complex payroll software queries, developing deep functional knowledge of Sage's technology products. Built internal knowledge resources and consistently contributed to first-contact resolution metrics.

Cisco VPAM — BeNeLux Partner Account Manager
Dec 2011 – Sept 2015

Convergys · Newcastle upon Tyne

Managed Cisco service contract delivery for BeNeLux partners — creating network inventory views, executing Smart Services reporting, reconciling service contracts, and coordinating cross-functional teams across Cisco, partner, and customer organisations. Developed Cisco partner and customer manuals and led employee engagement activities across teams of 15–800 staff.

Business Owner
2003 – 2008

Private Limited Company · Brussels, Belgium

Founded and operated an internationally recognised retail and wholesale enterprise. Managed all operations, administration, finance, marketing and multilingual customer service across Dutch, French, Urdu/Hindi, Punjabi and English-speaking customers.

EDUCATION & PROFESSIONAL QUALIFICATIONS

2025	PMP — Project Management Professional (Above Target, All Domains) · PMI
2024	BSc (Hons) Digital and Technology Solutions, 2:1 · University of Roehampton
2025	Executive Mini MBA
2024	Agile & Scrum Certification
2021	Six Sigma DMAIC Training
2011	PRINCE2 Foundation · ITIL Foundation Trainings
2011	MBO Commercial Customer Service & Sales Representative Diploma
2014	Principles of Project Management · User Experience for the Web (Online) Course Cert

LANGUAGES

Native / Full Professional: English · Dutch · Flemish · Urdu · Hindi · Punjabi **Working Proficiency:** French · Afrikaans **Moderate:** German