

EXECUTIVE SUMMARY

Experienced Global Business Leader with Expertise in Product Development & Delivery Enabling Maximum Profitability
Analytical Strategic Thinker | Collaborative Business Problem Solver | Trusted Relationship Builder

Results oriented transformational leader with IT strategy, software development, delivery, business operations, program, and portfolio management.

Proven track record of driving top and bottom-line growth leading large-scale enterprise technology programs utilizing AGILE, LSSBB, DMAIC SaaS / IaaS frameworks.

Known for high-quality strategic initiatives execution, which accomplish strategic goals with measureable KPIs to ensure customer value and business profitability. Proven ability to create scalable solutions, technology road maps, and processes that evolve with businesses, while reducing costs, increasing efficiencies and profits.

Trusted advisor to C- level executives, effective communicator across all levels of organization. Established and empowered global cross-functional teams by coaching, mentoring, and upskilling. Expertise in:

- End to End Product Life Cycle and Service Management
- Build & Transform IT Project / Program Management Office (PPMO)
- IT Infrastructure and Vendor Management
- Release Management, Continuous Integration and Change Management
- Process improvement, Automation, and BESPOKE Solutions Implementations
- Business Continuity, (DR) and Outsourcing

PROFESSIONAL EXPERIENCE

AMADEUS NORTH AMERICA – Miami FL

2005 – Present

Global Leader in providing Technology Solutions.

Director of Product Planning, Processes & Go-To-Market Management (2016 – Present)

Built vision, mission and led cross functional teams centered on end-to-end product life cycle Management, enabling organization to bring new products and services to markets in alignment with business and customer strategy efficiently.

- Aligned with the corporate strategy by leading transformation of 30-member product management department (including a global management team of 9 direct reports) by building cross functional units including recruitment, job scopes, talent retention, and knowledge management
- Increased number of new product launches by 266% /year
- Reduced overall time to market by 47% by first 18 months.
- Managed product investment governance board with key stakeholders such as commercial organization, product development, R&D, professional services, & operations. Ensured cross-divisional priority, capacity and resource alignment with collaborative approach to drive aggregated revenue target of over \$30M.

Director of Project & Program Management Office (PPMO) (2014 – 2016)

Led and managed diverse team of 7 senior project /program managers responsible for portfolio of strategic business and information technology projects, involving multi-national customers. Reported into local and global executives.

- Provided oversight and guidance on strategic, multibillion-dollar client's projects including planning, financial forecasting, resource planning, and risk management.
- Enterprise digital transformation and strategic project portfolio execution.
- Built project and portfolio level KPI dashboards that improved accuracy, transparency and financial reporting for senior executives.
- Established PMO internship program across North America and authored white papers on Amadeus' Exchange Relief Solution and PMO internship program.

Program Director/ Senior Project Manager (2012 – 2014)/(2009 – 2012)

- Directed and managed delivery of Global Orbitz program and its subsidiaries by enabling shopping and booking using Amadeus enterprise platform; resulting in North America's market share increasing by 5% and competitive edge to Orbitz worldwide.
- Led development, delivery and hosting of multi-tenant technology solution for cruise industry to provide real-time airfares complimenting individual business needs, with Norwegian cruise lines (NCL) and Disney Cruise Lines (DCL) as pilot customers.
- Produced over \$5M annually in cost saving by leading Amadeus digitalization program for North / South American markets while improving customer service experience.
- Delivered incident management project for America's customers. Improved problem resolution time by 50% and produced more than \$250k savings in annual support cost.
- Reduced maintenance cost by 50% by outsourcing of mid-back office software application.

Technical Development Manager (2005 – 2009)

- Managed research and development (R&D), Change Management and Development teams of 15. Provided support to internal and external customers.
- Reduced corporate overhead by \$250K annually with upgrade of change management system.
- Decreased maintenance costs by \$150K / year, improved efficiency by 100% by introducing software release management automation process for all customers.

TAUCK WORLD DISCOVERY – Norwalk, CT**2000 – 2005**

Leading tour and safari operator.

Application Development Manager

Oversaw 5-member infrastructure and development team. Led development, maintenance and support activities for Reservations (POS), Quality Assurance and Guest Relations department.

- Directed implementation of Tauck's Data Warehouse, Disaster Recovery (DR) and establishment of technical Project Management Office (PMO) initiatives.

PREVIOUS EXPERIENCE**INTERNATIONAL BUSINESS MACHINE (IBM) – NY****VISIONET SYSTEMS – NJ****EDUCATION & CERTIFICATIONS****Master of Business Administration (MBA), International Business**

Plymouth State University

Master's in Computer Science (MCS)

Quaid-I-Azam University, Islamabad

CIO MBA for Tech Executives

Boston University Questrom School of Business

Advance Leadership & Management Skills Certification

Nova Southeastern University

Project Management Professional (PMP), Agile (PMI-ACP), Scrum Master (CSM), Lean Six Sigma Black Belt (LSSBB)**TECHNICAL SKILLS SUMMARY**

Methodology/Frameworks: Agile, SAFe, LSSBB, DMAIC, Cloud, DEVOPS, PMI, ADKAR, ITIL, SDLC, PCI-DSS, Hybrid,
Software: MS Office, Project Management, JIRA, Citrix, SQL Server, ETL, Business Objects
Business Systems: CRM, ERPs, Oracle, SAP, IBM DB-2, Business Intelligence, Data Analytics