

KHURRAM AFTAB AHMAD

Service Delivery Manager

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PROFESSIONAL ATTRIBUTES

With having background of Dynamics Functional Consultant and Business Analyst, currently serving as PMO/Technical Lead Confident in having the skills, qualities and qualifications needed to excel in any given role. Fast learner and possess excellent problem solving capabilities and can manage a significant work load. Have impressive track record of appreciations and achievements. Always acted as a positive role model for the organizations, and made sure to took responsibility for my ongoing professional development.

I believe I will make quick and positive return on investment to the any organization.

SKILLS

- Strategic planning
- Governance
- Stakeholder management
- Communication
- Risk Management
- Training and Mentoring
- Operational leadership
- Business Transformation
- Interpersonal Skills
- Dynamics 365 F&O
- Dynamics AX 2012
- IT Operations
- Data Analysis & Management
- Analytical and Problem Solving with Entrepreneurial Mindset
- Compliance Management
- Time Management
- Familiar with databases, web servers and UI/UX
- Technological Analysis & Research
- Sound Business Judgement Capability
- Customer Service
- Field Services
- Finance & Accounting

POLICIES & FRAMWORKS

- Government Enterprise Architecture Governance Framework (GEA)
- Qatar E-Government Strategy 2020
- Qatar National Vision 2030
- Q-CERT
- MOTC – Cloud Security Policy

CERTIFICATION

- PMP Certified
- Microsoft Dynamics AX 2009 – Financial

EDUCATION

- **AL-KHAIR UNIVERSITY, AJK PAKISTAN**
COMPUTER SCIENCE GRADUATE - 2001

EXPERIENCE

✓ PMO/TECHNICAL LEAD

PROZTEC, DOHA

Aug 2022 – Current

- Leading Technical Team to deliver RPA and Automation projects
- Track & Monitor Projects
- Technical Proposal and Documentations
- Resource Management and Allocation

✓ MANAGER PROJECTS & DELIVERY

FUTURE COMMUNICATION COMPANY EBS, DOHA

Oct 2018 – Aug 2022

- Service Delivery Management
- Business Operations Management
- Pre-Sales
- Project Integration & Scope Management
- Business and Financial Analytics
- Project Management, PMO
- Indicated Key Performance – Monthly, quarterly and annual Technical and Commercial Targets
- Resource Management and Allocation (50+ resources)
- Deployments and Change Management
- Successfully delivered 15+ projects in 3.8 years with team located on multiple locations.
- Cost reduction execution approach
- Overcome challenges of resource utilization with multiple projects in a row
- Works to drive the business towards innovative solutions to the business requirements
- Collaborates with software developers to create the optimal User Experience
- Communicates with team and stakeholders to identify, document, monitor and resolve dependencies
- Followed waterfall and agile approach
- Process improvement methodology
- Followed & Implemented within Process and Time Optimization Roadmap

✓ PROJECT MANAGER

GROWTH CONSULTING, LAHORE

Aug 2017 – Feb 2018

- Designed, Executed and Monitored Project
- Formulated project economic & technical feasibility
- Use Cases Development, Testing and Acceptance
- Developed & monitored requirement specifications and solution demonstration.
- Executed trainings for Key Users, End Users and Stakeholders

✓ SR. CONSULTANT/PROJECT LEAD

BUSINESS EXPERTS GULF, DUBAI

Feb 2017 – June 2017

- Presales demonstration
- Developed & monitored requirement specifications & Solutions Demonstrations.
- Executed trainings for Key Users, End Users and Stakeholders

✓ SR. CONSULTANT/PROJECT LEAD

MAISON CONSULTING & SOLUTIONS

March 2007 – Jan 2017

- Played a vital role as Business Analyst.
- Played role of Team player in multiple projects across 3 continents.
- Developed & monitored requirement specifications and solution demonstration.
- Executed trainings for Key Users, End Users and Stakeholders
- Assisted in Deployments and Change Management.
- Dynamics AX Configurations
- Adapted Sure Steps for Implementation and Documentation

PROJECTS

S. No	Client	Product	Location
1.	QIIB Qatar	ITSM	Doha, Qatar
2.	QSE Qatar	BMC Control-M	Doha, Qatar
3.	Ali Alghanim Group	Dynamics 365 F&O	Kuwait, Kuwait
4.	Hasawi Group	Dynamics 365 F&O	Kuwait, Kuwait
5.	WARBA Medical Supplies	Dynamics 365 F&O	Kuwait, Kuwait
6.	Danish Bakery	Dynamics 365 F&O	Kuwait, Kuwait
7.	EJABI Group	Dynamics 365 F&O	Kuwait, Kuwait
8.	Marafeq Qatar	Dynamics 365 F&O	Doha, Qatar
9.	Losail Circuit Sports Club	Dynamics 365 F&O	Doha, Qatar
10.	Oriental Trading Company	Dynamics 365 F&O	Doha, Qatar
11.	Qatar Red Crescent	Dynamics 365 F&O	Doha, Qatar
12.	Communication Regulatory Authority	Dynamics 365 F&O	Doha, Qatar
13.	Bin Yousef Group	Dynamics 365 F&O	Doha, Qatar
14.	Gulf Energy Technology & Projects	Dynamics 365 F&O	Doha, Qatar
15.	Union Properties	Dynamics 365 F&O	Dubai, UAE
16.	Krosh Food Industry Golrang Industrial Group	Dynamics 365 F&O	Tehran, Iran
17.	CARE Foundation	AX 2012 R3	Lahore, Pakistan
18.	Omni Group	AX 2012 R3	Karachi, Pakistan
19.	Marketing Minds	Dynamics GP	Karachi, Pakistan
20.	Arabian Machinery & Heavy Equipment Company	AX 2012 R3	Khobar, KSA
21.	Petro Gabon	AX 2012	Libreville, Gabon
22.	REDCO Constructions	AX 2009	Doha, Qatar
23.	Super Asia	AX 2009	Gujranwala, Pakistan
24.	Mughal Steel	AX 2009	Lahore, Pakistan
25.	RICC, McDonalds	AX 2009	Riyadh, KSA

26.	Intech	AX 2009	Lahore, Pakistan
27.	Shafi Shoes	Dynamics GP	Lahore, Pakistan
28.	Pepsi (Naubahar Bottling Company)	Dynamics GP	Gujranwala, Pakistan
29.	Arkaan	AX 2009	Riyadh, KSA
30.	Arabian United Float Glass	AX 2009	Yanbu, KSA
31.	PEMCO	AX 2009	Jeddah, KSA

PERSONAL INFORMATION

Gender: Male
Permanent Address: Zone 15, Street 850, Building 63, Doha, Qatar
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