Siraj Shaikh
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Career Summary

Program Manager | Customer-Focused Delivery Expert | Digital Transformation Leader

Accomplished Program Manager with over 17 years of experience in **end-to-end delivery** of complex programs and projects, focusing on **customer retention**, **revenue generation**, and driving **technical discussions** to ensure successful project outcomes. Proven ability to collaborate with **executive stakeholders** and key accounts, ensuring customer needs are met and solutions are delivered with **high levels of performance**, **security**, and **scalability**. Expertise in **project management methodologies**, **risk management**, and aligning with **governance** and **compliance policies** to maintain operational health and accelerate **customer adoption** of technology solutions.

Key Skills

- **End-to-End Project Delivery**: Extensive experience in managing programs from initiation through final delivery, ensuring **on-time** and **on-budget** completion.

- **Customer Engagement**: Proven track record of building trusted relationships with **key accounts** and **executive stakeholders**, understanding their business needs, and driving tailored solutions.

- **Project Planning & Milestone Management**: Expertise in defining project milestones, timelines, and success criteria, setting clear expectations for **customer teams** and internal stakeholders.

- **Technical Acumen & Risk Management**: Strong ability to lead **technical discussions**, manage **service disruptions**, and develop strategies to mitigate risks, ensuring smooth project execution.

- **Revenue & Retention**: Skilled in managing **customer retention**, generating **revenue**, and ensuring that **customer requirements** are translated into successful project outcomes.

- **Compliance & Governance**: Ensured adherence to **QHSE**, **information security**, and **governance policies**, driving **risk management** strategies across project lifecycles.

- **Reporting & Metrics**: Expertise in developing and delivering **bi-weekly presentations** for executive stakeholders, providing insights into **service disruptions**, project performance, and success metrics.

Professional Experience

Emirates Group, Dubai

Program Manager | Customer Solutions Lead
May 2023 – Present

- **End-to-End Program Management**: Lead **customer-centric programs**, ensuring customer needs are clearly understood and that final deliveries are made **on time** and **within budget**.

- **Customer Relationship Management**: Served as the **primary point of contact** for key accounts, building trusted advisor relationships with **executive sponsors** and ensuring customer satisfaction through every project phase.

- **Project Planning & Milestone Setting**: Utilized **project management methodologies** to define project milestones, set timelines, and manage expectations for **customer and internal teams**.

- **Risk Management & Technical Discussions**: Led **technical discussions** regarding **service disruptions**, trade-offs, and **risk management**, ensuring issues were resolved in an efficient manner and escalation processes were followed when necessary.

- **Compliance & Reporting**: Ensured compliance with **QHSE**, **business continuity**, and **information security** standards, managing **governance processes** and delivering comprehensive **bi-weekly presentations** for key stakeholders, including **General Managers** and **CTOs**.

ITFAQ Global Systems & Software Trading LLC, Dubai

Senior Business Analyst | Program Manager
Aug 2022 – Nov 2022

- **Customer Retention & Revenue Generation**: Managed customer relationships, focusing on **retention**, **revenue growth,** and driving technical initiatives that aligned with customer business transformation goals.

- **Project Milestone Management**: Developed detailed project plans, ensuring clear milestones, **timelines**, and adherence to **scope, budget, and quality standards**.

- **Incident Management & Reporting**: Provided detailed reviews of service disruptions and project performance, ensuring timely resolution of customer issues and improving customer **NPS**.

ST Engineering Management Services Pte. Ltd., Singapore

Program Manager | Business Transformation Lead
Dec 2012 – Mar 2021

- **Program Delivery & Risk Management**: Led large-scale programs with a focus on **business transformation**, managing project risks and ensuring successful **on-time** delivery of digital solutions.

- **Customer Engagement & Reporting**: Collaborated with **senior stakeholders** to ensure alignment with project goals, delivering regular updates on project performance and risk management strategies.

- **Continuous Improvement & Scalability**: Worked with customer teams to identify opportunities for improving operational performance, ensuring solutions were **scalable** and met **security** and **performance** standards.

Education & Certifications

- **Bachelor's Degree in Computer Science** (or related field)
- **Certifications**:
    - **Certified Scrum Master (CSM)**
    - **SAFe Agile Framework**
    - **ITIL Certified** – IT Service Management
    - **Project Management Professional (PMP)**

Achievements

- **Customer Retention & Satisfaction**: Successfully maintained a **95% customer retention rate** by building trusted advisor relationships with key accounts and delivering solutions that aligned with customer business goals.

- **Project Delivery Metrics**: Achieved **100% on-time delivery** for multiple programs, with a **CPI variance of less than 5%**, ensuring minimal adjustments to project schedules and adherence to budgets.

- **Risk Mitigation & Incident Resolution**: Led risk management efforts that resulted in a **30% reduction in service disruptions**, ensuring high levels of **customer satisfaction** and **revenue protection**.

- **Executive Reporting**: Developed and presented **bi-weekly executive reports** that highlighted **project progress**, service disruptions, and areas for improvement, ensuring transparent communication with **CTOs** and **General Managers**.

Technical Skills

- **Tools & Platforms**: MS Project, Jira, Azure DevOps, ERP (SAP, Oracle), Microsoft Dynamics
- **Methodologies**: Agile (Scrum, SAFe), Lean, Waterfall
- **Data & Reporting**: Business Intelligence (BI) Tools, KPI Tracking, Financial Reporting
- **Governance & Compliance**: Governance Frameworks, Regulatory Compliance, Risk Assessments