

TALHA MASOOD

SENIOR IMPLEMENTATION MANAGER



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OBJECTIVE

To work in tandem with a team in a challenging and competitive environment where I could improve my knowledge, capabilities and put them to use for personal as well as professional development at the same time enabling organization to reach its goals.

PROFESSIONAL CAREER

Job Title: Senior Implementation Manager
Organization: TPS Pakistan Pvt. Ltd
Tenure: July, 2018 till date

RESPONSIBILITIES

- Lead implementation project portfolios as single owner across different stages: Requirement Gathering, Solution and System design, project planning including resources alignment, team management and task management during course of implementation phase
- Analyze and tailor solutions according to business requirement of client with respect to organizations existing portfolio of products and services
- Direct and manage IT/e-Banking projects of Middle East, Africa and Pakistan clients from initiation to closure. Accountable to achieve project goals and objectives within defined constraints like time, scope, budget, etc.
- Leading the dedicated team of cross-functional resources for the end to end execution of the projects of HBL involving functions like solution designing, requirement gathering, planning, monitoring, closure and handover to support services
- While initiating the project, facilitate relevant stakeholders to conduct and finalize BRD / RFPs and ensure proper estimations regarding high level efforts and timelines. Conduct internal / external kick off meetings to lock the stakeholders along with their expectations and roles and responsibilities on both client and internal side
- Perform detail planning process by undertaking requirement gathering / analysis and documenting functional specifications. It covers scope statement, plan, key risks with their contingencies and mitigation strategies. Lead complete cycle of software development by collaborating with all the functional leads and sometimes individual team member of development, quality assurance and implementation departments. It also covers critical outputs like system integration testing (SIT), user acceptance testing (UAT) with client's IT and business departments
- Act/liaison as technical point of contact for clients, internal teams and management. Lead communication, relationships, escalation and resolve conflicts. Ensure the change management through implementing the change control procedures
- Lead project status reviews meetings and risk monitoring sessions and distribute latest statuses of both project progress and risks to all stakeholders including clients and internal management
- Assure stable cutover / production rollout and provide the guidance to handover the project's result to support / operations team. Documenting closure artifacts like sharing key findings, post mortem meetings, and lessons learned, profitability report, milestones signoffs, etc.

- Projects – Deploying & integrating Branch-less host with switch and core banking, integrating remittance giants like MoneyGram, Western Union, Xpress Money, EMV Issuance/Acquiring with National Switches & MasterCard with eco system of E-Banking, Domestic Payment Scheme Implementations like PayPak, Local POS Acquiring with different banks of Pakistan, etc.

PROJECT PORTFOLIO MANAGED

Region	Accounts
Pakistan	Habib Bank
	MCBI Bank (MCB Islamic Bank)
	Bank of Khyber
Africa (Liberia)	Central Bank of Liberia
	Liberian Bank for Development and Investment
Middle East	Al-Fardan Exchange
	Credit Libanais

MAJOR PROJECTS PERFORMED

- MasterCard EMV Acquiring
- mVISA (QR based payments)
- Domestic EMV Issuing and Acquiring
- Integration of enterprise switch with CTL Prime 4 (CC Host)
- M-Wallet Cards Issuance
- Demographics update via ADC channels
- UPI EMV Issuance
- PayPak EMV Issuance & Acquiring
- Talking ATM for visually impaired persons
- Certification of core banking system with banking enterprise switch
- Enablement of E-banking Ecosystem comprising of Middleware Switch, ATM Controller, Internet/mobile banking and Bill Payment System
- New institutions onboarding at payment processor platform
- Integration of banking switch with the central switch for Issuing & Acquiring (ATM & POS)
- 3D secure enablement for ecommerce transactions
- MasterCard and VISA contactless issuance
- 1-Bill – Pakistan’s national centralized credit card bill payment system
- Campaign management at ATMs
- Setting up a new processor to enable a platform for banks comprising of enterprise switch, gateway and prepaid card management system
- Implementation of State Bank, 1LINK and scheme’s (VISA, MC, UPI) mandates
- Implementation of national switch in Liberia
- Implementation of institution’s first CMS and ATM switch (Yemen, Liberia)
- Implementation of Payment gateways
- Integration of national switch with national revenue board for tax collection (Liberia)

ACHIEVEMENTS

- Special award of achievement for successfully completing record 34 projects and CR's at HBL in one year
- Finalist of PMI-KPC Awards 2014-2015 in Project of the Year Category
- Nominated as Star Performer multiple times in the career
- Awarded early promotion as Assistant Manager

VERTICAL GROWTH

Organization	Job Title	Start Date	End Date
TPS	Senior Manager Implementation	Jul '18	Till date
	Manager Implementation	Jul '15	Jun '18
	Assistant Manager - Implementation	Jan '13	Jun '15
	Senior Systems Engineer	Jan '11	Dec '12
	Systems Engineer	Jan '10	Dec '10
Gfk Etilize	Integration Manager	Dec '08	Dec '09
	Software Support Engineer	Jan '08	Nov '08
	Technical Language Expert – French	Jun '04	Jan '08
	Technical Knowledge Engineer	Nov '03	May '04

PROFESSIONAL SKILLS

- Project Portfolio Management
- Solution analysis and design
- Interpersonal Communication
- People Management
- Customer Handling
- Requirement Gathering (Functional & Technical)
- Risk Management
- Planning
- Conflict Management
- Software Implementation & Troubleshooting
- Problem Solving
- Ability to work on stringent timelines
- Quick adaptability to change
- MS Project
- MS Visio
- MS Office
- Linux basics

INITIATIVES

Specific, need based and planned initiatives were taken that brought tangible impact on team productivity.

- Standard templates for:
 - Probation/training plans of new inductees
 - Project Status Activities
 - Monitoring Activities
- Standard Implementation protocols and techniques
- Operational documents for ease of clientele
- Troubleshooting documents for inter and intra team convenience
- Formulated MIS reports that later became part of in house MIS reporting system
- Training methodologies for team development and grooming
- Participated in the improvement of processes regarding implementation and support services

- Made projects handover process to ensure smooth shifting of teams and transparent transition from clients' perspective
- Introduced annual leave planner to enable succession planning and ensure work life balance of team members
- Introduced health check activity of systems installed at clientele to evaluate its performance, mitigate risks and unwanted situations. Also designed standard health check document template to record all observations
- Managed HBL portfolio comprising of innovations, consumer banking, retail banking, IT security etc.

TRAININGS & WORKSHOPS

- Participated in multiple training workshops like
 - PMI – PMP Exam preparation workshop
 - Superior Mind Set
 - Strategic Time Management
 - Leadership Skills
 - Emotional Intelligence
 - Supervisory toolkit

ACADEMIC QUALIFICATION

- **Graduation (BSc. Hons) – 2003**
Computer Sciences,
University of Huddersfield, Huddersfield, UK

SOCIAL ACTIVITIES

- Organize team-wide picnics and outdoor events
- Participates in skits, acts and hosting of corporate annual event(s)
- Photography of official and private events

REFERENCES

Will be furnished upon request.