Siraj Shaikh

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Career Summary:

Senior Business Analyst, Digital Transformation Leader, Senior Project Manager, PMO

- Experienced Senior Business Analyst with over 15 years in business analysis, application management, ERP and solution design.
- Adept at working with IT leadership and cross-functional teams to deliver technology solutions that align with organizational goals, across all corporate domains
- Expertise in business analysis, requirements gathering, process automation, and leading business transformation projects using Agile methodologies.
- Proven ability to foster strong relationships with stakeholders and drive operational efficiencies across diverse portfolios.
- Seasoned PMP trained project manager with deep expertise in delivering challenging projects from budgeting to delivery, using Agile (SCRUM framework, KANBAN), traditional SDLC, and hybrid methodologies.
- A native English speaker having excellent written and verbal skills, with seamless command over business as well as technical communication crucial for bridging the gaps between business, processes and technology teams.

Key Skills:

- **Business Analysis & Strategy**: Skilled in eliciting, analyzing, and documenting business requirements for new systems and enhancements. Expertise in aligning IT strategies with business objectives.
- **Application Management**: Lead the management and optimization of Enterprise systems like ERP, bespoke applications, driving operational excellence and ensuring compliance with business needs.
- **Process Improvement & Automation**: Strong background in business process analysis, identifying bottlenecks, and recommending solutions for automation and efficiency.
- **Agile Methodologies**: Proven experience leading Agile teams and driving the adoption of Scrum and Lean practices to improve project delivery and efficiency.
- **Stakeholder Engagement & Leadership**: Skilled in collaborating with business users, IT leadership, and vendors to align expectations and ensure successful project outcomes.
- **Portfolio Management**: Expertise in managing IT project portfolios, ensuring alignment with business priorities, and overseeing solution architecture.
- **Data Analysis**: Strong ability to analyze data, identify trends, and translate insights into strategic recommendations for business and IT.

Achievements

- **Business Process Automation**: Led the automation of key corporate processes, improving accuracy and reducing processing time by 30%.
- **Operational Efficiency**: Implemented continuous improvement initiatives, resulting in a 15% reduction in incident frequency and improved SLA compliance.
- **Strategic Alignment**: Successfully managed ERP application portfolios, ensuring cost optimization and alignment with corporate financial goals.
- **Leadership & Team Development**: Mentored and guided a team of 10+ analysts and developers, fostering a culture of collaboration and continuous improvement.
- **IT Processes:** Elevated the process compliance level of the IT team from SCI CMM Level 1 to CMM Level 5.
- **PMO:** Successfully devised and established PMO for the organisational Digital Transformation initiative which included ERP, CRM, HR, Bespoke & other OTS systems.

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Professional Experience:

Employer: Emirates Group, Dubai   **May-2023 – Till Date**

Role: Business Analyst, Project Manager, Process Manager, PMO

- Strategic Planning & Execution: Collaborate with IT leadership to develop and manage the overall IT strategy, with a focus on Corporate Finance and Procurement.
- Business Analysis & Solution Design: Lead the elicitation and documentation of business requirements, driving the design of solutions that address pain points and align with organizational goals.
- Process Automation: Spearheaded the automation of key business processes, resulting in a 20% increase in operational efficiency and a reduction in manual errors.
- Portfolio & Resource Management: Oversee IT project portfolio, ensuring cost-effective resource utilization, license management, and cloud consumption optimization.
- Vendor & Stakeholder Engagement: Collaborate with vendors and internal teams to ensure SLA adherence and drive service improvements.
- Risk & Incident Management: Manage incident resolution and continuous improvement initiatives, ensuring compliance with SLA metrics and reducing incidents by 15%.

Employer: ITFAQ Global Systems & Software Trading LLC, Dubai   **Aug-2022 – Nov-2022**

Role: Senior Business Analyst

- Business Analysis: Formulate a complete business change, from a single line project requirement & present the role of the project in the change management process.
- Enterprise Analysis: Perform enterprise analysis, drive interviews with focused groups, use qualitative & quantitative analysis to identify bottlenecks in business processes.
- Application Management: Managed the implementation and optimization of clients' systems, ensuring alignment with business objectives in Finance and Procurement.
- Continuous Improvement: Drove initiatives to improve service delivery and operational efficiency, leveraging Agile methodologies and Lean processes.

Employer: ST Engineering Management Services Pte. Ltd., Singapore   **Dec-2012 – Mar-2021**

Role: Enterprise Analyst, Senior Project Manager, Digital Transformation Leader

- IT Strategy: Prepare and own digital strategies, procedures and guidelines in coordination with the VP IT.
- Business Process Improvement: Analyzed existing business processes and identified opportunities for automation and efficiency gains, resulting in significant cost savings.
- Solution Design & Implementation: Collaborated with technical teams to design technology solutions that met business needs and ensured future scalability.
- Stakeholder Management & Communication: Served as the primary point of contact for stakeholders, ensuring alignment on project objectives and timely communication on project progress.
- Team Leadership: Led a high-performing team of analysts and developers, mentoring junior staff and driving collaborative teamwork.
- PMO: Monitor, track, review, perform course correction, provide specialised help & guide other projects/products on performance, methodologies and compliance, as a part of PMO group.
- Vendor Management: Create RFPs. review proposals & evaluate Vendors. Define, track and monitor vendor performances based on the agreed SLAs and expected quality of deliverable.

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Technical Skills:

- Tools & Platforms: Digite', CAAMS, JIRA, Microsoft Project
- Methodology: SCRUM, Agile, SAFe, SDLC, LEAN, Waterfall.
- Data & Analytics: Data Profiling, Data Mapping, Reporting
- Process Improvement: SEI CMM, Process Automation, Lean Management