**Safdar Shaikh**

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| **SELF** |

**Technology Lead with 19+ years of experience,** primarily in Information Technology. Diverse experience in various industries like **Automation, Manufacturing, Healthcare, and Insurance**. Worked as a part of multicultural teams across **New York, Milwaukee, Cincinnati & Dallas** as well as most metro cities of **India**.

A committed and results-driven individual with balanced focus on Tech Solution, delivery, people, process, relationship, and financial management. Adept in **solutioning,** **client engagement, financial planning, program, and project management** with well-defined skills to execute the entire lifecycle of project activities encompassing **business analysis, technical architecture, proposal,** andexecution with **agile (SCRUM / KANBAN)** methodologies. Proficient in database technologies like SQL Server, Oracle and PL/SQL. Good understanding of business with outstanding problem-solving skills. Adept at handling multicultural and diverse environments, I am an out and out people person and loyalty builder who invokes high levels of trust in others

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| |  |  | | --- | --- | | **HIGHLIGHTS** | | | Technology Solutions | * Solutioning business processes using various RPA technologies * Delivering a dependable and scalable automation system, aligned with the client’s strategic insurance processes * Leveraging automation technologies to solve higher-order business challenges with technologies including robotic process automation (RPA), optical character recognition (OCR), artificial intelligence (AI), and machine learning (ML) * Provide automated solutions for rules-based clerical tasks that do not require decision-making * Deliver high yielding Business Process Automation | | Client Relationship | * Understanding client’s technical processes and translating client requirements into a standard solution * Manage timely completion of projects for clients and ensure maximum customer satisfaction by closely interacting with potential clients & establishing relationships to expand services and scope * Maintaining customer satisfaction across multiple customers and accounts * Serving as IT single point of contact / Interface for supporting customers and responsible for communication and coordination between offshore and onsite stakeholders * Determining suitable performance metrics for all phases and reporting project progress against them * Driving profitability for the customer through effective utilization and optimization of productivity | | Program / Project Management | * Project Charter and Vision-Scope: Comprehend project goals and objectives, constraints, terms and conditions, scope and out of scope to be delivered * Scope Baseline and Breakdown: Facilitate proof-of-concept, prototyping, interviewing workshops or other techniques of gathering requirements, defining and baseline requirements * Project Management Plan: Build project management outline to effectively plan, monitor & control execution * Schedule Planning: Create tasks, identify their dependencies and sequence and perform appropriate mathematical analysis (e.g. critical path method, schedule optimization) * Schedule Management: Ensure all project milestones, deliverables, Go-lives, deployment dates etc. are met and in case of any variance, all stakeholders are informed with the relevant reasons * Financial Management: Allocate overall costs to tasks, associate any billing codes, ETC, EAC, overall cost, revenue, budget, and management of financial variance, and maintain and publish P & L * Risk Assessment, Plan & Management: Assess risk through appropriate methods and procedures, identify roles, assign risk owners, develop risk response plans including mitigation and contingency plans * Quality Plan & Management: Develop a quality plan addressing metrics, KPIs and any processes or standards developed to increase stakeholder satisfaction as supporting detail to the project plan * Acceptance and Transition: Able to gain formal acceptance and sign-off of the project by the sponsor or customer and validate that all conditions of satisfaction have been met. * Lessons Learned and Closure: Analyse and document project performance in terms of variance, trend, and earned value analysis and record learnings and experience through review meetings with stakeholders | | Technical  Services | * Continuous improvements in Business Process Automations through detailed study of the existing process, re-engineer it from the automation perspective * Choosing the most impactful, secured and most appropriate Business Process Automation methodology * Interfacing with teams of Project Managers, Support Engineers and Testing Engineers * Resolving support/operational issues in liaison with Operations Project Managers & Business Sales Team * Developing, implementing, and providing support for software implementation requirements for clients * Achieving customer satisfaction by ensuring service quality norms and building the brand image by exceeding customer expectations * Tracking deliveries schedules, and control schedule and effort variance  |  |  | | --- | --- | | Automation Tools | UiPath, MS Power Automate, WorkFusion, Soroco AP | | Languages | C, C++, C#, PL/SQL, Java | | Practices | DevOps, Jira, Agile, Cloud development | | Databases | SQL Server 2012, Oracle 9i/10i | | | Certifications | * **IIT B - Advance Program in ML and Deep Learning (Jan 2022 - Ongoing)** * Microsoft Certified Professional (MCP) * 70.228 Installing, configuring and administering SQL Server 200 * 70.229 Designing and implementing databases with SQL Server 2000 * Brain-bench, .NET Framework Fundamentals - Score 4.12/5 | |

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| **ROLES & RESPONSIBILITIES** | |
| Xceedance  Associate Director (Apr’21– Current)  Client – Berkshire Hathaway US | * Responsible to identify and implement Robotic Process Automation, Machine Learning, Artificial Intelligence for all the processes across Berkshire Hathaway * Identifying Automation Strategy for new automation streams, ensuring alignment with overall goals and objectives of business unit and organization * Handling activities including Hunting new opportunities, reviewing proposals, sizing, and financials * Stakeholder management among Berkshire Hathaway, vendors, & partners * Supervising timelines, deadlines, feature sets, risks, change requests and releases |
| Soroco Automations Sr Project Manager (Jul’19– Dec’20)  Client – Amazon US | * Involved in Pre-Sales activities like proposals, POC’s, T-shirt sizing and financials * Managing the development life cycle of automation systems, from planning to deployment * Scoping and prioritizing development activities based on business impact * Coordinating activities across teams for timely releases * Stakeholder management including working with clients and managing client expectations * Managing client escalations to ensure timely resolution * Handling Resource management withing department |
| Tech Mahindra  Project Manager  (Apr’14-Jul’19)  Client – GE Healthcare | * Develop Project plans * Identifying project scope and schedules * Understanding project requirements, identify roles and determine project structure * Project estimations and formulating timelines * Tracking progress of overall project Tracking, Quality and Performance * Ensure deliverables are met on time, risks are appropriately mitigated, and status is communicated regularly * Reporting internal stakeholders and interact with PMO * Coordination with GE team for implementation of changes in production |
| iGate - Project Lead  (Sep’06-Mar’14)  Clients –  [Guarding Life Insurance,  Rockwell Automations,  GE Aviation,  CMC] | * Gathering detailed business requirements * Analyse client’s business process to create the specification for the changes or enhancement * Requirements and Analysis: Understanding requirements and act as a functional resource * Interacting with the user to collect the knowledge about their unique business process * Review functional & technical design documents * Co-ordination with offshore team in testing and documentation requirements * Allocating work to offshore team and resolving their functional queries * Coordination with different teams for implementation of changes in production * Developing interfaces in accordance to Patni Development Methodology |
| WindowMaker Software  Software Engineer  (Nov’03-Sep’06) | * Transformation of Functional specification to Higher-level Technical Specifications * Development, Testing, Enhancement and debugging * Offshore VMWare Development environment setup of Project using Eclipse 3.1, Visibroker (Borland), GSoap, and Visual Studio 6.0 |

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| **STRENGHTS** |

* People management, strong logical & problem-solving skills, ability to consistently exceed business unit delight and bringing in keen customer focus, and follow through with new processes and deadlines
* High energy and motivation levels and comfortable in multicultural and multidisciplinary environments
* Excellent communication and negotiation skills
* Possess positive attitude and believe in creating a healthy, witty environment for the team
* Dedication and commitment are one of the greatest strengths
* High ethical and moral standards. Place high premium on integrity and honesty

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| **Qualification** | **Institution** | **Year** |
| Master of Computer Application (MCA) | M. S. University, Vadodara | April 2003 |

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| **INTERESTS** |

* Reading, Poetry, Music

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| **PERSONAL DETAILS** |

* Marital Status: Single
* Location preferences: Fully mobile