**Syed G Abbas**  
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**CAREER SUMMARY**

* Dynamic project and business portfolio manager with extensive experience in leading complex technical projects and driving Agile transformations as an Information System Manager for top US Banks, Finance Tech, and Insurance organizations. Proven track record in Scrum and PI ceremonies, adept at navigating challenging project dynamics to achieve timely delivery.
* Skilled in all phases of the software development lifecycle (SDLC) and adept in Agile, iterative, and waterfall methodologies. Strong communicator focused on building relationships and promoting synergies to enhance profitability.
* Deep understanding of ERP integration flow with successful customization of in-house ERP modules, ensuring scalability, high performance, and optimal ERP use.

**TECHNICAL SKILLS**

* **Project Management**: Agile Cadences | SAFe® Events | Program Iteration (PIs) | TDD | JIRA | QC | Scrum Ceremonies | Lead ART | PMR | Confluence | TFS | Rally | LDBR | Windchill APDM | CRM | ALM Clarity | MS Project | ServiceNow
* **Technology**: Java JEE | Spring | Hibernate | REST | SOAP | Splunk | Jenkins | PCF | Gem Fire | AppDynamics | Cloud | Automation | SAAS | SQL | Oracle | Maven | SVN | Liquibase | Selenium | Sonar | Eclipse | Coverity | Tableau | ML | GenAI
* **Business Domain**: Insurance, P&C, Guidewire | Banking, Payment, Credit Card | Aerospace, Defense | R&D | SalesForce (SFDC)

**ACADEMIC QUALIFICATIONS**

* **Post Graduate DBA Finance** – Symbiosis, India
* **Bachelor of Science (BS)**, Computer Science – India

**CERTIFICATIONS**

* **SAFe Agilist**, Scaled Agile
* **Certified ScrumMaster (CSM)**, Scrum Alliance
* **Project Leadership, Management, Communications**
* **Certified Use Cases Modeler / Business Analyst**, ESI International
* **Project Management Mastery**
* **Certified Domain SME**, Cognizant (Insurance, Life Sciences, Banking & Financial Services, Treasury & Cash Management)

**PROJECT SUMMARY**

**SLS EUS, Boeing**

**Lean Agilist Scrum Master / Product Owner**  
*October 2019 – Present*

* Supervised application development, architecture & administration, and led successful audits for corrective actions.
* Mentored teams in Scrum ceremonies, supported SAFe Agile practices adoption, and managed Release Train activities.
* Tracked and communicated team risks via a Risk Management system, achieving 20% faster risk prediction.
* Directed critical IT system modernizations, resulting in enhanced functionality and performance.
* Oversaw full portfolio management from contract negotiation through quality assurance, ensuring on-time project delivery.

**MetLife Insurance**

**Sr. Scrum Master**  
*May 2017 – October 2019*

* Coached Agile teams in SAFe practices, streamlining delivery cycles and boosting predictability for Guidewire P&C projects.
* Directed critical releases across multiple projects, delivering comprehensive reports and securing successful outcomes.
* Contributed to business value statements and managed releases, achieving a 40% performance boost within 4 months.

**Mercury Insurance**

**Agile Project Manager / Lead Product Owner**  
November *2016 – January 2017*

* Focused on backlog delivery in JIRA, introducing early gap detection that reduced defects by 40% pre-release.
* Collaborated with SMEs, clients, and architects to prioritize backlog items and resolve roadblocks efficiently.
* Transformed the delivery model through team education, ensuring precise solutions for client needs.

**AAA**

**Technical Manager / Sr. Developer / Product Consultant**  
*2011 – 2016*

* Led review sessions and product demos, coordinating with cross-functional teams to confirm accurate requirements.
* Maintained control of resources and schedules, ensuring on-time, cost-effective project delivery.
* Identified and implemented refactoring opportunities, enhancing module performance and scalability.

**Pfizer**

**Senior Technical Business Analyst / Client Lead**  
*2010 – 2011*

* Directed analysis and migration planning for R&D IT, achieving 15% cost savings by completing deliveries two months early.

**Bank of New York Mellon**

**Incident Manager / Client Site Delivery Owner**  
*2006 – 2010*

* Managed 24/7 incident, content, and release management for the Asset & Wealth Management division, reducing errors by 20%.
* Supervised development teams and cross-functional units, ensuring project objectives were met on time.

**e-Soft Technologies, Ltd.**

**ERP Implementation Specialist | Team Leader | Developer/Analyst**  
*2002 – 2006*

* Led ERP implementation across three major manufacturing clients, coordinating with department heads and SMEs.
* Customized in-house ERP modules (e.g., Purchase, Stores, QC, Planning), improving operational efficiency by 30%.