

# SAEED AMAAN

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## Change Manager, Release Manager, Service Desk Manager, Scrum Master and Project Manager 15 Years of Healthcare, Financial Service and Retail Industry Experience

I was responsible for overseeing the end-to-end release lifecycle of software products and updates across all environments, I have coordinated between development, QA, operations and business teams to ensure timely, stable and secure releases. My focus is on reducing risk, improving deployment efficiency and ensuring compliance with change management practices.

I have led cross-functional teams. I have been responsible for defining scope, building timelines, managing resources and ensuring that projects align with strategic business goals. I have strong communication, risk management and organizational skills to keep project on track and stakeholders aligned.

**Certification:** PMP, SAFe® Scrum Master (SSM), Transcend Delivery Manager, Change Management and ITIL V4 Certified

**Proficiency with Microsoft suite of applications such as Excel, PowerPoint, SharePoint, Teams etc.**

**Tools:** JIRA, Confluence, Service Now, Azure DevOps, Service Now Reporting

## Project Manager and Scrum Master Experience in US Healthcare Client 2022 - Present

**@Tata Consultancy Services Pvt Ltd, Hyderabad**

- Created an effective risk management plan that identified, assessed and mitigated risks to the project.
- Led and coached cross-functional teams in adopting in Agile methodologies (Scrum).
- Managed client expectations to ensure stakeholders were kept informed and up to date with project progress.
- Developed and maintained comprehensive project documentation to ensure transparency and traceability.
- Led weekly progress meetings with stakeholders to keep them informed of project progress and to address any issues.
- Secured and managed project funding, ensuring resources were allocated efficiently and effectively.
- Collaborated teams across different locations and geographies.
- Performed tasks with minimal supervision and managed multiple projects from start to finish.

## Change Manager and Release Manager Experience in US Healthcare Client 2018 - Present

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- Led and implemented end-to-end change management strategies to drive successful organizational transformation initiatives.
- Developed and executed change plans covering communication, stakeholder engagement, training and support.
- Assessed the impact of proposed changes on people, processes and systems, ensuring readiness and alignment.
- Conducted post-implementation reviews and lessons learned session to inform future change initiatives.
- Acted as liaison between project teams and business units to communicate change impact and gather feedback.
- Developed and managed detailed release plans, schedules and milestones for software deployments.
- Coordinated release activities across multiple teams including development, QA, operations, risk and business stakeholders.
- Ensured all release deliverables meet quality standards and compliance requirements.
- Identify, document and mitigate risks associated with software releases.
- Managed and communicated release status, issues and changes to stakeholders.

- Administer implementation lifecycle for all process and coordinate with clients to maintain knowledge on all project goals and ensure completion within required timeframe
- Supervise all projects and efficient working of all team members and clients and assist to identify and resolve all issues efficiently for all projects.
- Coordinated with implementation manager and monitor all phases of projects and maintain all project objectives within required timeframe and budget requirements.
- Facilitated release readiness reviews, go/no-go meetings and post-release retrospectives.
- Continuously improved release management processes, tools and documentation.
- Maintained release documentation, including release notes, deployment guides and rollback procedures.

#### **Project Lead for one of the leading US Banking Financial Services**

**2017 -2018**

##### **@Tata Consultancy Services Pvt Ltd, Hyderabad**

- Identified and mitigated risks associated with the project, leading to fewer unexpected issues.
- Led a cross-functional team to successfully launch a large-scale project on time and within budget.
- Facilitated team meetings and provided regular updates to stakeholders, resulting in improved communication and collaboration.
- Resolved conflicts between stakeholders and team members, resulting in improved morale.
- Manage incident resolution from initial occurrence to outcome this includes liaising with various teams and vendors.
- Helping Analysis, which points out challenges/issues within process and help design a method to fix it permanently.
- Supported all production operation activities, with focus on integration and development of new and existing services.
- Effectively co-ordinate / manage relationships with vendors and support staff to provide fast resolution.
- Creating knowledge base articles to the internal team whenever there is a solution found for an unknown issue and modifying/adding additional troubleshooting steps for existing Knowledge base.
- Proactively analysing the incident trends to reduce the issues and worked towards the identify the root cause of the issue.
- Technical transition and mentoring the team – by giving new hire training, process and product training, explaining the effective usage of tools.

#### **Service Desk Lead and Quality Auditor for one of the leading US Retail Client**

**2013 - 2017**

##### **@Tata Consultancy Services Pvt Ltd, Chennai and Uruguay (Nearshore)**

- Knowledge acquisition and understanding of client's business.
- Expertise in Project Planning, Executing Transitions and New Initiatives.
- Handled Process Transitions, Service Delivery, Process & Service Improvements.
- Identifying shift left Opportunities to Improve First Call Resolution.
- Technical transition and mentoring the team – by giving new hire training, process and product training, explaining the effective usage of tools.
- Shared & conceptualized the workload estimation for Service Desk.
- Handling the complete Quality operations of the entire team by listening to calls with Video capture & analyse Individual Strengths & Opportunities.
- Handled all headquarter and Store applications and tools.
- Monitored the calls of the team and give technical coaching on how to improve in the process and overcame the technical bearer in the team.
- Mentored SME's, support staff, Quality auditor and Process expertise.

#### **Senior Technical Support Executive**

**2012 - 2013**

**@Infinite Computer Solutions, Chennai**

- Provided technical assistance of all the Verizon clients in different geographies.
- Analysed frequently occurring issues and offer a permanent solution for good client experience.
- Network troubleshooting, VPN troubleshooting, Email configuration, all Verizon applications.
- Reviewed the Knowledge base document and updating it on regular basis.
- I was recognized as Specialist of VPN troubleshooting.

**Technical Support Executive****2010 - 2012****@Sutherland Global Services, Chennai and Visakhapatnam**

- Networking support for end user including Connectivity issues, Modem and Router configuration.
- OS Installation and drivers' installation, Printer Configuration (Wired and wireless).
- Email Configuration and Gaming Console setup (Xbox, PlayStation, Wii, etc).
- Mentored for bottom quartiles to help them scale up and provided technical support/assistance to the team.
- Develop strong inter-personal relationships with the teams to cohesively bond them together with the Company and integrate them with the vision and core values.

**Academic Credentials**

Category	Qualification	Specialization
Bachelor Of Technology	B TECH	Electronics & Communication Engineering
Standard XII / Intermediate	XII	Maths-Physics
Standard X	X	General

**Achievements**

- Won client appreciation for maintaining quality standards & client satisfaction levels
- Won awarded for being regular to office (6 months without any leave)
- Rewarded with On-the-Spot Award for Monthly Team performer
- Received Service Commitment award for the outstanding work

**Personal Information**

Father's Name : Md. Amanullah

Nationality : Indian

Marital status : Married

Hobbies : Traveling, learning new things, Playing Soccer, Badminton, Tennis, Listening to music

Languages known : English, Urdu, Hindi, Telugu, Tamil and Spanish

Location : Hyderabad, India

***The information furnished above, is true and correct to the best of my knowledge and belief.*****Signature:** \_\_\_\_\_  
(SAEED AMAAN)**Date:** 08/ 01/ 2025