Syed Akbar Abbas Jafri
Product/ Project Manager, CSM®

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Certified ScrumMaster (CSM)	Green Belt -Lean Six Sigma Certified	National Case Comp Semifinalist

PROFESSIONAL EXPERIENCE

Product/Project Manager		IRIS Business Services Ltd.	July,2024- Present
Roles & Responsibilities	- Successfully led a cross-functional team of **20+ People** across **7 projects & products** including **leading FinTech SAAS Software, Govt. of Karnataka MSME Portal** that enhanced efficiency along with **300%** revenue growth - Led **IRIS LMS** version upgrade with **AI/ML** enhancements for seamless adaptability from concept to deployment - Implemented **Agile project management** practices, enabling the team to deliver incremental improvements - Utilized **JIRA**/**MS Planner** to manage **user stories**, **backlog grooming**, **sprint execution**, & **tracking** of project progress outlining **scope, objectives, timelines,** & **resource allocation**, ensuring alignment with business goals - Acted as the **primary point of contact for stakeholders/clients**, facilitating communication & managing requirements throughout the product lifecycle while formulating **business documents/ RFPs/ presentations** - Identified potential **product risks** & developed **mitigation strategies** resulting in a **20%** reduction in delays - Monitored product acceptance using key performance indicators(**KPIs**) providing regular updates to stakeholders - Led the complete **software audit process** for **GSTN (Goods and Services Tax Network), Government of India,** ensuring full compliance with **statutory guidelines**, **audit readiness**, and **security standards**— successfully closing observations and strengthening product credibility with government authorities.		

Associate (Consultant Analyst /Full-Stack Developer)		Cognizant	July,2019- May,2022
Roles & Responsibilities	- Co-ordinated the **Product deployment** and **regression** test planning activities for **E-Commerce** and **BFSI** sector - Maintain **documentation** related to product plans, processes, and key decisions on **Confluence, Rally & JIRA** - Supervised the international **database migration** for the **BFSI Credit** sector - Responsible for **resource management, knowledge & mentoring** of **6 employees** onboarded on the team - Orchestrated the architectural & data flow diagram for the application which stores the data for **100 million+** users - Moderated Client governance calls on operational **performance**, **risk** & **challenges** for adaptive **CI/CD** requests - Designed and developed end-to-end **web applications** using **ReactJS, Java & MySQL** with **Jest testing**		

Sales Specialist Intern		IBM	April,2023- June,2023
Project Title	Initiation of pipeline creation for future by assisting in converting opportunities using existing client interest		
Highlights	- Orchestrated compelling **client engagement models** and delivered demos for IBM's **Product** offerings - Leveraged tools like **Salesforce cloud CRM, Seismic & ZoomInfo** for conducting **Market Research** - Led a **competitive analysis**, pinpointing **vulnerabilities** and providing **actionable items** via industry trend initiatives based on **Regression Analysis, Predictive Analysis & Forecasting using SPSS** - Reviewed & analyzed all the client interests of **Top 28 companies** accounts responsible for **50% revenue** in India - Developed a comprehensive **dashboard** for all 28 accounts, facilitating the identification of potential opportunities		

EDUCATION BACKGROUND

MBA (BM)	2024	Xavier Institute of Management, Bhubaneswar		60.80 %
B. Tech (IT)	2019	Galgotia's College of Engineering & Technology, Greater Noida (AKTU)		75.56 %
XII (CBSE)	2014	St Fidelis School, Aligarh		88.20 %

PROFESSIONAL CERTIFICATION

Scrum Alliance®	• Attained **Certified ScrumMaster (CSM)** certification with **98% marks**	2025
Microsoft	• Completed **Career Essentials in Project Management** certification	2025
Microsoft	• Completed **Career Essentials in Business Analysis** certification	2024
Bloomberg	• Completed **Bloomberg Market Concepts** certification	2023
IBM	• Attained **AI Product Management** certification with **85% marks**	2023

ACADEMIC ACHIEVEMENTS/PROJECTS

Double Dose Digital	• Engaged in **Digital Transformation consulting** to oversee the **orchestration** of the **business's landing page** and successfully implemented **data collection** and **payment gateway solutions**	2022, 2024
Published Research Paper	• Research paper published on "**A New User Identity Based Authentication, Using Security and Distributed for Cloud Computing**" in an International Journal with **600+ downloads** & 8 citations	2019
Case Competitions	• **National Semifinalist** among **19000 Teams** in **Reliance T.U.P.** Corporate case competition • **1st Runner up** in "**Save Life and Transform Healthcare of India**" in **international case competition** by **University of Bath (UoB),** Bath, United Kingdom	2024 2023
Certifications	• Completed a virtual internship in "**Data Science**" offered by **BCGX** • Achieved a certification on virtual internship in "**Data Analytics**", offered by **Accenture** • Completed a virtual internship in "**Strategy Consulting**" offered by **Accenture**	2024 2024 2023

EXTRACURRICULAR ACHIEVEMENTS

Placement Committee	• Coordinator, Student Placement Committee (CAS), XIMB o Responsible for preparedness, logistics and placements for **1000+ students** & **200+** Companies	2023-24
Leadership	• **Co-head & Chief Coordinator** of Hockey Club representing Galgotias Educational Institutions	2018-19
Philanthropy	• **Child Welfare Specialist & Event coordinator** for **Rotary R.I. Distinct 3011 & WINGS**	2016-17
Govt. Of India	• Awarded "**Zila Baal Viqyani**" at district level and progressed till pre-state level at **NCSC**	2012

Interest	Fitness/Nutrition	Solo Travelling	Blockchain	GeoPolitics