

Aamir Malik

Operations Manager | Project Coordinator | Team Manager

Contact Information

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Location: Pakistan

Professional Summary

Results-driven Operations and Project Manager with 5+ years of experience managing software development, web development, e-commerce, design, and branding projects for international clients. Successfully delivered 900+ projects while building and leading a remote network of 20+ developers, designers, and specialists. Experienced in project planning, stakeholder management, team leadership, client communication, quality assurance, and operational excellence.

Core Skills

- Project Management
- Client Communication
- Team Coordination
- Requirement Gathering
- Task Assignment & Follow-up
- Remote Team Management
- Hiring & Team Onboarding
- Conflict Resolution
- Quality Assurance
- Client Relationship Management

Professional Experience

Freelance Operations Manager / Project Coordinator

FIVERR

2020 - Present

- Managed and delivered 850+ projects for international clients across software development, web development, e-commerce, design, and branding.

- Built and coordinated a remote network of 20+ developers, designers, and illustrators.
- Recruited, screened, hired, and onboarded freelancers based on project requirements.
- Served as the primary point of contact between clients and project teams.
- Gathered requirements and translated them into actionable project plans.
- Assigned tasks, tracked progress, and ensured timely project delivery.
- Managed multiple concurrent projects across design and development disciplines.
- Oversaw project quality control, revisions, and final delivery.
- **Established long-term client relationships, resulting in recurring projects and repeat business opportunities.**
- **Maintained a high client retention rate through effective communication, reliable delivery, and quality project execution.**

Project Manager

Smart TechOne

March 2024 – July 2026

- Led software development projects from planning through deployment.
- Coordinated developers, designers, QA engineers, and stakeholders.
- Managed project timelines, resource allocation, and task prioritization.
- Served as the primary point of contact between clients and project teams.
- Monitored project progress and ensured timely delivery of milestones.
- Implemented quality assurance processes to maintain project standards.
- Managed multiple concurrent projects while maintaining operational efficiency.
- **Improved team collaboration and project visibility through structured project management processes.**
- **Contributed to increased client satisfaction by ensuring projects were delivered on time and aligned with requirements.**

Education

Bachelors of Science in Software Engineering

Air University

2019 – 2023

Tools & Platforms

- Jira, Trello, ClickUp, Asana
- Slack, Microsoft Teams, Zoom
- Google Workspace, Microsoft Office Suite, Notion
- GitHub, Figma
- Shopify, WordPress, WooCommerce

Technology Domains

- MERN Stack Applications
- Custom Web Development
- E-Commerce Solutions
- Software Development Life Cycle (SDLC)
- UI/UX & Design Projects