Contact

+923212648479 (Mobile)
smahmedabbas@gmail.com

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smahmedabbas (LinkedIn)

Top Skills

C++
Java
Microsoft Office

Languages

English (Professional Working)
Urdu (Native or Bilingual)
Persian (Elementary)

Certifications

Software Processes and Agile
Practices
Professional Scrum Master

Ahmed Abbas

Project Manager | PSM | Scrum Master
Pakistan

Summary

Centegy Technologies : Associate Consultant

Working as Unilever Global (LeverEdge project) Sales and
Distribution ERP consultant, providing pre, present and post
consultancy to Unilever Indonesia. Serving as a country lead of
Unilever Indonesia from Centegy.

provide advanced problem solving, troubleshooting and system
consultation as required for
Unilever global offline distribution management system and support
of over 1000 Distributors.

Planning, requirement gathering and designing new requirements
suggestions to comply with business requirements and user
facilitation.

Also facilitating System Integration Testing (SIT) taken place by Test
Labs in India and User Acceptance Testing (UAT) by country stake
holders and super users.

Establish and nurture rapport with clients that is conducive to a long-
term business relationship.

Communicate with clients to clearly understand project
enhancements and scope.

Schedule client meetings to discuss about project updates and
issues.

Ensure that project deliverables meet client requirements and quality
standards.

Build positive working relationship with clients and ensure client
satisfaction.

Responsible for the BMC remedy system for the Incidents, Problem, Service Requests management and SLA achievement.

This Distribution management system consists of different integrated software's (Backend Microsoft SQL Server & Frontend ASP.net)

App dynamics configuration, deployment and management

Experience of supporting production releases as part of the deployment team.

Provided technical support for any issues found in the production.

Consulting with product architects to evaluate operational and performance requirements of overall system. Also referring to DBAs for product performance issues and improvement activities.

Experience

TPS Worldwide
Assistant Manager Product & Services Delivery
July 2021 - Present (9 months)
Karāchi, Sindh, Pakistan

working as an Assistant Manager Product & Services Delivery for multiple teams to lead the development and implementations of multiple products of TPS

As assistant manager of product & services delivery he has been performing the following tasks effectively:

Conducting research to develop new and improved processes for the Development team
Optimize productivity by designing, implementing, and testing new procedures and finding the most appropriate production strategies.
Drafting process ideas to reduce costs and improve production rates.
Ensuring processes comply with safety and quality standards.

Performing process simulations and troubleshooting issues and performing optimization tests.

Assembles reports to document process status and changes.

Discover areas for improvement and monitor upgrades.

Communicate findings and proposals to upper management.

Provides thorough instructions for successful implementation of process changes.

Contributes to departmental efforts by accomplishing related tasks as needed.

Meeting with production managers to assess existing processes.

Developing Product Road-maps, setting up Key Responsibility Areas (KRA) for the team

Resource and Capacity Planning to follow the road-map

Mentoring and coaching the resource in a team and contributing to the Software Process Efficiency.

Assisted to technical support and Development team for all customer-related issues reported and escalated by the support management system to current established SLAs and let the SLA be achieved.

Folio3 Software
Project Manager
October 2020 - July 2021 (10 months)
Karachi Division, Pakistan

Currently working as, a Project Manager for their Oracle NetSuite division for ERP customization, integration, implementation, Suit e-commerce development, or NetSuite mobile apps Project. Folio3 is an Oracle Corporation Partner and has developed a wide variety of NetSuite solutions for its clients in multiple industries vertical.

Managing project life-cycle of medium to large scale applications.

Working at Scrum Methodology, with expertise on Agile tools like Jira.

Implement standard toolsets for the team to apply that increase quality and shorten development time.

Plans future resource allocation for current and future projects with technically competent individuals.

Understanding every aspect of Folio3's internal systems. Extensive customer/project management experience work

Strategically assigns individuals to project teams based on their experience and availability.

Strategic thinking and strong business acumen are essential in this role.

Expertly counsel clients based on broad communications landscape and business goals; take immediate action on client feedback

Lead staff by mentoring, motivating, coaching, consistently providing feedback, holding them accountable and conducting their reviews, and overseeing their professional development.

Ensuring customer satisfaction and analyzing and managing project risk

Works with sales to scope requirements and needs of customer, review contract and propose a solution

Develop, execute and maintain project plans to deliver solutions to customer

Work with development and QA teams to ensure delivery of client requirements

Impart product training to clients

Generate interim and final project status reports

Transition client and portal to customer support staff

Obtain customer sign off upon project completion

Conduct User Acceptance Testing (UAT) before new work is released in Production

Contribute to the improvement and efficiency of new and existing application functions

Technology Ally
Project Manager
February 2020 - October 2020 (9 months)

Manages a team of software engineers to architect, Lead operations, design and construct client /server and web-based applications ensures the quality of work, by implementing effective processes.

Plans and implements infrastructure and promotes best development practices and processes needed to support development, testing, and development.

Implement standard toolsets for the team to apply that increase quality and shortens development time.

Plans future resource allocation for current and future projects with technically competent individuals.

Strategically assigns individuals to project teams based on their experience and availability.

Strategic thinking and strong business acumen are essential in this role.

Expertly counsel clients based on broad communications landscape and business goals; take immediate action on client feedback

Lead staff by mentoring, motivating, coaching, consistently providing feedback, holding them accountable and conducting their reviews and overseeing their professional development.

Demonstrates advanced writing, editing and presentation-development skills; project management skills; and consultative skills (including effective

questioning, critical thinking, client management, and communication methodology application), excellent communicator and public speaker. Ensuring customer satisfaction and analyzing and managing project risk

360factors Inc.
Implementation Specialist
April 2018 - February 2020 (1 year 11 months)
Pakistan

Works at cloud-based Enterprise Risk and Compliance Management automation technology and services,
Enterprise Risk and Compliance Management technology platform,Predict360,uses unique mapping and
cognitive computing technologies to provide regulatory insight,predict risks and drive operational
excellence. Predict360 vertically integrates regulatory information,policies and procedures,risks and
controls,audit and inspections,and on-line training in a single platform.
American Bankers Association ABA
Endorses 360Factors for Compliance Management Software
Works with sales to scope requirements and needs of customer,review contract and propose solution
Develop,execute and maintain project plan to deliver solution to customer
Create and configure client solution
Developing customized reports and dashboards using Izenda BI as per report requirements
Utilize effective data visualization techniques
Work with business partners to understand business objectives and develop value-added reporting and provide ad-hoc
data extracts and analysis
Knowledge of MYSQL,worked at Izenda BI tool.to develop customized reports.
Participate in different stages of the report development lifecycle
Document requirements for development team for customer needs unserved by solution
Work with development and QA teams to ensure delivery of client requirements
Impart product trainings to clients
Obtain customer sign off upon project completion
Conduct User Acceptance Testing (UAT) before new work is released in Production

Contribute to the improvement and efficiency of new and existing application functions

Responsible for managing development with regards to Izenda BI reporting

Create and deliver module-based reports,dashboard and analyses for senior and executive level audiences

Create and maintain detailed documentation on all projects/requests,Develop documentation for data flows,

processes,training,and testing.

Manage your project pipeline to ensure agreed upon timelines can be met

Centegy Technologies
Associate Consultant
September 2016 - April 2018 (1 year 8 months)
Karachi

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SS&C Primatics
Trainee
June 2016 - September 2016 (4 months)
Karachi

Department: Product management. Worked at DevOps team
Created a new DevOps team setting up tooling, monitoring and best practices for the Financial Application.
Worked closely with the development team in an agile / DevOps environment.
Troubleshooting complex application issues at all levels of the app stack
Test Plans, Test suites and Test Cycles implementation
Involved in phases of the project (Documentation, Designing, Testing and Support).
Having frequent co-ordination with the onshore technical team at the Virginia, US office.
Evaluating existing software application according to requirements, analyzing user needs and apply testing
scenarios to improve software application as a whole.
Creating and executing test plans for new or updated software module to determine if the software will

perform accurately and reliably according to documented requirements.
Developing software testing and validation procedures such as Regression and Smoke testing.
Storing, documenting, and retrieving data involving software defects found through running validation cycles
and implement corrections.

SUI SOUTHERN GAS COMPANY
Internship
January 2015 - February 2015 (2 months)

CIS, CC&B, Database Management,Development, Hardware and Networking, SQA, ERP Customer Relation Department (CRD), Website and

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Education

National University of Computer and Emerging Sciences
BS-CS, Computer Science · (2012 - 2016)

Everest Grammar High School
SSC, Science Group · (January 2009 - October 2010)

National University of Computer and Emerging Sciences
Bachelor's Degree, Computer Science · (2012 - 2016)

Govt. Dehli College,
FSC, Pre-Engineering · (2011 - 2012)