

MOHAMMED AHMEDUDDIN (STMAC™, SMAC™)



IT Project Manager
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Overview:

- 10 years of Experience in **BFI (Banking Finance & Insurance), Telecom, Healthcare, E-Commerce & Consumer Electronics, and Call Centre Applications** as a Project Manager, Program Manager, Delivery Manager, Business Analyst, with experience in Agile/Scrum, SDLC, Waterfall methodologies.
- **Certified Agile/ Scrum Team Member (STMAC™) from International Scrum Institute™, United States.**
- **Certified Agile/ Scrum Master (SMAC™) from International Scrum Institute™, United States.**
- In-depth knowledge & expert in Delivery management, Application development & Delivery, Resource management, Incident management, Release management, Change management, Time management, Integration management, Scope management, Quality management, Communication management, Risk management, System Integration and implementation.
- Expert in Agile/Scrum and Waterfall project management methodologies. Implemented projects using Agile methods and SDLC Methodologies.
- Worked on different Project management tools like- IBM-PAW, My Interval, JIRA, HP (QC- ALM), and IBM-Maximo.
- Have a strong background of Project/Program management, Global Delivery, business analysis, process, expertise in defining scope of projects based on gathered Business Requirements including documentation of constraints, assumptions, business impacts, Project risks & scope exclusions.
- Ability to meet deadlines, spanning multiple business domains and capable of handling pressure, coordinating multiple priorities and managing customer expectations working with multiple customer groups, creating partnership with customers in multiple project environment and experience with training and mentoring team members with product knowledge and business processes.
- Have experience in working with various department teams developing interactive relationships with business and IT colleagues, having a thorough understanding of the constraints, needs, and perspectives of both the customers and the organization's technical team.

Areas of Proficiency:

- ✓ Project Management/ Program Management, Global Delivery, PMO Activities
- ✓ Project Initiating, Planning, Executing, Monitoring & Controlling, and Closing
- ✓ Customer Experience, Relationship management - customer interface at all phases.
- ✓ Business Analysis, Use Case Modeling & Analysis, Requirement Gathering
- ✓ **PMP Certified** from PMI
- ✓ Agile/ Scrum- **Certified Scrum Team Member (STMAC™), Certified Scrum Master (SMAC™), Waterfall, & SDLC.**

Technical Skills:

Business Skills:	Project/Program Management, PMO, Global Delivery, Business Analysis, Use Case Modeling & Analysis, JAD/JAR, Requirements Gathering, Gap Analysis, & IA.
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Packages/Tools:	IBM-PAW, IBM- Maximo, My Interval, JIRA, HP (QC-ALM), MS Visio, MS Project
Graphical User Interface:	Mocking Bird, Report Suites Web, MS-Visio
Methodologies:	Agile, Waterfall, SDLC
Programming Languages:	NET (VB, C#, ASP), JAVA, HTML
Database:	Oracle 11g, SQL Server 2005, DB2

Engagement Experience:

Company: Jawraa Riyadh- KSA **Oct 2017 – Present**

Client: Ministry of Culture

Role: IT Project Manager

Responsibilities:

SOFTWARE/RDBMS DEVELOPMENT | ENTERPRISE IMPLEMENTATIONS | SYSTEMS ENGINEERING

- Diligent project manager offering a proven record of success leading all phases of diverse technology projects; PMP and computer programming and business finance experience.
- Business strategist; plan and manage multimillion-dollar projects aligning business goals with technology solutions to drive process improvements, competitive advantage and bottom-line gains.
- Excellent communicator; leverage technical, business and financial acumen to communicate effectively with client executives and their respective teams.
- Expert in agile and waterfall project management methodologies. Known for ability to produce high-quality deliverables that meet or exceed timeline and budgetary targets.

Skills Summary

Project Management:

- Custom Software Development
- Database Design (RDBMS)
- Systems Engineering
- System Migrations/Integrations
- Enterprise wide Implementations

IT Project Lifecycle:

- Requirements Analysis
- ROI Analysis
- Costing & Budgeting
- Project Scheduling
- Testing/QA/Rollout/Support

Value-Added Leadership:

- Cross-Functional Supervision
- Team Building & Mentoring
- Client Relations & Presentations
- Business & IT Planning
- Vendor Management

Career Progression

Recruited by two of the nation's leading IT consulting firms to provide project management over large-scale, top-priority and complex technology initiatives. Managed budgets of up to \$8M and cross-functional teams of up to 25 developers, programmers, analysts and network specialists.

Drove the high-quality completion of systems engineering, software/database development and enterprise wide implementation projects for major clients including:

- Coca-Cola Enterprises
- Kimberly-Clark
- Caterpillar
- Cigna
- American Express
- Citigroup
- McDonald's

Achievement Highlights:

- Led teams across broad technical, financial and business disciplines. Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.
- Mitigated risk factors through careful analysis of financial and statistical data. Anticipated and managed change effectively in rapidly evolving global business environments.
- Defined processes and tools best suited to each project. Moved between agile and waterfall approaches depending on project specifics and client goals, creating detailed project road maps, plans, schedules and work breakdown structures.

Client:	Bank of America NJ- USA	Dec 2015–Sept 2017
Role:	IT Project Manager	

Responsibilities:

- Lead Corporate & Investment Bank (CIB) IT/Technical projects from initiation through implementation applying SDLC phases; planning, analysis, design development and implementation.
- Provide Project Management for multi million-dollar Big Data platform projects (Applications and Infrastructure) within JPMIS Infrastructure.
- Create and maintain comprehensive project plans, showing tasks, resources, dependencies and status throughout the life of the project, revising as appropriate to meet changing needs and requirements.
- Manages budget for assigned projects, monitors project progress and adjusts resources and priorities accordingly.
- Utilize processes and tools within the IT PMO to track project spend, including approved budgets, actuals and forecasts.
- Manage schedules, budget, resources and timelines surrounding multi-million-dollar project.
- Establishes project requirements, priorities, and deadlines.
- Develop, prioritize and track action items and issues.
- Maintain senior leader / stakeholder alignment to IT projects. Develop status and dashboard reports as required by senior management.
- Act as a communication channel between Technology and the business for ongoing project management status and issues, opening up communication channels, coordinating messages and managing business expectations.

- Develop, train, and coach team members. Promote effective teamwork and manage interpersonal issues.
- Ensure projects adhere to IT compliance procedures and validation requirements.
- Maintain up to date project related documentation on Share Point- project plans, validation documents, meeting minutes, etc.
- Track project interdependencies.

Company: Saudi Business Machines Ltd. (IBM SBM) KSA Nov 2007 – Oct 2015
Role: IT Project Manager- Delivery (Global)

Project 1 - Saudi Telecommunications (STC-Head Quarters) Riyadh Dept.: Integrated Technology Services(ITS)

Project 2 - King Abdullah University of Science & Technology(KAUST) Jeddah
 Dept.: Network Services & Solutions(NSS)

Project 3 - Ministry of Communications & Information Technology Yesser (e-GOVT. Program)
 Dept.: Professional Services(PS)

Project 4 - King Faisal Specialist Hospital & Research Center (KFSH &RC) Riyadh, K.S.A
 Dept.: Integrated Technology Services(ITS)

Responsibilities:

- Experience with installing, configuring and troubleshooting **VMware ESX 5.5** environment
- Desired state configuration utilities (Chef/PowerShell 4 DSC)
- Administration of Microsoft Exchange Server 2010 & 2008 Active Directory
- Powershell featuring commandlets to interface with Secret Server, **Lync and SQL**.
- Analyze network traffic for the VM hosts in collaboration with the Networking team
- Performed datastore migration using VMware storage vMotion on Netapps NFS, dell **ISCSI SAN Storage**
- Installation, configuration, administration and maintenance of Windows 2008 operating system on HP Proliant \ Compaq Servers. Management \ monitoring of servers using various third-party applications.
- Complete monitoring and support to Infotrix Self Service Application.
- Complete Remote Support for Engines located at multiple locations.
- Providing support Connections of DSL & **Layer-2 VPN** Connections with respect to Client Engineers
- Jobs involved in looking after Engines as a System administration in installation and Maintaining all Engine Components, configuring & sharing both Laser & Thermal printers, supporting application software used by the users on servers.
- Generating Reports in regular bases depending upon Engines Success / Failure Transactions.
- Complete Preventive Maintenance for Application Servers, Database servers, Proxy servers & Test server.
- Implementing new upgraded Test release on Staging Environment (Test Server) and then to Production Environment (App Servers)
- Installed server based and peer to peer networks depending upon the client's requirements
- Working with Field Engineers from Network Connection to complete Hardware & Software Installations & up gradation
- Providing Microsoft Access support, Network and system support.
- Administrating with Infotrix Browser, resolving errors & warning of All Engines, Branch components & **API Monitoring**.
- Troubleshooting day to day server related issues on **Windows Server 2008** including file **backup & restores**.
- Installation, configuration & troubleshooting Windows 2000 & Windows 2003 guest virtual machines.

- Participates in vendor application software evaluation, installation, and proof of concept activities.
- Proactively reviews application explains to identify and resolve potential performance problems.
- Influences application design, including application infrastructure and process.
- Performs unloads and loads of database to support application testing requirements.
- Mentors application team in getting up to speed using application and database software including, but not limited to, Stored Procedure Builder, Stored Procedure Debugger, and Client Assistant Enabler.
- Supports stress testing efforts.
- Assisted in P2V conversions of Windows servers using VMware vConverter
- Exchange 2010/2007
- Involved in Assessment of current environment for **desktop virtualization**.
- Experience with setting up new **VMware clusters and integrating** into the existing Environment.
- Experience working with Novell OES
- Created use cases for desktop design and implementation.
- Installation of VMware Tools and upgrade of **ESX hosts**.
- Manage snapshots, clones, templates during patch releases and new server deployments
- Creating and managing the **VMware cluster** with HA and DRS.
- Monitoring and managing performances of **ESX/ESXi** servers and virtual machines

Client: **Al Rajhi Bank, Riyadh- KSA**

Oct 2006 –Jan 2007

Role: **IT Project Lead**

Project 1 - Cloud based Analytics software (I-View Vodafone Global) development and implementation.

Project 2- EBPP (Billing & Invoice) application development and Integration & Legacy Data Migration for Vodafone Global corporate customers.

Project 3- Mobile Application development (Android, iOS and Windows) to view Interactive PDF's / Invoices.

Responsibilities:

- Relationship management - stake holders interface at pre-project phase, during project and post completion.
- Successful Project Delivery Ownership- (Global Project Delivery and Support.)
- Managed international, domestic and cross border projects.
- Build and maintain rapport with global external project stakeholders. Escalation handling and providing resolution to the client.
- Plan and implement all assigned projects globally/national utilizing established SDLC Project Management Methodologies, standards, and governance framework to achieve project objectives and deliverables.
- Manage budget, time, quality and scope of the project.
- Create a detailed project plans which identifies and sequences the activities needed to successfully deliver assigned project.
- Develop a schedule for project completion that effectively allocates the resources to the activities.
- Review the project schedule with Program Director and concerned stakeholders.
- Define/validate requirements for platform conversions, consolidation and migration.
- Determine the objectives and measures upon which the project will be evaluated at its completion.
- Deliver projects with meeting recognition targets and timelines.
- Provided Business Continuity and Disaster Recovery technical process engineering.
- Align with technical resources to implement projects in accordance to Software Development Life Cycle (SDLC).
- Monitor the progress of the project and make adjustments as necessary to ensure the successful completion of the project.

- Review the quality of the work completed on a regular basis to ensure that it meets the project standards.
- Manage relationships and communicate project information to all stakeholders to a level appropriate to their needs.
- Plan and conduct SIT and UAT with business users and take sign-off..
- Responsible for team training for new product updates or releases.
- Apply effective project management methodologies (**Agile/Scrum**) and control techniques and used **JIRA** for project tracking and **HP ALM-QC** for defect tracking.

Company: **Sri Chaitanya Info. Hyderabad, India**
Role: **IT Project In charge**

Dec 2006 – Sep 2007

Responsibilities:

- Configuration and Deployment of DCM, iECCM-6.5, UniServe-6.8 Tool on AIX server.
- Requirement gathering, analysis, design for every CR raised for billing format.
- Writing CR documents, process functional requirement documents.
- Coordinating with various people/teams in the client side to help complete certain tasks for the client, maintain/publish various process related reports for the client as & when required.
- Leading the bi-weekly call with client from the team.
- Managing of Log, Error & Alert Reports at daily basis.
- Working closely with Database Administrators, Application Support Team and other groups in order to provide fast problem resolution.
- Helping the L1 engineers in resolving the technical issues of the billing processes and monitoring logs and maintain backup of logs.

Education:

- ✚ **Bachelor of Science in Information Technology (BTech).**
Jawaharlal Nehru Technological University, 2001-2005

Certifications/ Trainings:

- ✚ **Microsoft Certified System Engineer (MCSE)**
- ✚ **Agile/Scrum Product Owner Accredited Certification (STMAC™)** from International Scrum Institute™ United States.
- ✚ **Agile/ Scrum Master Accredited Certification (SMAC™)** from International Scrum Institute™, United States.
- ✚ **PMBOK-5 (35 PDUs) & PMP Certified** from PMI
- ✚ **PAW (Project Authorization Workflow)** professional at IBM.
- ✚ **Trained Business Analyst** in requirement gathering methodologies & software requirement analysis using Use Case Diagrams at IBM.