

# Adnan Muhtadi

Welwyn Garden City, Hertfordshire / +447951258274

[adnanmuhtadi@hotmail.com](mailto:adnanmuhtadi@hotmail.com) / <https://www.linkedin.com/in/adnan-muhtadi>

Product Owner/PMO professional with over 8 years of experience supporting enterprise and consumer technology solutions. Champion of supportive team environments with proven success in realising business objectives and implementing internal and consumer-facing IP solutions.

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|-------------------------------|---------------------------------|------------------------------|
| ▪ Project Management / Agile  | ▪ Power BI and Analytics        | ▪ Zendesk administration     |
| ▪ Service Delivery Management | ▪ SaaS Web Applications         | ▪ Service Now administration |
| ▪ Metadata Schemas            | ▪ Enterprise Cloud Solutions    | ▪ ITIL v4 certification      |
| ▪ Microsoft Applications      | ▪ JIRA/Atlassian administration | ▪ Training and Workshops     |
| ▪ Smartsheet                  | ▪ Office 365                    | ▪ Full Stack Web Developer   |
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## Relevant Work Experience

### Feb 2021 – Present      Vitality – Product Owner/PMO – (Bournemouth)

- Working and defining the Project Management product roadmap while driving the product forward while ensuring the quality of data remains consistent for reporting and audit purposes.
- Liaise between system users and development teams for successful data migration and data validation.
- Identify and address gaps in existing internal processes to increase efficiency in the current working practice.
- Write user stories based on the requirements gathered from all the stakeholders. Capture development requirements for UAT testing of released functionalities.
- Deliver training and adoption for the implemented system and processes, drafting and provisioning release notes and operation manuals while recruiting SMEs across the department.
- Collaborate across Portfolio, Technology, Continuous Service Improvement teams and Build/Development Resources to ensure a joined-up approach to managing the delivery.

### Jul 2020 – Jul 2021      Full Stack Web Developer Course – Code Institute – (Remote/Diploma)

- *Whilst reflecting on my career, I identified that my biggest challenge was effectively understanding the role of the developers that I worked closely with. To address this, I enrolled on a course to become a qualified Full Stack Web Developer.*
- *The course entailed front-end software development and key UX techniques while being competent in CSS, JavaScript & Python. I also became proficient in Bootstrap, Django, Heroku, AWS and understood how Agile development teams worked.*
- *The course also helped me understand the reason why developers request wireframes & testers request user stories. It also enabled me to understand the technologies better and how they all work together.*

### Feb 2019 – Jul 2020      McCann Worldgroup – Product Manager – (London)

- Identified and understood the product gaps in a user's journey and improved the user experience when working on the systems. Analysed product metrics and trends to identify reportable KPIs to track improvements in the product offering.
- Managed a global team consisting of 8 support engineers, 2 business analysts and a product manager - undertaking existing projects and new requests to improve the functionalities of the existing overall service.
- Worked closely with the product management team to define the product strategy, vision, design and usability.
- Managed third-party integrations and established strong third-party and vendor relationships while recommending architectural improvements, design and integration solutions.
- Improved global operational processes resulting in a 70% increased efficiency for the system workflow when users are operating on the system.
- Collaborated with cross-functional teams across the world to deliver enhancements to the invoice reconciliation system.

<b>Jul 2018 – Feb 2019</b>	<b>Giant Group – Project Manager/System Analyst – (London)</b>
<ul style="list-style-type: none"> <li>• Direct management of 3 junior project managers, leading the team in continuous improvement of controls and implementation processes to reduce non-added value work.</li> <li>• Owned the development of the product strategy and vision supported by internal and external analysis.</li> <li>• Managed product work with the screening team, to deliver a new system for screening external candidates.</li> <li>• Managed multiple projects concurrently while managing all communication with the client.</li> <li>• Oversaw software developers’ progress on applications and applied principles of Agile methodologies to keep projects on track.</li> </ul>	
<b>Sep 2016 – Jul 2018</b>	<b>Hogarth Worldwide – Technical Project Manager – (New York, United States)</b>
<ul style="list-style-type: none"> <li>• Lead the global implementation of a workflow management tool to standardize the working processes within the company across 20+ global offices.</li> <li>• Worked collaboratively in an Agile product development team to plan project sprints and achieve project milestones.</li> <li>• Managed project timelines and communicated with management staff and clients to ensure project progress satisfactorily.</li> </ul>	
<b>Dec 2015 – Sep 2016</b>	<b>Hogarth Worldwide – Service Delivery Engineer – (London)</b>
<ul style="list-style-type: none"> <li>• Managed 9 Global Service Delivery Analysts conducting ongoing internal team meetings to set priorities and timely resolve outstanding issues and following up if the service is meeting expectations.</li> <li>• Liaised with 3rd party support providers and participated in Major Incident Handling to ensure that SLAs and OLAs are adhered to regarding the customers and stakeholders.</li> <li>• Monitored overall performance of services including service management, incident management, problem management and change management as well as the delivery performance within the ITIL structure.</li> </ul>	

Education and Qualifications	
<b>Dec 2021</b>	<b>ITIL v4 Foundation</b>
<b>July 2021</b>	<b>Full Stack Web Developer</b>
<b>Nov 2016</b>	<b>PRINCE2 Foundation</b>
<b>Sep 2009 – Jun 2013</b>	<b>University of Hertfordshire</b>
	BSc (Hons) (SW) Information Technology (Web-Based Systems) – Upper Second Class (2:1)

Interests and Achievements	
<b>2009</b>	<b>Computer Science and Engineering Scholarship</b> <ul style="list-style-type: none"> <li>• Due to achieving exceptionally high grades and projects, I received a Science and Engineering Scholarship to study at The University of Hertfordshire</li> </ul>
<b>2006</b>	<b>Assistant Fund Raiser</b> <ul style="list-style-type: none"> <li>• Raised money for The National Coaching Foundation as well as the Alzheimer’s Society Campaign</li> </ul>

Hobbies and Further Competencies	
<b>Languages</b>	Bilingual fluency in both English and Arabic
<b>Driving</b>	Full clean driving licence.
<b>Travelling</b>	Enjoy experiencing new cultures and countries, which has allowed me to witness and learn from some of the world’s most beautiful and individual societies.

References	
Available on request	