

RESUME OF

**Navab Jan. Niyaz** M.C.A & MBA Finance

**IT Technical Delivery Manager**

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## IT POSITIONS

Seeking Challenging Senior Profile for leading IT Initiatives, IT Head, Delivery Management, Sr. Technical Project Manager, IT Program and Implementations, Enterprise System Architecture, IT Operations Management, IT Infrastructure Management, Vendor Management, Client Relationship Management, People Management, and Business System Analysis, etc.

## AN OVERVIEW

Being in the **Senior IT Business Management Professional** role I am managing & delivering projects / Service /Support Operations, a strategic professional with **PMP Trained** and **Axelos ITIL, PRINCE2® Foundation & Practitioner Certified** in Project Management professional with **MCA in Computer science** and **MBA in Finance**.

Overall **16+ years of IT experience** with relevant **6+ years'** experience in Heading, Delivery and managing end-to-end development/transition project implementations in Local government and oversees (**India, Saudi Arabia, Dubai, Europe**) Projects. Have good understanding of project life cycle process (**Waterfall, Agile & Scrum**).

Delivers efficient and reliable IT solutions and excels in building/leading teams in high-pressure environments. Committed to professionalism, highly organized, able to see the big picture while paying attention to small details, and exhibits **excellent communication skills**.

## SKILLS HIGHLIGHTS

- Setting project cost, schedule and productivity benchmarks
- Enabling teams to consistently provide contract deliverables were consistently successful completion
- Creating productive internal and external client relationships
- **Project Scheduling**
- **Process Improvements**
- **Skilled negotiator**
- **Confident decision Maker**
- **Proficient communicator**
- **Team Building & Monitoring**
- **Requirements Gathering/analysis**
- **Resource Planning**
- **Expert in Waterfall, Agile/Scrum**
- **Collaborative Leader**
- **Knowledge of Design and development.**
- **Client Relations & Presentations**

## CERTIFICATION DETAILS

- **PRINCE2® Foundation Certificate**
- **PMP® Trained PMBOK 5th Edition**
- **Certified E-Commerce Professional (ER and DCI)**
- **ISO 2007 Auditing in 2011**
- **PRINCE2® Practitioner Certificate**
- **ITIL® V3 Foundation Certificate.**
- **Quality Management System 2004**
- **Agile and Scrum Certification Trained**

## STRENGTH

- A Visionary Technocrat with **more than 6+ years of experience in IT Project management**. Highly experienced in heading IT initiatives, Budgeting, Planning, Designing Implementing Managing, IT Infrastructure and Software Solutions, Data Centre technologies and Operations, & Project Management for global, multi location, multi country rollouts.
- Adept in **Technology Resource Administration, People Management, ITIL based Helpdesk implementation and Management, Vendor management and Procurement** with experience of establishing vendor / outsource partner's selection with structured service levels within preset budgets & timelines.
- Ability to Head large **IT Projects/Programs for very large implementations** with successful track record in heading **ISO 27001, CMMi and ISO 9000-2008 process formation and implementation**.
- Insightful knowledge of, **business process analysis and design, re-engineering, process rationalization, cost control, capacity planning, performance measurement and quality**.
- Expertise in management of entire IT operations with experience in setting up / maintaining modern IT networks, Data Centre and Security Infrastructure.
- Extensive experience in **Logistics, Manufacturing and Healthcare domain**.

## PERSONAL CHARACTERISTICS

- High energy level, Unquestionable trustworthiness, goal-focused, and a sense of urgency.
- Comfortable performing multi-faceted projects in conjunction with day-to-day activities.
- Excellent written, communication, inters personal, liaison and problem solving skills with the ability to work in multi-cultural environment.

## EDUCATIONAL QUALIFICATIONS

- M.Phil In Computer Science
- Master in Computer Application (**M. C. A -2000**) and Master in Business Administration (**M.B.A. Finance - 2018**)
- Post Graduate Diploma In Computer Application (P.G.D.C.A)
- E-Commerce (Electronic Research and Development Center Govt. of INDIA) T.V.M,
- HIGHER DIPLOMA IN COMPUTER APPLICATIONS (H.D.C.A)
- B.Com

## EMPLOYMENT HISTORY

PERIOD	COMPANY
May 2016 – Dec -2018	<b>UST-Global, Bangalore As Technical Project Delivery Manager</b>
Jan 2014– March 2016	<b>GlobalStarIntl, Saudi Arabia As Sr. Technical Project Manager.</b> Java/J2EE, PHP, Web Application, E-Commerce, Enterprise Application Development.
Jan 2010 – Dec 2013	<b>Govt of Dubai, RTA Projects As Technical Project Manager</b> Java/J2EE, PHP, E-Commerce, Enterprise Application Development.
Jan 2009 – Dec 2009	<b>Barona IT, Finland, Europe As Software Architecture</b>
Mar 2006 – Nov 2008	<b>Govt of Dubai, DP World (DUBAI PORT CUSTOMS &amp; FREEZONE CORP) Dubai. As Technical Team Lead.</b>
July 2004 – Feb 2006	<b>IBM Global Services, Bangalore, India. As Sr. Software Engineer.</b>
Sep 2003 – July 2004	<b>Infogenie IT as Private Ltd, Cochin, India. As Sr. Software Engineer.</b>
Jun 2001 – Sep 2003	<b>ER &amp; DCI Govt of India, Thiruvananthapuram As Software Engineer.</b>

## PROJECTS MANAGEMENT EXPERIENCE

**Project Delivery Manager (UST GLOBAL, KARNATAKA, INDIA)**

May 2016 – (2018)

### **KEY ROLE & RESPONSIBILITIES:**

- Assigning clients requirements immediately as soon as it is released from the clients in their VMS systems.
- Be able to assign the requirements to the right recruiters as per their skills set.
- Cleaning up the job description before assigning the requirements and also highlight the required skills for the job.
- Ensuring recruiters are submitting matching candidates to the requirements with a good turn-around time and also maintaining clients SLAs.
- Work on the quality control on the submissions before it is entered in the clients VMS systems. Ensure recruiter submittals are matching to the client's requirement and key skills are mentioned in the candidate resumes. Make sure all the submittals follow and maintains client policies, procedures and guidelines.
- Working with the Account Manager to obtain feedback on the submittals and also pushing the strong candidates to the client.
- Regular follow-up with the recruiters to check on the difficulties / issues that they are facing on the positions and ensure you are work on to resolve those issues. Help the recruiting team by providing them creative sourcing suggestion on positions.
- Work on to maintain candidates pipeline and need to ensure recruiters are working to build a strong database of candidates for the applicable clients.
- Indeed, keep a clear communication with the recruiting team, account managers as well as with the management.
- Maintain Daily / Weekly / Monthly & Quarterly Performance reports for the clients.
- Ensure recruiters are reworking on the old / reopened positions from the clients.
- Accepts and rejects requirements in the client VMS systems
- Liaison between Account Manager and recruiting team. Communicate all heads up requirements from the Account Managers to the recruiting team.
- Monitor and follow up on all emails and other documents as well as communication on the clients assigned.
- Keeps track of interview notification emails and ensure AM's are sending interview requests on all candidates. Ensures offers are closed and sent out accurately and within time.
- Provided 24 x 7 escalation point for critical issues or outages
- Manage multi-phase, multi-location, multi-resource projects from inception to delivery while maintaining high customer satisfaction.
- Plan capacity and develop talent / leadership pipeline to support the growth of the account and the organization
- Ensure that all client SLA's are met and present various reports/metrics to client

**Sr. Technical Project Manager for IT Projects (GlobalStarIntl, Saudi Arabia)**

Feb 2010 – (2016)

AS an IT Technical Project Manager I have responsible for the successful planning, execution, monitoring, control and closing of IT projects (simple, moderate and complex). Ability to work across the organization with leadership and project stakeholders to ensure IT project deliverables are clearly identified, defined, documented and delivered within the timelines agreed upon by all stakeholders. As an IT Technical project manager also having responsible for identifying and communicating project risks, mitigation plans, issues, risks and status and project schedules, resource management, managing deliverables and meeting stakeholder expectation. Act as liaison between the business and IT project team. Direct the initiation, people management, IT compliance, quality assurance and testing, integration management, systems infrastructure implementation, process development, to maintain scope and schedule integrity through direct management of various teams and interaction with the Program Management Office (PMO), Responsibilities include development and maintenance of the IT project plan, resource management, and communications management. As also manage the process of building and maintaining effective on- going communications and relationships between the IT project team and the Program Manager to confirm project deliverables and project schedule.

### **SKILLS**

- Good Understanding of Project Life Cycle, Waterfalls, RUP, Agile and Scrum, XP experience
- Mastery of Tools like MS Project and Teamwork Project Management software.

- Execute and control project lifecycle, Assemble technical leaders for architectural design meetings
- Management skills (resource planning, setting expectation levels, scheduling, mentoring, prioritizing).
- Oral communication (customer interaction, requirements analysis, BPR, training).
- Strong writing and verbal communication skills (Creating WBS, project plan, SOWs, executive briefings).
- High-level understanding of PHP and Java/J2EE technologies frameworks (JSP, JSF, EJB, Struts, Hibernate XML) JavaScript, HTML5, CSS3, SQL, and Oracle technologies, MySQL, Ant. Practical knowledge of UML and application of J2EE design patterns. Experience using Eclipse IDE and CVS.

#### **RESPONSIBILITIES:**

- 4+ years' experience in working with business and technology stakeholders with sensitivity and commitment to business problem solving via technology solutions
- Conduct facilitated workshops and Gather business and technical requirements
- Foster relationship with Computer Associates and Report weekly status update to superior
- Experienced in company-wide project teams, developing and maintaining project objectives, scope, timelines, milestones, budgets, and resource requirements.
- Skilled at proactively identifying risks and issues, facilitating stakeholder project meetings, monitoring and controlling action items, and providing project status and escalation to stakeholder management.
- Managed infrastructure projects involving server upgrades, deployment of servers, configuration change management, and infrastructure testing process refinement.
- Experienced in building project teams by recruiting, interviewing, and retaining employees and contractors.
- Extensive experience in application integration with multi-tiered technical solutions, hosted environments, and mobile integration.

#### **COMPETENCIES**

- ⇒ Problem solving, Guidance and mentoring, Results oriented, Customer focused, Impact and influence, Business and people acumen
- ⇒ P & L and business development responsibility for the Data Center and Emerging Technologies verticals.
- ⇒ Mapping new areas of markets in the IT Infrastructure domain, particularly in Data Centre Design and GREEN Data Centers implementations by building Energy Efficient, Green Data Centers.
- ⇒ Create marketable solutions in new technology area.
- ⇒ Providing Helpdesk support 24X7X365 uptime for all the SYSTIME members, clients and IT Infrastructure
- ⇒ Ensuring adherence to software and process compliances for IT for **ISO, CMM, Quality Management System**
  - Infrastructure Consolidation:
  - Implementing VOIP, CCTV, RFID, WIFI Networks, Integration of Different Modalities.
  - Server consolidation and VMWARE implementation.
  - Global Disaster Recovery, Backup and restore solutions.
  - Generate response documentation for project requests,
  - Assess current system architecture and limitations.

#### **OTHER OBLIGATION'S**

- Primary contact for engaging IT technical resources and acting as the key conduit for communication between the immediate project team members and all other IT resources involved in the successful delivery of the project.
- Clearly identify the scope of each project, gain an understanding of the features, functions and potential impact of the features and functions being delivered.
- Partner with Launch managers to ensure all affected teams have been identified and resources are appropriately assigned to coordinate delivery of the project.
- Develop IT Project Plans that include all tasks and resources associated with project delivery. The plan should include but not be limited to tracking of Requirements, Software Development, Infrastructure Development, QA and UAT efforts, Production Support documentation and Deployment efforts.
- Establish the rollout plan for development efforts, release activities, and production cutover. Incorporate post-cutover verification testing into the rollout plans as part of Launch.
- Coordinate with Release management to manage the system/software release cutover to production, coordinating on-site and off-site testers for verification testing immediately after cutover.

- Issue Management – assume leadership role and ensure all outstanding issues are identified/resolved in timely manner
- Defect Management – work with QA Lead to ensure all outstanding defects are identified, communicated and addressed in timely manner
- Communication – ensure appropriate level of communication occurs between all team members and stakeholders

#### **DELIVERS DOCUMENTS:**

IT project plan, IT resource plan, IT risk log, IT project status, Release Management (RM) Deviations, Weekly Project Scorecards, Weekly status reports

#### **As E-COMMERCE TECHNOLOGY PROJECT MANAGER**

- Implement and revise Agile-based project methodologies as technologies and solutions evolve.
- Strong background in eBusiness solutions or web system integration, especially in large-scale Commerce
- Active participation in new business development including estimating project scope, costs, duration, and resource requirements in written proposals.
- Accountability for overall project management including scheduling, coordination of internal and customer resources, scope control, cost accounting, technical issue resolution, and developing a project work plan. For Oversee Clients the documentation of requirements analysis, design specifications, test plans, and executive briefings.
- For Oversee Clients the proper analysis and documentation of the client's specific business processes and other IT needs. And high-quality on-time deliverables within budget.
- High-level understanding of PHP, Java, J2EE, JSP, JavaScript, HTML5, CSS3, SQL, and Oracle technologies

#### **As AGILE PROJECT MANAGER**

Having Agile IT project management experience, agile software development and Agile project management. Proven track records of being solution and delivery focused, and can perform at a high level leading strategic, cross-functional, business facing and technical initiatives.

#### **RESPONSIBILITIES**

- Experience to manage complex software development, architecture, and integration large scale E-Commerce projects – backend to front end in a fast paced, constantly changing Agile environment
- Responsible for effectively initiating, planning, scheduling, estimating, forecasting, coordinating, controlling, managing and delivering all activities for projects and related release initiatives
- Function as Iteration Manager (Agile) and direct daily activities for project team, day-to-day progress of project(s) and release initiatives with regard to time, budget, scope and quality to ensure successful implementation and support.

#### **Software Architecture (Barona Finland, Europe)**

Jan 2009 – (Dec-2009)

Direct the involvement to provide planning, engineering, and architectural support to the program and projects. Manage projects including schedule, and performance. Conduct and document long-range planning activities to analyze requirements and identify new capabilities to support current and future satellite programs. Analyze satellite ground systems loading and architecture/infrastructure and recommend improvements. Created, designed, and implemented network and server topology in an enterprise environment of Approximately 200 users. Designed network diagrams with both, logical and physical, designs. Designed Active Directory layout for efficiency and manageability. Leveraged my long term experience working with servers and software platforms and deployment to create a more robust physical and logical network solution. I've configured and maintained existing Server 2003 infrastructure to current functional level and minimized service unavailability.

- Generate response documentation for project requests,
- Create verification and validation plans and tests for satellite ground system acceptance tests
- Participate in requirements and software design reviews for satellite ground system and internal projects
- Assess current system architecture and limitations.

## SOFTWARE PROFICIENCY AND TECHNICAL SKILL SUMMARY

SOFTWARES	SKILLS on MS Windows Env.
Platforms	MS-Dos, MS Windows XP, MS Windows NT.
J2EE Frame Works	Spring, IBatis, IOC, Hibernate and Struts 1.x, Struts validate, Struts Menu, Struts Tiles and Java Server Faces Frame Works.
.NET Frameworks	.NET Frameworks
iOS Frameworks	iOS Frameworks – iAD, Location, Payments, Animation, Social, AV 3rd Party iOS frameworks : Facebook, Twitter SDK, Core-Plot, Google maps
PHP Frame Works	Zend, Yii, CakePHP, CodeIgniter, Smarty Frameworks, Word press, Joomla Open Source Shopping Cart Solutions: OpenCart, Zen cart, OS-Commerce.
JavaScript Frameworks	JavaScript, Ajax, jQuery, Angular JS, YUI Library
Visual Tools	MS Project, Ms-Front Page, Macromedia Dream weaver
Web Servers/App Servers	WebSphere Application Server, OC4J Server, WebLogic 7.x, Tomcat 5.x
J2EE Technologies	Core Java,SOA, EJB, JSP, Servlets, JSF, JSTL, JDBC, RMI, Swings, Applet's
Mobile Technologies	J2ME, Android, iOS, Bluetooth, SMS, J2EE Integrated Automations.
IBM & Rational Tools	Rational XDE Developer Plus for Java, Project Tracking and Management System
IDE	IBM Web Sphere Studio Application Developer 5.1.2, Oracle JDeveloper 10g, JBuilder 7.x, Eclipse, ANT
Web Technologies	HTML5, CSS3, DHTML, XML, E-commerce.
RDBMS	Oracle, Sql Server 2000, Mysql, MS ACCESS
Unit Testing Frameworks	Junit, JTest, StrutsTestcase
UML Tools	Rational Requisite Pro, Rose, Ms-Visio, Project.

## PERSONAL MEMORANDUM

Permanent Address	"SHABNA", TC- 9/2263-2,S.L Apart, Kurup's Lane, Sasthamangalam – P.O.
City & Pin, State & Country	Thiruvananthapuram - 695010. Kerala, India
E-mail	<a href="mailto:niyazudeen@yahoo.co.uk">niyazudeen@yahoo.co.uk</a> , <a href="mailto:niyazonweb@gmail.com">niyazonweb@gmail.com</a>
Phone	+919916030707 ( <b>Home India</b> )/ +919447458535 ( <b>Mobile India</b> )
Father's Name	Mr. (late) Nizamudeen
DOB, Sex & Marital Status	16-06-1975, Male, Unmarried
Nationality & Religion	Indian, Muslim
Passport Details	<b>Passport Name:</b> NAVABJAN NIZAMUDEEN <b>Passport Number:</b> F9003863, <b>Place of issued:</b> Trivandrum, <b>Issue Date:</b> 19-10-2018, <b>Date of Expiry:</b> 18-10-2028

## DISCLAIMER

I herewith solemnly affirm that the facts and figures furnished above are true to the best of my knowledge and belief.

Thanking you,

Yours Faithful  
(NAVAB JAN.N)