

**Subject:** Application for the position 'IT Project Manager/Coordinator'.

**To,**

**The HR/ Employment Manager**

Sir/ Madam,

It is through the internet that I learned about your need for Functional/ Technical Consultant for the position based in UAE. I am interested to discuss this position with you, as I see a close match between my experiences and your desired skillset.

As a professional, I've been serving the public and private sectors in UAE since 2004 in technical, functional and managerial roles. I am currently serving the Roads & Transport Authority (Govt. of Dubai) as EDMS Consultant (outsourced from InnoKAT L.L.C.) where I was a part of Document Management Implementation team and since 2007 am supporting the system through activities such as hardware and software upgrades. To support the ISO 9001:2008 compliant IT projects based environment of RTA, my PMP and ITIL V3 certifications have been vital in helping me align my capabilities to the best industry practices and standards. In pursuit of perfection, i am further extending my capabilities through CBAP.

Sir, It is since 2012 that I am also providing onsite as well as off-shore project management support (project planning, risk and dependency analysis, mitigation planning, status updates, develop key messages for executives etc.) to projects assigned by my current employer. My earlier 6+ years of software development background with diversified industries has earned me the analytical, communication and problem solving skills to oversee plan execution in coordination with all key stakeholders thus managing project dependencies and critical path. In addition to that, i have also been teaching PMP at a local institute in Dubai. My attached resume further outlines my qualifications and core competencies.

I would appreciate the opportunity to discuss the position with you. Please feel free to call me on my below contact references. I will anyways be contacting you in a week or ten days to see if you need any further information from me. You can always visit my website [www.Jilanimation.info](http://www.Jilanimation.info) or call me for complete details.

Thank you for your consideration.

Sincerely,

Ali Akbar Jilani  
+971-50-7193254  
aajilani.info@gmail.com  
Dubai - UAE.

## Ali Akbar Jilani, PMP

**Work Experience:** 12+ Years (9.5 years UAE).

**E-mail Address:** [ajilani.info@gmail.com](mailto:ajilani.info@gmail.com)

**Website:** [www.jilanimation.info](http://www.jilanimation.info)

**Mobile:** +971 50 719 3254

**Nationality:** Pakistani,

**Age:** 35 Years.

**Marital Status:** Married.

**Notice Period:** 1 month

**Language Proficiency (W, R, S, L):** Urdu (Native),

English (IELTS Band 7.0, 7.0, 7.0, 7.0),

Arabic (Fluent, Fluent, Intermediate, Intermediate).

**UAE Driving License:** International LMV.

### Professional Objective:

To grow in the profession of Computer Software with focus on Enterprise Content, Business Analysis and Customer Care. Preferably in a multi-cultural/ multi-national company that follows international work standards and supports continuous learning.

### Educational Background

**Masters in Computer Science** [Major: Software Engineering] Jan. 2001  
International Islamic University Islamabad.  
**Final Project :** Elixir Design Pro Tools Manager & Pro Graphics Editor.

**Bachelors (Hons.) in Computer Science** [Major: Computer Science] Dec. 2000  
International Islamic University Islamabad.

### Enterprise Content Management

1. **Sorouh Real Estates Abu Dhabi – UAE.**  
KOFAX Ascent Capture Integration with eDocs DM.
2. **Ajman E-Government & Free Zone Authority – UAE.**  
Business Analysis & Implementation of Hummingbird eDocs DM 5.1.0.5.
3. **Roads and Transport Authority, Govt. of Dubai – Chairman Board Office.**  
8 months EDMS Support contract covering eDocs DM and eDocs Workflow modules.
4. **Work+ Document Management Web Service & Document Management Client.**  
End-to-end experience of Software Development Lifecycle.

#### Document Management & Pre-Sales Consultant at InnoKAT L.L.C. (April 2007 - Date)

- Partner Relationship Management - Manage partner and vendor communication across countries.
- Interviewing customers to discover their business challenges.
- Assist customers with business case development and usage of products.
- Perform software demonstrations of OpenText eDocs DM 5.1.0.5 & KOFAX Ascent Capture.
- Prepare Solution Proposals and estimates based on customer requirements (RFP).
- Provide technical information of solutions requested by customer.
- Deliver presentations and build strong customer relationships during pre-sales activities.
- Respond in writing to customer queries.
- Act as functional expert in all matters concerning Document Management Systems.
- Provide DM support services to customers.
- Refer major software problems to vendor service personnel for correction and resolutions.
- Manage customer-facing communications.
- Ability to work with technical and non-technical business owners to get things done.
- Provide Support for any assigned project.
- Contribution on responses to RFPs and RFIs.
- Deliver high quality product and architecture presentations and demonstrations.

#### Document Management Consultant at Roads & Transport Authority, Govt. of Dubai (Oct. 2007 - Date Outsourced from InnoKAT L.L.C.)

- End to end experience of project lifecycle as well as support. OpenText eDocs DM 5.1.0.5 on Oracle 11g - Installation, Optimization, EDMS Implementation, Support, Admin, User /Group Trainings, Backlog Up-loader App, Document Archival, EDMS Integrations with other 6 Applications, EDMS Capacity Planning & Storage Management 8 TB (12 Million Docs), EDMS Upgrade to eDocs DM 5.3 Patch 5, Data Migration.
- Business analysis (100+ document types),
- Tune and optimize server resources to provide best performance.
- Work in a team and share best practices with problem solving abilities.
- Upgrade, manage, maintain (Face-lift) and tune the application system for high availability and fast access to important data.
- Liaise effectively with peers to ensure that activities are delivered in line with client's requirements and that

- preparation of business and technical specifications.
- Customize solution to fulfill business requirements.
  - Serve as an SME (subject matter expert)
  - Prepare and maintain proper documentation for any implementation and keep customizations to the system under control and well documented.
  - Provide functional and technical assistance and preliminary information to system users about different document management system modules.
  - Troubleshoot and resolve escalated tickets for issues and non-conformances and communicate the solution to users via service desk.
  - Monitor system and Integration procedures.

- a consistent approach is taken whenever necessary.
- Liaison with Customer Infrastructure & Operations Teams for day to day system operations.
  - Develop meaningful reports from the system that the management can utilize to make better-informed decisions.
  - Refer major software problems to vendor service personnel for correction and resolution.
  - Develop or adapt user training material.
  - Provide Training and one-to-one post training support (Job Shadowing) on applications for existing and new system modules.

## Project Management

1. **Change Management - Al Hares System for Roads and Transport Authority (Govt. of Dubai)**
2. **EDMS Upgrade from eDocs DM 5.1.0.5 to DM 5.3 – Roads and Transport Authority (RTA)**
3. **Emirates Post Intranet Portal-Govt. of Dubai** (Offshore Dev. for Integrated Joomla Portal)
4. **Online Portal Development –Crystal House (Partner Company)**

I also teach **PMP** as well as “**Enterprise Project Management using Microsoft Project**”

### Project Manager at InnoKAT L.L.C. (Sept 2012 - Date)

- Provide onsite and off-shore Project Management support to assigned projects (project planning, risk and dependency analysis, mitigation planning, status updates, develop key messages for executives etc.)
- Establish short term and long-term project plans and objectives, Manage priorities.
- Develop full-scale project plans and associated communications documents
- Estimate resources and participants needed to achieve project goals. Set and continually manage project expectations of team members and other stakeholders.
- Identify and resolve issues and conflicts within the project team.
- Identify and manage project dependencies and critical path.
- Develop and keep up to date project documentation including technical specifications, project and resource plans and project status presentation.
- Oversee plan execution in cooperation with all key stakeholders
- Work with virtual team of developers and project coordinator.
- Report project progress to client and senior management
- Ensure all standard project management activities are followed
- Advise clients on change management planning
- Also perform functional management of software development teams.

## Web Portal and Application Development

1. [www.Phonetrade.cc](http://www.Phonetrade.cc) Mobile Trading Portal with 500+ member international traders (250 from UK)
2. [www.CPUtrade.cc](http://www.CPUtrade.cc) Computer Accessories Trading Portal.
3. [www.Worldtrade.cc](http://www.Worldtrade.cc) General Trading Portal with member traders from across the globe.
4. [www.speedremit.ae](http://www.speedremit.ae) Online Money Transfer System along with B2B data exchange (over FTPS) module.

- Use web analytics to ensure high performance visitor experience, identify areas of improvement and maintenance.
- Work closely with Project Leaders, Stakeholders and Development Team to develop detailed specification documents with clear project deliverables and timelines, and to ensure timely completion of deliverables respecting deadlines.
- Determine appropriate architecture and make appropriate recommendations to client.
- Communicate progress reports to Project Leaders.
- Engage in outside-the-box thinking to provide high value-of-service to clients.
- Alert colleagues to emerging technologies or applications and the opportunities to integrate them into operations and activities.
- Develop innovative, reusable Web-based tools

- Worked in team and individual capacity
- Demonstrated 6 years hands on customer facing web portal and application development experience.

## Software Development

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### 1. Elixir Design Pro Tools Manager (Print Resource Management).

Windows Shell Integrated Application developed in C++(using Objective Toolkit for interface design). All Project Object Oriented Analysis & Design was performed in UML using Rational Rose. The tool was the next generation (Windows Platform) for the product developed for other platforms. (Team Size: 15 people). Participated in full SDLC.

### 2. Elixir Design Pro Graphics Editor (Print Resource Management).

UI Development of a Raster Graphics Editor (using GDI in C++). It involved features like Zooming In/Out, Print Previewing, Scaling, Docking Toolbars, Bitmapped Menus and Control Bars etc.

## Corporate Trainer

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### Conducted Microsoft Project 2003 Training - WorkPlains (Pvt.) Ltd.

Project Professional, Server and Web Access, Collaboration using Outlook.

**Roads & Transport Authority Govt. of Dubai** Group trainings/ workshops 450+ Users.

## Certifications

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### Professional Development:

**Project Management Professional (PMP)**

**Information Technology Infrastructure Library (ITIL) V3 Foundation**

**Certified Business Analysis Professional (CBAP - Exam: June 2014)**

**IBM FileNet Content Manager V5.1**

**Project Management Using Primavera 6.0**

**KOFAX Ascent Capture 7.5**

**Microsoft Certified Application Developer (MCAD)**

### Personality Development:

Timelenders Strategic Vision

Timelenders Strategic Time Management

Timelenders Performance Management

Strategy Design & Management

(Personal & Professional Vision Paradigm)

(Time Management Workshop)

(Performance Management)

(British University In Dubai)

### Soft Skills & Personality Traits:



- Strategic Vision and Time Management skills with ability to multi-task and adapt as per changing requirements.
- Excellent communication and presentation skills with an attitude of Information seeking, Analytical thinking, Flexibility and Professional integrity.
- Work independently (Software Development Projects) with minimal supervision.
- Quantitative, fact-based approach to decision making
- Expert abstract reasoning, problem isolation and trouble shooting skills
- Continuous learning
- Good knowledge of ITIL practices
- 12+ years of specialist technical & managerial experience, within project based IT environment. During which it should include IT Project management (minimum 4 years), with a good experience of industry standards.

## Memberships/ Affiliations

- ✦ **PMI**  
Project Management Institute (Islamabad, Dubai Chapters).
- ✦ **IIBA**  
International Institute of Business Analysis (Islamabad & DXB Group).
- ✦ **The Open Group**  
Enterprise Architecture Framework Dubai.
- ✦ **Timelenders**  
Dubai and Pakistan Professional Groups.
- ✦ **Pakistan Association Dubai**  
Volunteer: Event Organization Team, Cultural Committee, Content Writer & Press Releases.

## Distinctions

- ✦ **Organizer ( Medal of Honor )**  
4<sup>th</sup> All Pakistan Inter University Computer Science Competition  
(28<sup>th</sup> March – 1<sup>st</sup> April 2001)
- ✦ **Host, Organizer**  
University Debates, Presentation Competition (2000, 2001).
- ✦ **Presentation Competition**  
1st Prize in University Presentation Competition (1998).
- ✦ **Topper in FSc.**  
Govt. Degree College Satellite Town Rawalpindi, Pakistan. Five Years Record Holder. Topper among Pre-Medical and Pre-Engineering.
- ✦ **Good Communication Skills**  
Conducted Training on "PMP - Project Management Professional", 450+ users (group trainings) for Roads and Transport Agency – Govt. of Dubai.

For References and other Details, [www.jilanimation.info](http://www.jilanimation.info).