

Sarfraj Alam

Kathmandu, Nepal

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PROFESSIONAL SUMMARY

Dedicated and results-driven Project Manager with over 4 years of experience in managing end-to-end software development projects including ERP, CRM, HRM, and Social Networking Services (SNS). Skilled in agile methodologies, Jira administration, documentation, and stakeholder communication. Demonstrates strong analytical and problem-solving capabilities, with a focus on continuous improvement, timely delivery, and cross-functional team coordination

AWARDS & ACHIEVEMENTS

1. Received "Quick Learner & Growth" award at Nimble Infosys.
 2. Successfully delivered online recruitment platform adopted by Nepal Rastra Bank.
 3. Delivered major HRM features including attendance, leave, and payroll modules.
 4. Led branding and customization of SNS software (SSO, User synchronization) for multiple French organizations.
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KEY SKILLS

1. Project & Sprint Planning, Scheduling & Execution
 2. Jira Administration & Dashboard Reporting
 3. Agile/Scrum Methodology
 4. SOP, SOW, BRD, SRS, UAT Documentation
 5. Business Intelligence & Data Analysis (Power BI, Excel)
 6. Requirement Gathering & Task Breakdown
 7. Cross-functional Team Management
 8. DevOps & Infrastructure Coordination
 9. Release Note & Roadmap Management
 10. Stakeholder Communication
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PROFESSIONAL EXPERIENCE

Nov 2022 to Present Project Manager Lively Software Paris, France

1. Meet and coordinate with internal/external stakeholders and national/international clients to establish project scope, system goals, and requirements
2. Monitor work item setup for Sprint/Release is accurately represented in Jira to allow concise status updates on delivery completion
3. Planning and management of DevOps and Sysadmin along with Infrastructure for SNS software as per different customer requirements.
4. Organize a bi-weekly meeting with Senior Managers and take notes and follow-up on all actionable task
5. Maintain all the standard documentation (SOP - standard operating procedure, SOW - statement of work, SRS - software requirement specification, etc)
6. Ensures that jira accurately reflects cross scrum team dependencies and scrum team progress.
7. Act as mediator between support team and development team so that SLA are not violated and any client blocking issues are addressed quickly
8. Partner with Scrum Masters as they execute Scrum ceremonies such as Story Grooming, Sprint Planning, Release Planning, Sprint Retrospective, Sprint Demo and Product Backlog Review.
9. Reporting Management : global dashboard report and cross project roadmap in jira for stakeholders
10. Setup Jira automation as per teams requirements and also it's integration with various apps like Gmail, Nagios, Twilio , etc

July 2021 to Oct 2022 System Analyst Nimble Infosys Pvt Ltd Kathmandu, Nepal

1. Meet and coordinate with internal and external stakeholders to establish project scope, system goals, and requirements.
2. Develop, analyze, prioritize, and organize requirement specifications, data mapping, diagrams, and flowcharts for developers and testers to follow.
3. Preparing documentations based on the project Analysis.
4. Maintain all the standard documentation (SOP - standard operating procedure, BRD - business requirement document, SRS - software requirement specification, UAT - user acceptance testing document, etc)
5. Perform implementation, and upgrades of information systems to meet the business and user needs.
6. Implement best practices for scalability, supportability, ease of maintenance, and system performance.
7. Coordinate with clients for critical issues.
8. Conducting regular reviews of systems and generating reports on efficiencies and improvement areas.

July 2019 to March 2021 *Co-Founder* Afnosaman Enterprises Kathmandu, Nepal

1. Interaction with International Suppliers for importing goods to Nepal.
 2. Negotiation with Clients and Suppliers.
 3. Managing all the resources of good's trade for the smooth execution.
 4. Planning and managing budget (cost control).
 5. Analyzing data of previous 20 years of import in Nepal for future prediction and price stabilization.
 6. Coordination with International buyers to build a platform for our farmers to easily export in the international market.
 7. Research on new ideas and its implementation
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EDUCATION

2021	Bachelor in Electronics and Communication Engineering Kathmandu, Nepal	Tribhuvan University
2016	Higher level(+2)	Bernhardt College Kathmandu, Nepal
2014	SLC (Secondary level)	TIMES School Kathmandu, Nepal

RELEVANT SKILLS

1. JIRA
 2. Power BI
 3. MySQL
 4. Axure/Figma - Mockup and prototype
 5. MS Office (including Advance Excel)
 6. Python
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LANGUAGES

1. Nepali – Native
 2. English – Professional
 3. Hindi – Fluent
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