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***19, Dearden Street, Littleborough, OL15 9DZ***

***Profile***

An accomplished IT Project Manager with full project lifecycle experience, having administered, managed and delivered projects of varying sizes and budgets. Proven ability in managing and delivering projects concurrently in complex environments in all aspects of the project management and change management process. Successfully delivered projects both on time and on budget, whilst managing and negotiating, key relationships and stakeholders. Industry certified Prince 2 qualified practitioner, familiar with project management frameworks and methodologies. Ambitious, ITIL V3 Service Management foundation qualified with the drive and motivation to be fully certified through experience & formal training. I have the willingness to learn and add to my qualifications to enhance my portfolio of established project management skills. I am a confident communicator with the ability to communicate with people of various backgrounds and personalities. In my previous roles I have been able to create and maintain successful relationships with both colleagues and management alike. I am a strong team player with excellent interpersonal skills having worked in and managed a team successfully. I am Enhanced DBS/CRB check certified.

***Education & Professional Qualifications***

**Prince 2 (Project Management)** – **Qualified Practitioner** (July 2011)

**Prince 2 (Project Management)** – **Foundation** (June 2011)

**ITIL V3 (IT Service Management)** – **Foundation** (June 2011)

**Leeds Metropolitan University – BSc (Honours)** Business Information Systems (2008)

**Hopwood Hall College – 3 A Levels** in Maths, Psychology & IT (2003)

**Failinge Park High School – 9 GCSEs** in IT, Maths, Urdu, Sciences, English Language & English Literature (2001)

***IT Packages & Skill Set***

MS Office products (advanced) including Excel, Word, MS Project, Visio, SharePoint, PowerPoint & Access Database, Windows OS (NT, 200 to Windows 10), Desktop computing.

Also familiar with Castleton Technology CRM, Agile, P2P, Capita Open Housing, Locata scheduling software, Cherwell Service Desk software, E-procurement software, Bartec Systems Waste collector software and Webaspx round design software.

Civica ICON Payments Software implementation – Hosted Distribution, Hosted Bank Reconciliation, Direct Debits, GDPR, Recurring Card Payments, eReturns, eStore / Mobile eStore, Automated Telephone Payments solution either Mid Call (PCIPAL AWS) or End Call.

***Employment & Professional Experience***

**Employer: Civica ICON (Local Government Payments)**

**Position: Project Manager – Homebased (November 2017 – Present)**

**Availability: One Month Notice Period**

Civica ICON Local Government Payments are the trusted payment solution partner for over 140 UK authorities, and hundreds of schools and housing associations – handling £2 billion in secure electronic payments every year. Providing a multi-channel range of payments including credit/debit card, kiosks, eStore/eStore Mobile, Mid Call, End Call, Direct Debits, PayPal and PayPoint

* As a Project Manager in the Local Government Service Delivery Team, I am responsible for the scoping, goal setting, planning, implementation, risk management and monitoring of software upgrades of new modules such as Hosted Distribution, Direct Debits, GDPR, Recuring Card Payments, eReturns, Hosted Bank Reconciliation, eStore / eStore Mobile, PayPal and ATP Mid Call and End Call solutions to both existing and new customers to ensure PCI DSS compliance.
* I worked with external stakeholders and internal teams such as Hosted, Support, QA and Development teams onshore and offshore. I also worked with external and 3rd party stakeholders such as MasterCard PayPal and PCIPAL AWS.
* I was able to plan, manage, control and deliver assigned projects on time, within budget and in excess of expected quality specifications.
* I managed Senior Technical consultants based all over the UK to implement ICON Software from intiation to implementation.
* I executed professional and effective planning and took control of projects via carrying out regular monitoring, risk analysis and issues tracking. Furthermore I managed change control and contingency planning to maintain the overall direction and integrity of the projects at hand. I took responsibility for overall progress of assigned projects.
* I ensured that SiteLog (time recording software) entries for assigned projects were maintained accurately and accessible for time recording for resources assigned to work on the projects.
* I took financial responsibility for tracking projects (resource and related cost utilisation versus budget) and ensured that any changes which might affect the financial profile of the projects were managed, under change control and reported.
* I produced regular highlight and exception reports. I initiated and communicated exception handling and corrective actions where necessary.
* I produced and maintained project schedules and other deliverable documentation such as project definition documents, risk & issue logs, project plans as required by the Civica project delivery methodology. (Prince 2 / Agile / Waterfall)
* With the support of the Service Delivery Manager, I directed and motivated the project team as and when required.
* I co-ordinated project tasks with internal, external and 3rd party stakeholders. I was able to gain agreement of the acceptance criteria with all stakeholders for all deliverables. I maintained continuous, proactive and effective communications with all Civica personnel involved in the delivery of assigned projects to keep projects progressing.
* I created additional documentation such as statement of works for new project deliverables including infrastructure and software deployments and major work packages. I created work packages for infrastructure, software and equipment upgrades. I also did software version migrations, proposals and business cases for internal approval as and when required.
* I contributed to the periodic review and revision of implementation management processes and document templates

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**Employer: Rochdale Boroughwide Housing**

**Position: Project Manager (August 2016 – 1st September 2017)**

**(Rolling Contract)**

Rochdale Boroughwide Housing (RBH) is the UK’s first tenant and employee co-owned mutual housing society, with over 13,500 homes throughout the local area.

* I delivered the implementation of RBH’s chosen CRM solution by working with key stakeholders to determine project objectives, I documented technical requirements and established project schedules,
* I developed and managed the project plan, RAID logs, highlight reports, by managing internal resources and third parties to ensure the project was on-time and within scope, including cost and quality.
* I ensured resource availability and allocation, I worked with internal and external stakeholders to ensure dependencies and conflicts were identified, documented and resolved.
* I ensured the right level of quality assurance and documentation was completed at each stage of the project.
* I managed all changes to the project, project scope, project schedule, all project documentation and project costs forecasting using RBH’s bespoke project management methodology (based on Prince 2).
* Successfully managed key stakeholder relationships, both within RBH and external suppliers to ensure project delivery using strong negotiation and interpersonal skills.
* I identified, prioritised, planned and tracked project risks and managed the project team to the successful mitigation of the risks.
* I completed system implementation testing and provided feedback to the project team, project sponsors and the wider organisation through internal meetings and regular updates
* I managed internal communications to continue to develop the knowledge and benefits of CRM across the organisation.
* I line managed the CRM Business Analysts and Transformation Team ensuring the team were dedicated to keeping to deadlines and delivering a successful project.

**Employer: Rochdale Borough Council – ICT Service Delivery**

**Position: ICT Projects Manager (Nov 2015 – 29th July 2016)**

**(Rolling Contract)**

Rochdale Borough Council is a council which builds success and prosperity with citizens and partners, whilst protecting our vulnerable people.

Responsible to deliver a professional and informed management consultancy and implementation service. Consisting of the responsibilities below:

* My role was to understand, document, analyse and advise on business services and processes as they relate to ICT systems and projects.
* I developed robust business cases for ICT projects on behalf of the business, identifying benefits, costs, resources, deliverables, and timescales. Responsible for establishing and agreeing deliverables, plans, resources, and funding related to the project prior to implementation. Managed projects from end to end following project management methodologies; ensuring projects and solutions were delivered within the timescales, budget, and quality expected.
* Managed and motivated cross functional teams to drive project development and completion. Allocating work packages ensuring milestones were hit, providing coaching and knowledge transfer.
* Documenting project plans, analysing, and optimising business processes, identifying tangible business benefits were further tasks I undertook on a regular basis.
* I embraced change and invited customer interaction to achieve customer-focused, highly usable business solutions. I guided the business in its decisions in relation to ICT, making use of technical expertise both within the ICT service and external to the Council in providing sound technical advice to the business. I engaged with various business areas to understand their future plans for ICT systems and any new requirements: documenting and relating to existing infrastructure / systems and feeding into overall ICT plans and architectural strategic design.
* I contributed towards the identification and documentation of ICT business systems, relationships between systems in the ICT Service catalogue, and relationships between those systems and related business processes. It was also my job to aid all ICT teams in identifying efficiencies and improvements in Management Information Systems / Line of Business Systems through business process and system redesign.
* I had to present information at various stages throughout the projects, influencing, persuading and negotiating on complex project related issues when required. Identifying and highlighting risks along with producing mitigation plans was also a key responsibility.

**Employer: Bolton Council - (Waste, Fleet and Environmental Services)**

**Position: IT Technical Officer (Aug 2015 – Oct 2015)**

**(2 Month Contract)**

Bolton is one of nine authorities in Greater Manchester committed to the Greater Manchester Municipal Waste Strategy. This strategy will establish future waste collection and disposal policy for the next 25 years and its main aim will be to improve existing and provide new waste treatment facilities to increase recycling and recovery rates and reduce waste going to landfill. The IT Technical Officer role enabled me to gain new skills to add to my portfolio, responsibilities consisted of:

* Providing technical support within the Environmental Waste and Fleet department. Developed, implemented and maintained systems in line with the departments service delivery plans, improvements and strategy/policy changes in the service area.
* I developed, introduced, managed and monitored effective performance management systems for waste, recycling and fleet data systems. I identified and implemented service round re-designs to meet the service delivery targets around yield and capacity as the service changes between different waste streams with minimum disruption to front line services.
* Analysing data in order to provide valuable information in an accurate and timely manner. Working closely with senior management enabling the shaping and developing of the council’s strategies in line with service improvements and budgets.
* Supported the line manager in the preparing and implementing draft contract documentation and service level agreements. This involved procurement, production of tender documentation, evaluation of tenders and management and supervision of contracts.
* Liaised and worked with other service areas such as Customer services, LLPG custodian, web manager and ICT managers to make sure information is updated and available for the public and other services to deal with customers effectively. I also worked with others within the service to help develop skills and knowledge to ensure the effective implementation of performance management systems / environmental business and data management systems.

**Employer: 1st Stop Group LTD**

**Position: IT Project Manager (Dec 2014 – Feb 2015)**

First Stop Finance is a provider of financial products and services such as personal loans, car finance, guarantor loans and secured loans.

* Responsibilities include managing transformation of current processes into more efficient and productive processes.
* Working on new products and services launch whilst managing costs associated with such launch
* Improving operations and streamlining tasks to obtain more productivity from staff
* Managing project life cycle and updating project documents
* Engaging with stakeholders and gathering requirements

**Employer: Kirklees College**

**Position: Projects Manager (Sept 2012 – Aug 2014)**

My responsibilities involved delivering key technical and business change services, communication channels and ICT infrastructure in line with the organisations strategy. Further responsibilities consisted of:

* Managing a team working on multiple projects. Ensuring the projects being worked on were delivered on time and of high quality. The college often had stringent project time scales and costs therefore it was a must to meet deadlines without compromising quality.
* To produce monthly and whenever necessary reporting including presenting any risks and uncertainties to all stakeholders.
* Managing relationships and handovers between multiple stakeholders successfully including technical engineers, external organisations, contractors and suppliers.
* I have managed fiscal and service procurement, with key responsibility to administrate financial control to both meet budget and cost targets of delivery.
* Managing and tracking a budget of £1.2 million Capital and £900k Revenue on an annual basis. I managed orders across the organisation, for all the projects discussing deals and securing best value for money
* I have successfully managed & delivered numerous projects, including Windows 7 migration, against challenging timescales, encompassing full project lifecycle stages including initiation, planning, resourcing, requirements analysis, execution, deployment and completion.

**Employer: Kirklees College**

**Position: Projects Administrator (May 2010 – Sept 2012)**

My duties included handling million pound budgets annually, forecasting budgets as well as other administration duties such as procurement, requirement gathering, full project lifecycle reporting, strategic planning, finance reporting. It was key to communicate with all internal/external stake holders, customers staff and students, suppliers etc. providing project updates and daily tasks updates.

***Hobbies & Interests***

I am an outgoing and a sociable person. I have been a Manchester United season ticket holder for the last 10 seasons and I love both playing and watching football. A family man who loves to travel. A thrill seeker; I hope to take part in a sponsored skydive.

***References***

References available upon request.