AHMAD ZIYAD
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9+ year of technical leadership, program management and consulting experience across international locations. Highly experienced in collaborating with business, executives & multiple stakeholders to achieve organizational goals, ensure quality and success. A proven performer, enterprising full stack engineer, self-sufficient to deliver complex projects and product in an efficient manner.

EDUCATION

UNIVERSITY AT BUFFALO, THE STATE UNIVERSITY OF NEW YORK

Master of Science, Management Information Systems (GPA: 3.7/4.0 **STEM** Designated)   06/2021–05/2022

Relevant Courses – Predictive Analytics, Enterprise Models, Technology & Innovation Mgmt., Digital Product Mgmt., Cloud Computing

Teaching Assistant – Create training materials, instruction manual, conduct sessions and lab activities on distributed system architecture design, AWS cloud concepts (IAM, S3, EC2, RDS, AMI, Security and Compliance)

SHRI RAM MURTI SMARAK COLLEGE OF ENGINEERING TECHNOLOGY AND RESEARCH, BAREILLY, INDIA

Bachelor of Technology, Information Technology   07/2007– 06/2011

TECHNICAL SKILLS AND METHODOLOGIES

Project/ Program Management: Service Delivery & IT Development, Cross-Functional Leadership, Planning and Resource Management, Backlog Management, Agile, Scrum, Waterfall, SDLC, Conflict Resolution, Stakeholder Management.

Tools: IBM: BPM, BAW, ODM, Cognos; SAS Miner, Visio, JIRA, Confluence, Service now, Balsamiq, Rest API, SOAP UI, Tableau, AS400.

Technologies: Programming languages: JAVA, Python, Script: JavaScript, Database: SQL, DB2, Cloud: Amazon Web Services, Azure.

WORK EXPERIENCE

IT Senior Developer/Assistant Manager, Arab Company for Shared Services (arabbank.com)**,** Dubai (U.A.E)   05/2018–06/2021

- As Scrum Master hosted Agile ceremonies, daily stand-ups, sprint planning, and retrospectives resulted in process improvement.
- Re-engineered 50 plus end-to-end processes in Business process management, done product delivery transforming the experiences of internal and external business users reducing operational time from 5-10 days to 8 hours.
- Identified and resolved inter-team challenges, prepared project status reports. Engaged with distributed teams, stakeholders, business units across ten countries for service and application integration with Mobile, Smart Branch, KIOSK and CRM platform.
- Managed high-visibility cross-functional team to implement key banking processes for Compliance, Payment Processing, Card Request automation, Paperless transformation and KYC resulting in cost-saving and reducing processing time up to 80%.
- Worked with the CoE for development of an innovative platform to build secure and scalable payment platform using blockchain.
- Coordinated with customers, UX teams to develop UI prototypes and storyboarding resulting in high end user satisfaction.
- Monitored and reported on deliverable progress and specific business metrics to present reports to executive management.

Senior Software Consultant, i2s Business Solutions (i2sbs.com), Dubai (U.A.E), Amman(Jordan)   10/2016–05/2018

- Lead the development team, worked on the solution vision, roadmap, and backlog of work through the product's life cycle.
- Delivered and managed five projects which eliminated banking process inefficiencies, technical debt & reduced operational cost.
- Collaborated with onsite business owners and stakeholders for digital transformation, requirement analysis, accessibility, backlog refinement and risk mitigation, developed a comprehensive plan with targeted goals, resulted in improving operational excellence.
- Responsible for architecture consulting engagements and played key role in winning new downstream business.

Senior Consultant, HCL Technologies Ltd (hcltech.com), Bangalore (India)   12/2014–08/2016

- Oversaw 5 consultants, mentored new hires, delivered training on product knowledge, accelerated team onboarding process.
- Executed migration of critical processes. Completed architectural, technical, and business understanding documentation.
- Worked as a Lead and agile facilitator at Boeing, played an active role by contributing to requirement gathering, process modeling and orchestration for MPC (Master Parts Catalog) & OnePPPM (Policies, Procedures, & Process Mgmt.) high visibility applications.
- Collaborated with PMO, infrastructure team, technical architects, and project managers. Identified critical paths and bottlenecks, potential risks, designed robust, scalable solutions for solving customer complex problems and creating business value.

Programmer Analyst, Cognizant Technology Solutions (cognizant.com), Pune (India), Manchester (U.K.)   09/2011–12/2014

- Responsible for documentation, delivery, configuration & release management, CR Handling, application quality, and performance.
- Participated in complex functional and technical analysis, POC's, MVP, estimated scope of work, written testable quality code.
- Provided regular and timely feedback to team members and stakeholders, worked on SQL query and scripts, follow up for troubleshooting and fixes ensured standard SLAs were met, leading to process improvement and increased end-user productivity.
- Planned, coordinated, executed user acceptance test activities, which helped develop customer confidence in deliverables.

CERTIFICATIONS

Project Management Institute - Agile Certified Practitioner (PMI-ACP®)

Microsoft Certified Azure Fundamentals

IBM Certified Business Process Manager, BPM Application and rule Developer, Enterprise Design Thinking Co-Creator & Practitioner.