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Highly motivated and performance driven project management professional with over 11 years’ experience in IT-project management, business analysis, client relations, and operations management within the banking industry. Instrumental in completing IT projects with leading organizations including implementations and migration projects.

Project Management | Resource Planning & Analysis | Banking Operations | Team Leadership | Post Implementation Issues | User Acceptance Testing | Core Banking System | Business Analysis | MS Office (Word, Excel, Project & PowerPoint) | Problem Resolution | Communication Skills

**◼ VALUE PROPOSITION**

* A pragmatic, clear thinking, and outcomes focused professional with proven track record in the delivery of multiple and full-life-cycle projects and deliver tight timescales within demanding environments.
* Highly skilled in supervising change management process and translating strategic objectives into tactical business plans with mechanisms for key measurements to supervise progress.
* Establish best practices and administer programs in consumer satisfaction in an expense conscience manner; possess outstanding analytical and managerial skills in identifying business and organizational requirements.
* Drive a culture of continuous improvement by streamlining and integrating teams, systems, and business processes. Identify, gather and analyze performance metrics and recommend optimal solutions that drive revenue and profits.
* Productive contributor to team-based and self-managed tasks; deliver results within tight deadline. Creative leader with the capacity to research opportunities and take calculated risks to meet changing operational needs.

**◼ PROFESSIONAL EXPERIENCE**

**United Bank Limited,** Karachi-Pakistan Jul 2018 to Present

**Senior Business Analyst**

* Effectively managing core banking Projects by interacting with vendor and in-house team.
* Competently analyzing new business initiatives and planning business process improvements.
* Expertly supervise User acceptance testing of existing system functionalities and deliver training to the end users on existing and new enhancements or features of core banking software.
* Track and report on project portfolio performance, while delivering a real-time, comprehensive, and prioritized view of all projects. Monitor project overhead to achieve cost efficiency and correct any adverse variances.

**SUMMIT BANK LIMITED,** Karachi-Pakistan Jul 2015 to June 2018

**Unit Head General Banking Projects**

* Expertly administered change management process to monitor core banking and other business applications. Translate strategic objectives into tactical business plans with mechanisms for key measurements in place to monitor progress.
* Efficiently supervised IT operations unit to address post implementation issues of core banking system and interact with vendor and in-house team for root cause analysis.
* Expertly supervised User acceptance testing of existing and new system functionalities and delivered training to the end users on existing and new enhancements or features of core banking software.
* Tracked and reported on project portfolio performance, while delivering a real-time, comprehensive, and prioritized view of all projects. Monitored project overhead to achieve cost efficiency and corrected any adverse variances.

**BANK AL HABIB,** Karachi-Pakistan Mar 2015 to June 2015

**Business Analyst**

* Established excellent relationships within the business community, prepared business designs for functional and regulatory requirements, and performed design walkthroughs to communicate design and obtain feedback.
* Generated and validated QA test plans along with product documentation, and defined product features, accounting entries & reports, while delivering product functional expertise to the developers, QA, support, and users.
* Proactively recommended innovations and modifications, in compliance with the industry requirements and consistent with corporate objectives and goals to improve operational processes, systems, policies and procedures.

**BURJ BANK LIMITED,** Karachi-Pakistan April 2008 to Feb 2015

**Business Analyst, Feb 2010 to Feb 2015**

* Identified missing features in selected system and formulated BRD, while attending demo session for diverse systems. Utilized business-process methodologies to streamline design processes through business and technical resources.
* Competently analyzed new business initiatives, planned business process improvements through technology, and implemented new services on ADCs, including prepaid, post-paid, and top ups (UBPS).
* Played a key role as a team leader-general banking and managed all project activities, including system demos, BRD, product analysis, design, training, UAT, data verification & validation and simulation and go-live.
* Functioned in collaboration with the different departments for data cleansing and completeness, as well as end user training for all operation staff of the bank.

**Cluster Operation Manager, April 2008 to Jan 2010**

* Successfully established and achieved performance targets and outputs with the direct reports.
* Delivered uninterrupted infra services to operators in cluster to assure optimum utilization of resources and reduce energy and other operational costs and technical and safety training of team.
* Offered support to the branches managing daily operation task and ensured that staffs followed regulatory and internal banking procedures to perform at the best without any external threats.

**◼ ADDITIONAL EXPERIENCE**

**Operations Officer** | Meezan Bank Limited, Karachi | Dec 2007 to Mar 2008

**Junior Customer Service Officer** | Arif Habib Bank Limited, Karachi | Feb 2007 to Nov 2007

**◼ KEY PROJECTS**

Project: Conversion of Conventional Branches into Islamic Branches | Location: Karachi | Duration: Jan 2016 to Jan 2017

Role: Project Manager | Organization: Summit Bank | Team Size: 4 | Tools Used: MS Word, Excel, & Project

Project Scope: Converted accounts without impacting on customer account, profit payments and other services.

Project: Biometric verification from NADRA (National Database and Registration Authority) | Location: Karachi | Duration: Jan 2016 to May 2016

Role: Project Manager| Organization: Summit Bank | Team Size: 7 | Tools Used: MS. Word, MS excel, MS Project

Project Scope: Biometric verification From NADRA

Project: Product Transfer Module | Location: Karachi | Duration: Sep 2014 to Jan 2015

Role: Business Analyst | Organization: Burj Bank Limited | Team Size: 4 | Tools Used: MS. Word, MS excel, MS Project

Project Scope: To retain VIP customers by to change their Product without any implications to their attached services

Project: Cash Management Module | Location: Karachi | Duration: Mar 2014 to Aug 2014

Role: Project Manager | Organization: Burj Bank Limited | Team Size: 3 | Tools Used: MS. Word, MS excel, MS Project

Project Scope: Cash Management Module

Project: Core Baking Implementation | Location: Karachi | Duration: Jan 2012 to Feb 2013

Role: Team Lead General Banking Projects | Organization: Burj Bank Limited | Team Size: 5 | Tools Used: MS. Word, MS excel, MS Project

Project Scope: Core banking Implementation from SYMBOLS to iMAL

**◼ EDUCATION**

**⯈ Master in Business Admiration (EMBA)**, Institute of business and technology (BIZTEK), Karachi – 2009

**⯈ Bachelor in Commerce (B.Com)**, Karachi University, Karachi 2004

**◼ COURSES AND CERTIFICATIONS**

**⯈ PMP,** Project Management Institute – PMI, License 2088072, 2017

**⯈ Data Science A-Z,** Udemy, [Certificate](https://www.udemy.com/certificate/UC-5WZHF7DX/) , 2018

**⯈ Microsoft Project 2013 Training,** Udemy, [Certificate](http://www.udemy.com/certificate/UC-W5WUPYBJ/) , 2018