ZAID UMAR

Release & Change Manager | Release Engineering, CAB & Change Governance
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SUMMARY

- **PMP certified Release and Change Manager** with **10+ years** in **technical release management** and DevOps-aligned release engineering, owning production releases and change governance for web, mobile, cloud, and enterprise platforms.
- Lead release planning, including **PI Planning**, **SAFe release trains**, roadmaps in **Aha**, and release calendars.
- Deliver **enterprise-scale releases on AWS** (**ECS, EKS, Lambda, S3, CodePipeline**), Azure, and GCP, including on-premise to Azure Cloud migration, and mobile releases through App Store Connect, TestFlight, and Google Play Console.
- Hands-on with **CI/CD pipelines** in **GitHub Actions, GitLab CI, Jenkins, Azure DevOps, Bitbucket, CloudBees, and Copado**, with **Git branching strategies** (trunk-based, release branches), **Docker, Kubernetes**, and **Python, YAML, Ansible, and Salt**.
- **Infrastructure as Code**: working knowledge of **Terraform and AWS CloudFormation** for release-linked infrastructure changes; deployed Juniper vSRX firewalls with **Terraform**.
- Run **CAB and ITIL change management** (**ServiceNow change requests**, **rollback readiness**), with awareness and knowledge of **SOC2, HIPAA, and PCI-DSS** compliance requirements for payments releases and of **DO-178C** safety-critical software standards.
- Lead **release readiness and Go/No-Go reviews**, **cutover runbooks**, command-center execution, **Blue-Green and zero-downtime deployments**, and **hypercare** through handover to support.
- Track **post-release health** in **CloudWatch, Prometheus, Datadog, and Splunk**, with **Jira and Azure DevOps** dashboards.
- **Translate deployment risks and technical bottlenecks** for **executive leadership and non-technical stakeholders** and partner with Product Managers and VPs.

CERTIFICATIONS

- **PMI:** PMP (Project Management Professional) · PMI Member | **Scrum.org:** PSM-I | **Cisco:** CCNA | **Microsoft:** Azure 900 | **Salesforce:** Admin 1 | **Copado:** I & II | **Airtable:** Admin, Builder | **Other:** ITIL 4 · SAFe Agile Methodologies · Six Sigma Yellow Belt · Java Certified Foundation Associate · Technical Product Management · Generative AI & Impact on Business · Testing Approaches
- **Courses: IBM:** Exploring Quantum Computing · Introduction to Generative AI · Practicing Customer-Focused Communication · Web Development Basics · Data Exploration and Preprocessing for Machine Learning · Data Analytics for Machine Learning · Craft Precise Prompts for AI Models · Release Strategies and Concepts · Red Hat Agile Integration Technical Overview | **Dremio University:** Dremio Cloud Fundamentals · Apache Iceberg · Apache Polaris | **PMI:** Disciplined Agile (Basics) · Generative AI Overview for Project Managers | **Cisco:** Introduction to Data Science · Operating Systems Basics | **Claude Academy:** Claude 101 · AI Fluency: Framework and foundations

EDUCATION

B.S. in Computer Science

PROFESSIONAL EXPERIENCE

Digital Release Manager | T-Mobile

April 2025 – Present

- Manage **end-to-end releases** for **T-Mobile and Metro iOS and Android apps,** owning deployment sequencing, approvals, and release-day decisions.
- Prepare and present **ServiceNow change requests** at **CAB,** including **emergency changes** for **production issues,** with implementation steps, validation checks, and **rollback plans.**
- Lead **release readiness and Go/No-Go reviews,** validating deployment plans, rollback procedures, testing, security, monitoring, and support readiness.
- Govern changes during **production freeze windows** and peak periods, following release governance and risk controls.
- Create **cutover runbooks** with a step-by-step schedule, owners, and checkpoints, and run the **command-center bridge** during production deployments.
- Manage **production issues** affecting iOS and Android apps, coordinating investigation, communication, resolution, and corrective actions with engineering, QA, and support teams.
- Run **post-implementation reviews,** track actions to closure, and report release status and metrics through **Jira and Azure DevOps dashboards.**
- Partner with Product Directors and Vice Presidents to deliver **payments implementations (Visa, debit and credit card features), promotions,** and **new phone launches.**
- Support **hypercare** after major releases, tracking incidents and failed transactions until stable handover to the support team.

Environment: **Cloud:** *AWS, Azure, GCP* | **CI/CD & Dev:** *Azure DevOps, Jenkins, GitHub, GitLab, Bitbucket, Xcode, Android Studio, Gradle, Fastlane* | **Mobile:** *App Store Connect, TestFlight, Google Play Console, Firebase* | **QA & Monitoring:** *JUnit, Espresso, Selenium, Postman, Datadog, Splunk* | **ITSM & Product:** *ServiceNow, Jira, Confluence, Aha, MS Project, Smartsheet, Power BI, Slack, MS Teams*

Sr. Release/Configuration Manager | Tompkins Robotics *May 2023 – March 2025*

- Coordinated with clients, including **Walgreens and Walmart;** managed client communication, oversaw production support, and provided release support across all U.S. time zones and international regions such as **Australia, Europe, and Asia.**
- Managed and deployed **coordinated hardware and software updates** for robotic systems across multiple production sites.
- Built a **custom configuration management tool** for troubleshooting and deployment.
- Conducted **Release Readiness reviews, Milestone Reviews, and Business Go/No-Go reviews.**
- Established and managed a **release calendar** for effective scheduling and coordination of software releases.
- Coordinated **environment windows,** code and configuration dependencies, and infrastructure prerequisites across sites before each deployment.
- Developed and maintained **automation scripts (Python, Salt)** for build and deployment to reduce manual effort.
- Resolved **failed builds and deployments,** troubleshooting configuration and release issues with engineering.

Environment: **Cloud:** *AWS, Azure* | **CI/CD & Dev:** *Bitbucket, Jenkins, Bamboo, Salt Master, Docker, Kubernetes, Python, Android Studio, Gradle* | **QA & Monitoring:** *Postman, Datadog* | **Data & Network:** *Kafka, NiFi, Juniper, Linux* | **ITSM & Product:** *ServiceNow, Jira, Aha, Confluence, MS Project, Smartsheet, Excel, Power BI, Salesforce, Copado*

Staff Software Engineer | TriNet *May 2022 – March 2023*

- As **release consultant,** built **end-to-end release management** across platforms including **Salesforce, Oracle HCM/ERP, Anaplan, Zuora, and Azure cloud-native apps.**
- Utilized **Azure DevOps, Copado, GitHub, Bitbucket, and CloudBees CI/CD** pipelines to manage deployments and monitor release progress.
- Planned and executed **production releases** with **rollback strategies** and **zero-downtime goals.**
- Standardized scalable, secure release processes and controls, ensuring compliance with **Agile and SDLC best practices.**
- Coordinated across Dev, QA, Security, and Infrastructure to drive timely, high-quality deployments.

Environment: **Cloud:** *Azure* | **CI/CD & Dev:** *Azure DevOps, CloudBees, Copado, GitHub, Bitbucket, Xcode, Android Studio, Gradle* | **Platforms:** *Salesforce, Oracle HCM/ERP, Anaplan, Zuora* | **Mobile:** *TestFlight, App Store Connect, Google Play Store* | **ITSM & Product:** *ServiceNow, Jira, Confluence, monday.com, Power BI, MS 365, Slack*

Sr. Release Manager | AT&T *May 2020 – April 2022*

- Designed and migrated existing platforms and enterprise applications from **on-prem to Azure Cloud** per the Azure Well-Architected Framework and AT&T best practices.
- Collaborated with the DevOps team to execute and monitor deployment pipelines in **Azure DevOps (ADO),** ensuring seamless releases across development, staging, and production environments.
- Performed continuous rollout for **Android and iOS app releases.**
- Participated in **CAB meetings** to review release scope, deployment risk, and roadblocks.
- Took ownership of features ranging from services provisioning on **PaaS/IaaS** to **deployment automation.**
- Led and coordinated **Go-Live** activities, including execution of deployment plans and checklists.

Environment: **Cloud:** *Azure* | **CI/CD & IaC:** *Azure DevOps, Jenkins, GitHub, Terraform, Ansible, JSON* | **Mobile:** *Xcode, App Store Connect, Google Play Store, APK* | **QA:** *JUnit, Espresso* | **ITSM & Collaboration:** *ServiceNow, Jira, Confluence, Power BI, MS 365, MS Teams, Slack, CRM, Linux*

Sr. Release Manager | CenturyLink *October 2016 – April 2020*

- Owned the **release management lifecycle,** including scheduling, coordinating and managing releases across the **e-commerce platform** and web and mobile applications across various portfolios.
- Communicated with management to obtain **release approvals** and ensured all tickets were approved on time and ready for **Blue-Green Deployments.**
- Created and managed the end-to-end **Request for Change (RFC) process,** including approvals and change communications.
- Negotiated, planned, and managed all release activities; used key **Scrum metrics** (burndown charts, velocity, Kanban boards) to help deliver committed work.

Environment: **Cloud:** *GCP* | **CI/CD & Build:** *Jenkins, Maven, Gradle, Bamboo, Fastlane* | **Mobile:** *Xcode, Android Studio, TestFlight, App Store Connect, Google Play Console, Firebase* | **Monitoring:** *Splunk* | **ITSM & Collaboration:** *ServiceNow, Jira, Slack, MS PowerPoint, Linux*

Release Coordinator | Mastercard *Jan 2016 – Oct 2016*

- Managed **planning of software releases** with internal teams and customers.
- Worked closely with development teams to assess **release readiness** and report findings.
- Developed and presented software **deployment reporting metrics** to management.

Environment: **Dev:** *Node.js, .NET, GitHub, Jenkins, Xcode, Android Studio, UI/UX* | **QA & Data:** *Selenium, SQL* | **ITSM & Collaboration:** *ServiceNow, Jira, Slack, MS PowerPoint* | **OS:** *Windows, macOS, Linux*

ENTREPRENEURIAL VENTURES

- **Founder, ServeMaison** (servemaison.com): Building a food discovery platform that helps travelers find local food.
- **Founder, StudentViza** (studentviza.com): Helping students worldwide apply to universities, scholarships, and language courses.