

Siraj Shaikh

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Career Summary

Senior Transformation Leader | Operational Excellence Expert | Strategic Change Manager

Accomplished transformation leader with over 17 years of experience in driving large-scale transformation and change management initiatives within shared services environments. Proven expertise in aligning operational excellence with digital transformation agendas to enhance productivity and optimize resources. Strong focus on leveraging business intelligence to drive data-driven insights that inform strategic decision-making and improve customer experience. Skilled in leading cross-functional teams, fostering a culture of continuous improvement, and expanding shared services operations.

Key Skills

- **Strategic Roadmap & Transformation:** Extensive experience in developing and executing strategic roadmaps to achieve operational excellence and align with digital transformation goals.
- **Change Management & Continuous Improvement:** Proven ability to lead change management initiatives, fostering a culture of adaptability and continuous improvement across departments.
- **Process Optimization:** Expertise in redesigning inefficient processes to enhance productivity, streamline operations, and optimize resources.
- **Business Intelligence & Data-Driven Insights:** Skilled in leveraging business intelligence tools to provide data-driven insights that inform transformation efforts and strategic decision-making.
- **Stakeholder Management & Leadership:** Strong leadership and stakeholder management skills, with the ability to influence and collaborate with senior leadership, IT, and operations teams.
- **Workforce Management:** Expertise in workforce management using data insights to improve employee productivity, engagement, and operational efficiency.

Achievements

- **Transformation Leadership:** Successfully led large-scale transformation initiatives that improved operational efficiency by 30%, aligning with the company's strategic digital transformation agenda.
- **Process Optimization Success:** Redesigned key business processes, resulting in 25% productivity gains and significant resource optimization across shared services operations.
- **Business Intelligence Integration:** Leveraged business intelligence tools to provide actionable insights, improving decision-making and aligning transformation efforts with strategic business goals.
- **Shared Services Growth:** Expanded shared services operations to new locations, driving 20% operational efficiency and reducing operational costs through optimized resource allocation.

Professional Experience

Emirates Group, Dubai

Digital Transformation Lead | Process Manager

May 2023 – Present

- **Strategic Roadmap Development:** Developed and executed a strategic roadmap for operational excellence, aligning transformation efforts with the company's digital transformation agenda.
- **Change Management Leadership:** Led large-scale change management initiatives, fostering a culture of continuous improvement across the Centre of Excellence (CoE) and driving operational efficiency.
- **Process Redesign & Optimization:** Identified and redesigned inefficient processes to enhance productivity, resulting in significant resource optimization and improved customer experience.
- **Cross-Functional Collaboration:** Worked closely with IT & other departments to design solutions and collaborated with operations to successfully implement transformation initiatives.

ITFAQ Global Systems & Software Trading LLC, Dubai

Transformation Manager | Business Analyst

Aug 2022 – Nov 2022

- **Business Intelligence Integration:** Led efforts to integrate business intelligence into transformation projects, ensuring that data-driven insights aligned with strategic goals and improved decision-making.
- **Process Improvement & Resource Optimization:** Oversaw process improvement initiatives, using data insights to optimize resources and enhance productivity within shared services operations.
- **Stakeholder Engagement:** Collaborated with senior leaders and operations teams to ensure successful implementation of change initiatives and alignment with business objectives.

ST Engineering Management Services Pte. Ltd., Singapore

Head of Operational Excellence | Transformation Lead

Dec 2012 – Mar 2021

- **Shared Services Expansion:** Identified and pursued growth opportunities by expanding shared services operations to new locations, driving operational efficiency and cost savings.
- **Change Management & Process Redesign:** Led transformation projects aimed at redesigning core business processes to streamline operations and improve overall productivity.
- **Workforce Management & Engagement:** Leveraged data insights to enhance workforce productivity, ensuring alignment with strategic goals and improving employee engagement.

Technical Skills

- **Business Intelligence Tools:** Power BI
- **Process Improvement:** Lean Six Sigma, Value Stream Mapping, Root Cause Analysis
- **Workforce Management:** Data-Driven Productivity & Engagement Tools
- **Tools & Platforms:** MS Project, Jira, Azure
- **Methodologies:** Agile (Scrum, SAFe), Six Sigma, Lean, Waterfall