**Razvaan Ayaaz**

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**Professional Profile**

An accomplished, adaptable and resilient Project Coordinator with PRINCE2 certification and over 10 years of experience coordinating complex projects and providing 1st and 2nd line technical support for clients across diverse sectors. Technically proficient and well-versed in Agile, Scrum and Waterfall methodologies, offering a consistent track record in supporting delivery of robust solutions in line with stringent timelines, budgets and quality standards. Recognised for continuous success in building, managing and maintaining collaborative relationships with key stakeholders, vendors and customers, whilst being able to train and support cross-functional teams to drive achievement of project objectives. Now seeking a new challenge as a Project Coordinator / Project Manager where experience and insights can be utilised.

**Areas of Expertise:**

* Project Planning, Management and Coordination
* End to End Lifecycle Management
* Cross-functional Team Leadership
* Training, Development, Coaching and Mentoring
* Stakeholder, Vendor and Client Engagement
* Communication, Collaboration and Influencing

**Notable Career Highlights**

* **Micro Focus:** Instrumental in delivering consistently high levels of customer service to maximise retention and renewal of £multi-million contracts. In addition, developed and delivered training to maximise client and staff understanding of the eDiscovery system, drove opportunities for new business, achieved consistently high CSAT (Customer Satisfaction) score and led restructure of incident and problem management processes to use Kanban methodology to streamline and reduce complaints and issues.

* **Plusnet Plc:** Received recognition from the CEO and senior managers for achieving high first contact resolution rates. In addition, played a pivotal role in driving service excellence and customer satisfaction to maximise retention, and enhanced training for new starters to save the company money and time.
* **DSGi Retail Limited:** Played a pivotal role in the end to end delivery of a 12-month business-critical project (Gem Project) to replace the existing back office ordering software to a new solution, with ownership for liaising with the Business Analyst and Project Manager to provide specific customer requirements. In addition, reviewed existing system to define average handling time (AHT), performed UAT testing of new system and developed/schedule training for 500+ end users.

**Career History**

**PROJECT COORDINATOR:** Micro Focus (merged with HPE in Sep 2017), Cambridge Sep 2017 to Nov 2018

* Coordinated the successful end to end delivery of SaaS eDiscovery projects for clients across multiple sectors including investment banking, oil & gas companies, members of the ‘Magic Circle’, Big Four Audit firms and regulatory bodies.
* Played a key role in delivering multiple projects including system migrations, software upgrades, disaster recovery, data centre migration, implementation/client on-boarding, client training and continual service improvement.
* Worked in close collaboration via stand ups, sprint planning and retrospectives with application support, operations, infrastructure, development and implementation teams to facilitate successful delivery of projects in line with timelines and client specifications.
* Responsible for managing and supporting client facing BAU activities including training clients on the eDiscovery platform and facilitated weekly meetings with clients and development teams to managing ongoing bug fixes and enhancements.
* Prepared and presented weekly and monthly reports for the client and attended monthly governance meetings with key stakeholders to discuss project progress, incidents and customer satisfaction concerns.

**PROJECT COORDINATOR:** Hewlett Packard Enterprise (HPE), Cambridge Nov 2015 to Sep 2017

* Coordinated the successful end to end delivery of business-critical projects for clients across multiple sectors with ownership for defining project plans, managing stakeholder and client relationships, troubleshooting technical issues, preparing detailed client and stakeholder reports, and managing client facing BAU activities.

**PROJECT COORDINATOR:** Hewlett Packard (HP) (Split into HPI and HPE), London Jun 2013 to Nov 2015

* Planned and coordinated a range of business-critical projects for clients across multiple sectors with ownership for gathering client requirements, defining project plans, managing stakeholder relationships, preparing detailed client and stakeholder reports, and managing client facing BAU activities.

**PROJECT COORDINATOR:** Autonomy (bought out by HP), London Sep 2011 to Jun 2013

* Accountable for planning and coordinating project plans for several business-critical projects and initiatives for multi-sector clients with ownership for identifying issues, managing client and stakeholder relationships, producing project status reports, attending client and stakeholder meetings, and supporting BAU activities.

**TECHNICAL SUPPORT ANALYST:** Plusnet Plc, Sheffield May 2010 to Mar 2011

* Provided 1st and 2nd line support to approximately 500k business and residential users with ownership for recording incidents, diagnosing faults and restoring service in a timely manner through remote assistance (GoToAssist).
* Responsible for troubleshooting and resolving a range of technical issues including internet connectivity faults, email issues, configuration of email clients, wireless setup, web space issues, transfer and registration of domain names and editing of domain manual records ensuring consistently high levels of customer service and satisfaction.
* Managed and maintained trusted relationships with customers through effective engagement and communication.
* Gained in-depth understanding of BT operations, equipment and fault diagnosis.

**TEAM LEADER / TECHNICAL SUPPORT ADVISOR:** DSGi Retail Limited, Sheffield Nov 2006 to May 2010

* Primarily accountable for providing 1st and 2nd line support to customers through diagnosing and troubleshooting hardware and software issues for laptops, Macs, PCs, mp3 players, televisions and printers with ownership for supporting Windows and Vista operating systems, Mac OSX and MS Office 2003/2007 within an ITIL framework.
* Provided effective leadership, direction, mentoring and coaching to a team of 14 Sales Advisors with the aim of driving performance, maximising sales and ensuring consistently high standards of customer service.
* Worked in close collaboration with external suppliers to ensure that incidents were rectified within defined SLAs and escalated complex problems as required to senior management.

**Academic Credentials**

**MEng in Materials Science & Engineering (2:1):** Imperial College London, London Oct 2002 to Jun 2006

**Professional Training and Certifications**

* ITIL v3 Foundation
* PRINCE2 Foundation
* MCP / MCDST / MCTS: Windows 7, Configuring

**Technical Skills**

Windows OS / MS Office Suite (2003 to 2019) / Mac OS X / Lotus Notes / MS Project / MS Visio / Jira / HTML5 / CSS3 / JavaScript jQuery / SQL / Adobe Lightroom / Adobe Photoshop / Adobe Camera Raw / Adobe Bridge

**Personal Information**

Address: 37 Robey Street, Sheffield S4 8JE

Driving: Full Clean UK Driving Licence

Languages: Fluent – English and Punjabi / Basic – German, Urdu, Arabic (Modern Standard) and Italian