Irshad Nazmi
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IT Project Manager

Detail-oriented leader with over 13 years experience in Enterprise Content Management, ERP, Software Design and Development, Business Analysis and Project Management. Interface with all levels of leadership. Effectively handle critical client transactions. Strong ability to turn around at-risk projects.

Strength

- Handle project delivery from conceptualization phase to successful deployment and maintenance.
- Vendor / Client / Stake holder and People management.
- Reduce Project risks. (Viz. Cost / Schedule Overruns)
- Enable clear policy development and promote good practices for IT Project management.
- Manage compliance to established project management frameworks and methodologies.
- Help achieve greater trust in and significant value from IT Projects

Major Achievements

- Successfully transformation .net Visa application to the Microsoft Dynamics CRM for VFS Global.
- Successfully migrated visa application from Indian data center to Cloud environment.

Functional and Technical

My primary area of expertise in enterprise system implementations is ERP / CRM. However, I can quite easily implement the operational and logistical components of systems as evidenced in my work experience. I believe that where I really add value to my employers is in being an all-round performer. My functional skills are excellent and I am also technically competent.

In total I have been implementing ERP systems for 5 years and I have a comprehensive understanding of the workings of such systems as well as the business concepts involved. Apart from this I have development and QA / Testing experience most of my Testing and QA experience is in the ERP government sector although of late I have been consulting for the private sector and am capable of adapting to both types of environment.

- In-depth knowledge and hands-on experience to handle the **Post Production support**.
- In-depth knowledge and hands-on experience to handle **Onsite and Offsite model**.
- Actively participated in **Change Management** activities.
- Strong understanding of the **integration** requirements.

Educational Qualification

- BE "IT" from AIEM (Advanced Institute of Engineering and Management India) - 2003
- Diploma in Computer Science & Engineering "iGNIIT" from NIIT - 2003
- Diploma in Hardware & Networking from ET&T – 2003

The Proficiency Forte

I do have a good understanding of these methods, tools, platforms and languages. Actually my management role does not include hands-on experience in software development since five years. However everything below has either been used by myself personally or used by people of my teams.

- Tools: IBM Test Manager, IBM Robot, IBM Rational Rose, UML, Microsoft Visio.
- Language: Microsoft Dynamic, JAVA, XML, VB.NET, C#, Oracle Forms & Reports, Seibel,.Net technology.
- Data Base: MS ACCESS, SQL SERVER 7 & 2000, ORACLE 8i, 9i, 10g.
- Operating System: WINDOWS9x, WINDOWS2000, WIN-NT4.0, NOVEL NETWARE 5.0
- Web Servers: Websphere, IIS 5.O.
- Communication: MQ Series
- ETL, Reporting: Informatica, Data Staging, BOs, COGNOS
- Version Control: VSS
- Project Management Tool: Microsoft Project Plan.

Dec'13 to Till Date: HP (Hewlett Packard Global Soft Limited "Client: VFS Global") (Software Project Manager)

The Accountabilities

□ Managing and delivery of software development Projects and programs from conceptualization, visualization to
□ technology mapping and final execution of projects for MENA region and Managing Project scope and change requests (CR)
□ Interact with the client to create technology specifications from business requirements for modules within the project
□ Formulates strategies and methods in coordination with the EM's and Tech Head to gather functional requirements and capture them in standard notations like use cases
□ Monitoring development activities and reporting project progress and mentoring and providing technical guidance/support to project teams
□ Liaison with project team and delivering projects as per scheduled milestones (risk/quality/time)
□ Closely work with all verticals in a project e.g. Like Operations, Process, Infosec, Solutions, Infrastructure, Developers, TL, and Tech Head etc.
□ Provide IT applications BAU support for the MENA region
□ Perform as primary interface for Global Operation with regards to client escalations.

From March'10 to Dec '13: VFS Solution. (Project Manager)

The Accountabilities

□ Interact with the client to create technology specifications from business requirements for modules within the project progress and handle BAU support for the MENA region
□ Verifying change requests and defects; documenting, tracking and communicating plans to stakeholders.
□ Conduct team appraisal and mentoring.
□ Coordinate delivery activity and production issues resolutions /Identify and lead improvements in the process
□ Involved in the project delivery from conceptualization phase to successful deployment and maintenance.
□ Perform as primary interface for Global Operation with regards to client escalations.
□ Review the BRS / SRS / HLD / Test Design Matrix etc.
□ Review and informal audit of application development.
□ Analyze and monitor customer Problem Reports (PR's).
□ Definition of service level agreements (SLA'S) related to contracted services.
□ To ensure that systems, processes and methodologies as specified are followed to sure effective monitoring, control and support of service delivery.

From Jan'09 to March '10: Dubai Customs (Project Development & Implementation Manager)

The Accountabilities

□ Planning and scheduling activities to ensure completion of the project within the time and budgetary parameters ensuring optimising resource utilisation.
□ Identifying appropriate process methodologies.
□ Managing activities pertaining to resource planning, allocation, multi-project administration & QA documentation as per the requirements.
□ Meeting deadlines without compromising quality norms.
□ Data sufficiency / Analysis exercise for software Implementation or Roll Out.
□ Infrastructure readiness assurance activities for implementation or Roll Out.
□ Coordinate post production support activities and tracking of issue log.
□ Developed and maintain all project management plans and deliverables as per approved methodologies.
□ Estimate time and resources required to successfully implement project scope.
□ Design cross-functional plans such as HR, Training & Communication plans.
□ Coordinate with external and internal stake holders and provide regular progress updates.
□ Coordinate set-up and operational activities of the support team.
□ Understand project sponsor's appetite for risk and perform risk management activities.

- Maintain sponsor / stakeholder satisfaction through the delivery of high-quality, timely, and thorough solutions to deliver value to business.

Key Projects:

RMP (Reform & Modernization program): An integral part of RMP development (One of the biggest implementation so far in Dubai Customs), Dubai customs itself becoming paperless in the way that it manages the workflow associated with the processing of import and export declarations through the inspection process, the Valuation and classification process and the collection of duties and charges.

The RMP Domain was realised to provide the immediate need for Dubai Customs to leverage its capabilities to reform and modernize the existing Mirsal1 system in providing customs' services and to be able to process the huge increase of imports and exports.

VAT (Value added Tax) Application development: The VAT IT system is an e-government initiative from UAE government for Collection of Value added tax from the taxpayer through an automated system. The system in context here has the core taxation capabilities coupled with a medium of interaction of external users and taxpayers with the system. The potential taxpayer would register through the portal or the off-line registration system. The ETM will compute tax to be paid as well as refunds. The SOA system would provide a repository for financial information and reconciliation. The taxpayer's documents will be stored in the DMS. The Infrastructure project will provide the supporting hardware, logical and physical networks.

Due to recent developments in global economies, a no-go decision was made by the top level management to put all development activities on hold until further notice.

From Jan'07 to Jan'09: Netlinkblue (Project Development & Implementation Manager)

<div align="center">The Accountabilities</div>

- Planning and scheduling activities to ensure completion of the project within the time and budgetary parameters ensuring optimising resource utilisation.
- Identifying appropriate process methodologies.
- Design RFP.
- Managing activities pertaining to resource planning, allocation, multi-project administration & QA documentation as per the requirements.
- Meeting deadlines without compromising quality norms.
- Data sufficiency / Analysis exercise for software Implementation or Roll Out.
- Infrastructure readiness assurance activities for implementation or Roll Out.
- Actively involved in requirement gathering and communicate with off shore team.
- Set the mile stone and stick on the same and update with client accordingly.
- Provide demo to client on staging environment.
- Actively participate and assist testing team.
- Involved in UAT.
- Coordinate post production support activities and tracking of issue log.
- Developed and maintain all project management plans and deliverables as per approved methodologies.
- Maintain sponsor / Stakeholder satisfaction through the delivery of high-quality, timely, and thorough solutions to deliver value to business.

Key Projects:

ERP Implementation (For Bathagroup. "www.albathagroup.com"): ERP implementation. The ERP roll-out was executed in a phased approach.

ERP Implementation (http://www.netlinkis.com): ERP implementation for manpower management.

ERP Implementation (http://www.ecolog-international.com/): ERP implementation.

Data ware Housing Implementation (http://www.netlinkis.com): Data Warehousing with Cognos for efficient and effective management reporting.

From Nov'03 to Jan'07: DATEL SYSTEM & SOFTWARE (Implementation Consultant /Quality Consultant / Software Tester)

<div align="center">The Accountabilities</div>

- Review all artefacts as implementation point of view.
- Planning and scheduling of activities to ensure completion of quality analysis within the triple constraints.
- Identifying appropriate QA processes and executing the same with high fidelity.

- Implementation of QA activities in project schedules.
- Preparation of documentation deliverables as mandated.
- Team mentoring, monitoring and development.
- Defining best practices for project support and documentation.
- Meeting deadlines without compromising on quality.
- Create and execute Test Plan / Test Case.
- Build up test environment.

<div align="center">**Key Projects**</div>

National Bonds Corporation (www.nationalbonds.ae): NBC application is a web based bilingual intranet system to manage financial administration of National bonds which is an entity of national savings scheme.

e-Card (e-GATE): the following system is fast passenger clearance system.
It addresses the following functionalities:

e-VISA/Residence Solution (eDNRD): The project was aimed at automating the VISA, Residence, Establishment Applications Online VISA, residence applications are modules developed for automating VISA and residence application process for a reputed client based in Dubai. It has both internet and intranet interfaces

e-Border Solution (UAE-Oman): It is a common interface to facilitate border related activities between UAE and Oman. This project includes e-Gate, APIS and Biometric security features. IBM Message Broker and IBM MQ Series is used for choreography and work flow. It addresses the following functionalities:

UAE e-services: It is a UAE eServices is a software solution for Entry Permit / Residence, with a full fledged electronic integrated solution for managing the eForm (Individual Visa Application process) & eCollections
via manned & unmanned resources including but not limited to IT infrastructure, software, payment options & process & operational methodologies.
Biometric: It is a UAE facial and finger recognition is a software solution for verify criminal activities while Enter in UAE.

From Jan'01 to Nov'03: DEWSOFT (Oracle Developer/ Software Tester)

<div align="center">**The Accountabilities**</div>

- Involve in business requirement gathering
- Prepared software requirement specification document
- Coding
- Prepare and execute unit test
- Execute functional testing
- Quality assurance process improvement and testing life cycle

<div align="center">**Key Projects**</div>

Mips Application (ERP)
Payroll Management System

<div align="center">**Personal Details**</div>

Date of Birth	:	7th July 1979
Nationality	:	Indian
Passport Details	:	No. Z1951001
Date of issue	:	23/08/2009
Date of Expiry	:	22/08/2019
Marital Status	:	Married
Driving License Details	:	Indian / UAE Licence