

Technical Manager with 15+ years of experience in managing enterprise applications, product development, and team leadership across E-commerce, Travel, Finance, Health, and Manufacturing domains. Expertise in .NET, SQL Server, SSRS/SSIS, Web API, and Azure DevOps with strong focus on agile methodologies, SDLC, and project delivery. Proven ability to mentor teams, drive process improvements, and deliver solutions that improve customer engagement and business efficiency. PMP® Certified and skilled in implementing CMMI processes and risk management practices.



MD DILSHAD ALI ANSARI - PMP®

TECHNICAL MANAGER

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# SKILLS

* **Project Management :** Project Management, Agile & Scrum Methodologies, Software Development Life Cycle (SDLC), Requirement Management, Streamlined Project Delivery
* **Development Environment :** .Net(2.0,3.5,4.0),C#, Visual Basic, C, C++,.Net Core
* **Web Development:** HTML, CSS, Angular, java Script, Html, DHtml, Xml,Jquery,json,Ajax,Bootstrap
* **Databases:** Microsoft Access , SQL Server 2000/2005/2008R2/12/14/16, Oracle
* **Frameworks:** Angular,.net
* **Version Control:** Git,Bitbucket,Proforce4,TFS,SVN
* **Software Tools**: Visual Studio Code
* **DevOps:** Azure Devops, Yaml
* **Problem Solving:** debugging, code review
* **Agile/Scrum Methodologies:** Azure Boards
* **Team Collaboration:** Strong communication and teamwork skills
* **Agile/Scrum Methodologies:** Azure Boards
* **Web Technologies :** Asp.net,Asp.net core, Microsoft Dynamics
* **Architecture :** Client Server/MVC3.0/5.0
* **Technologies :** COM, Web Services, SOAP, WCF,WebApi, Kentico10
* **Testing Tool (Web Services, WebApi) :** Swagger ,Postman
* **Third party Control :** Telerik control(Web/Window)
* **Style Sheet & Testing :** CSS,XSL, Manual Testing(+ve,-ve,Exceptional), [Development /Testing/UAT]
* **Application Server :** IIS(5.0,6.0,7.0)
* **Domain :** E-commerce ,Travel ,Finance, Health, Manufacturing
* **Payment Gateway : SagePay, PayUpaisa**
* **Database Connectivity Tool: ADO, ADO.net, ORM, Entity Framework (Database Model)**
* **Bug Tracker Tool : Mentis, Bugzilla**
* **BI& Reporting Tools : SSIS, SSRS, powerBI(Desktop),R, Telerik**
* **CMS :** Kentico10
* **Script :** Power shell, Power Bash

# PROFESSIONAL EXPERIENCE

### **Technical Manager | Navayuga Infotech, Hyderabad, India** | May 2023 – Present

* Led a **21-member team** in delivering multiple enterprise solutions, achieving **25% higher customer satisfaction**.
* Designed and deployed **CI/CD pipelines** using **Azure DevOps**, reducing deployment errors.
* Developed **SSRS reports** and **SSIS packages** for data migration across SQL Server and Oracle systems.
* Directed the **IPMS Port Management Project**, streamlining vessel and cargo movement tracking.
* Optimized SDLC processes, reducing **time-to-market by 15%** and improving delivery efficiency by **20%**.
* Create, modify, and optimize SSRS reports using SQL Server Reporting Services.
* Build paginated reports, dashboards, and visualizations as per business needs.
* Use parameters, expressions, and datasets to design dynamic reports.
* Deploy SSRS reports to Report Manager / Report Server.
* Schedule report execution and subscriptions (email, file shares).
* Manage security and user access for reports.
* Design and develop ETL packages using SSIS to extract data from various sources (SQL Server, Oracle, flat files, Excel, XML, etc.).
* Transform and clean data to meet business requirements.
* Load data into target systems (data warehouse, data marts, or databases)
* Optimize SSIS packages for performance.

### Sr. Technical Lead & Associate Manager | **NIA, Manama, Bahrain | *July 2018 – May 2023***

* Managed a **multinational team of 43 developers** across 6 countries.
* Delivered **13 major software products**, increasing organizational satisfaction by **33%**.
* Oversaw ERP, Healthcare (HIMS), PMS with Kiosk, and legacy app modernization projects.
* Streamlined issue resolution with stakeholders, cutting **resolution time by 20%**.
* Implemented enterprise-wide **risk management**, reducing project delays by **30%**.

### Freelance Consultant | **Bahrain & Remote (US Clients) | *Dec 2020 – Nov 2021***

* Delivered **Power BI dashboards and SSRS reports** for Clarity Benefit Solution (USA).
* Developed an **online learning platform** for Learner Edge (USA) using .NET, MVC, and SQL Server.

### Sr. Software Engineer | **Almoayed ICT, Bahrain | *Jul 2017 – Jun 2018***

* Built SSRS reports, SQL Server integrations, and .NET MVC solutions.
* Enhanced system reliability by resolving critical production issues.

### **.** NET Developer / Software Engineer | **ELI India, Incedo Ltd, Riding House Infotech, Assign Infotech | *2009 – 2017***

* Developed **Web EHR**, **VISOF CRM**, and **Commercial Loan Management System**.
* Built ERP modules (Billing, Inventory, HR, and Manufacturing) with SQL Server and ASP.NET.
* Created reporting systems (SSRS/Crystal Reports) and integrated with third-party services (CIBIL, Payment Gateways).
* Mentored junior developers and streamlined testing/documentation processes.

# EDUCATION

Master of Computer Application | Sikkim Manipal University | Delhi, India | May 2009

* + Relevant Courses: Data Structures, Algorithm Analysis, Software Engineering, Database Management

Bachelor of Computer Application | School of Computer and Information Sciences, IGNOU | Delhi, India | May 2006

* + Relevant Courses: Data Structures, Algorithm Analysis, Software Engineering, Database Management

# CERTIFICATIONS

* + PMP® Certified valid till 14 March 2028
  + 35 hour PMP Workshop from Anexas Europe (https://anexas.net/) in July 2024.
  + 5 day full time Workshop on CMMI Process Navayuga Infotech in Aug 2023.
  + Online Certificate in GDPR(Beginner) From Alison.com in Nov 2022
  + Online Certificate in DML and Database SQL server Administration From Alison.com in Nov 2022
  + Online Certificate in ISO Management system Audit technique and best policies From Alison.com in Nov 2022
  + Online Diploma in Project Management From Alison.com in Nov 2022
  + Online Certificate in Understanding Statistic and Provability Data From Alison.com in Nov 2022
  + Certified Lean Six Sigma Yellow Belt from Anexas Europe(https://anexas.net/) in Oct 2022
  + Certified Lean Six Sigma White Belt from Anexas Europe(https://anexas.net/) in Oct 2022
  + Certificate in Project Management(Beginner) From PMI in June 2020
  + Certificate in Agile Program management Office From PMI in July 2020
  + Administering Microsoft SQL Server 2012/2014 Databases [Code : 70-462]
  + Developing Microsoft SQL Server 2012/2014 Databases [Code : 70-464]
  + Online certificate in Agile Project Management from Telecommunications Regulatory Authority – UAE
  + Microsoft certification in MCP with .NET Framework 4[Code : 070-516, 070-519]
  + Three Days .Net Training Conduct by WebUniv
  + . Net Specialization From ATS Education from Lajpat Nagar
  + Online Certification in Html from “RankSheet.com”
  + Online Certification in HIPAA from ELI Global.
  + Online Certification in Security& Information from ELI Global.

# Personal INFORMATION

Date of Birth : 25th of December 1984

Sex : Male

Permanent Address : N-77B, Batla House, Near: Hari Masjid, Jamia Nagar, New Delhi-110025

Father’s Name : Md Shamshad Ali Ansari

Marital Status : Married

Nationality : Indian

Passport No : Z7718127 (21st April 2034)

Driving License No. : Bahraini 841265763 (1st November 2025)

Languages Known : Hindi, English, and Urdu

Skype : Dilshad\_Crystal