

Muhammad Usman

CHIEF TECHNOLOGY OFFICER | STARTUP FOUNDER | FULL-STACK, DEVOPS & CLOUD ENGINEER

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Professional Profile

Technology founder and hands-on engineer with six years of experience building cloud infrastructure, production web applications, secure APIs, and operational software. As CTO of The Trolley, responsible for the technology behind its customer, merchant, picker, rider, and administration systems, including inventory, procurement, finance, dispatch, and last-mile delivery workflows. Earlier experience includes AWS and DigitalOcean infrastructure, CI/CD, web hosting, payment integrations, and application security. Currently pursuing an MS in Computer Science at COMSATS University Islamabad.

Professional Focus

Designing secure, scalable cloud platforms that help retailers and service businesses manage digital commerce, inventory, payments, fulfillment, and last-mile operations.

Technical Expertise

Languages & Frameworks: PHP, Laravel, Python, JavaScript, TypeScript, React.js, Next.js, Blade, Tailwind CSS, SQL

Backend & Data: REST APIs, Laravel Passport/OAuth2, MySQL, Redis, queues, webhooks, database indexing, caching

Cloud & DevOps: AWS, DigitalOcean, CloudFormation, Docker, NGINX, Apache, Linux, Cloudflare, CI/CD, Git, GitHub Actions, Webuzo

Security & Integrations: RBAC, 2FA, passkeys, SSL/TLS, rate limiting, CORS, Firebase, Pusher, Stripe, PayPal, Postman

Professional Experience

Chief Technology Officer (CTO), The Trolley

Jun 2025 - Present

Multi-Role Grocery Commerce & Last-Mile Delivery Platform | Sahiwal, Pakistan

- Own the product architecture and day-to-day engineering for the customer storefront and app API, merchant portal, picker/scanner app, rider app, and administrative panels.
- Built and maintain catalog, cart, checkout, promotions, delivery-slot, picker/rider assignment, barcode scanning, thermal receipt, cancellation, and replacement workflows for a 45-minute grocery delivery model.
- Developed multi-location inventory, stock-transfer, procurement, supplier-account, financial-ledger, asset, wallet, commission, and management-reporting functions.
- Designed rider and dispatch operations covering shifts, order offers, GPS and geofence tracking, delivery estimates, deposits, vehicle maintenance, and performance monitoring.
- Improved reliability and security with database indexes, caching, queues, rate limits, RBAC, 2FA/passkeys, security headers, real-time notifications, customer messaging, support chat, and audit logs.

Founder & Technology Lead, AI Study Abroad Consultant

Jan 2024 - Jun 2024

Regional Plan9 Tech Incubation Centre | Punjab Information Technology Board, Government of the Punjab

- Founded and led the startup during a six-month government-backed incubation, coordinating a four-member team and two interns.
- Applied artificial intelligence, software engineering, and project management to product development; architected React.js and Next.js applications and delivered a biometric attendance system.
- Managed development, staging, and production infrastructure using AWS CloudFormation, NGINX, and Docker.

Professional Experience - Continued

DevOps Engineer, LNW Technologies Ltd. May 2020 - May 2026

- Administered production WordPress stacks on Webuzo and managed hosting across AWS, DigitalOcean, Cloudways, and Hostinger.
- Configured Cloudflare, SSL/TLS, DNS, and web-server controls to support secure, reliable multi-site operations.
- Implemented safeguards against DDoS and other web attacks and handled routine server maintenance, deployment, and incident troubleshooting.

DevOps Engineer, Pluto Networks LLP Jan 2020 - Jul 2023

- Provisioned cloud infrastructure with AWS CloudFormation and managed application deployments on DigitalOcean and NGINX.
- Led CI/CD and DevOps delivery for the Wired Academy platform, combining deployment automation with monitoring and operational support.
- Integrated Stripe payments and built anti-piracy access controls for paid digital content.

Project

Learning Management System, Python

- Developed course content, attendance, quizzes, assessments, user management, and learner-progress tracking in a single course-management platform.

Education

Master of Science in Computer Science, COMSATS University Islamabad, Sahiwal Campus Jan 2026 - Present
In progress

Bachelor of Science in Information Technology (Honors), University of Sahiwal Sep 2020 - Jul 2024
CGPA: 3.59/4.00 | First position in class and batch

Credentials & Recognition

- Google Cybersecurity Professional Certificate, Google/Coursera, 2024; Google IT Support Professional Certificate, Google/Coursera, 2022.
- Career Essentials in GitHub Professional Certificate, GitHub/LinkedIn Learning, 2024; Career Essentials in Generative AI, Microsoft/LinkedIn Learning, 2024.
- Python for Data Science, AI & Development, IBM/Coursera, 2022; Postman API Fundamentals Student Expert, Postman.
- Selected for the All Punjab Universities Innovation Expo, Punjab Higher Education Commission, and the 17th International Conference KICKS, UET, 2023.
- Certificate of Appreciation, Regional Plan9/PITB, for contribution to Pakistan's entrepreneurial ecosystem, 2024.
- Registered Freelancer, Pakistan Software Export Board, Government of Pakistan, Oct 2024 - Sep 2025.

Selected Technical Coursework

Machine Learning Foundations (University of Washington); Software Defined Networking (University of Chicago); Structured Query Language (University of Colorado Boulder); Data Analytics Essentials and Introduction to Cybersecurity (Cisco Networking Academy).