

MURTAZA SYED

Senior IT-Consultant | Project Manager | Change Manager

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Frankfurt, Germany

in murtazasyed90

EXPERIENCE

Senior IT-Consultant | Incident/Change Manager

CGI Inc.

Nov 2022 – Ongoing

Frankfurt, Germany

- **Agile Meetings:** Increased team engagement by 20%.
- **Documentation & Roadmaps:** Achieved 100% on-time delivery.
- **Guided Teams:** Coordinated with CGI India to meet goals.
- **Concept Discussions:** Improved efficiency by 15%.
- **Risk Management:** Reduced delays by 25% with proactive plans.
- **Incident Response:** Decreased resolution times by 30%.
- **Release Management:** Managed 20+ releases, ensuring 100% on-time delivery and reducing post-release issues by 15%.
- **ServiceNow Proficiency:** Streamlined operations by automating workflows.

Lead IT-Consultant | Scrum Master

CGI Inc.

June 2021 – October 2022

Frankfurt, Germany

- **Requirements Gathering:** Aligned needs, reducing rework by 15%.
- **Process Optimization:** Increased efficiency by 20% through process mapping.
- **Agile Coaching:** Promoted continuous improvement through Agile practices.
- **Project Scope Definition:** Minimized scope changes by 15%, ensuring on-time completion.
- **Deployment Coordination:** Reduced setup time by 20% and improved test readiness by 30%.

IT-Consultant

Lufthansa Industry Solution GmbH

Jan 2019 – May 2021

Raunheim, Germany

- **Software Design & Implementation:** Boosted operational efficiency by 25% with custom projects.
- **Project Transformation:** Achieved 100% on-time Go-Live for end-to-end projects.
- **Customer Support & Change Management:** Increased client satisfaction by 20% through effective change management.
- **2nd Level Support:** 95% of incidents resolved within 24 hours.

Product Manager | Internship

SAP SE

May 2017 – April 2018

Walldorf, Germany

- **Demo Videos:** Recorded 10+ demo videos using SAP Enable Now.
- **Testing Scenarios:** Tested 15+ demo scenarios in SAP ByDesign.
- **Data Adjustment:** Improved accuracy by 20% in SAP ByDesign.

ACHIEVEMENT



Professional Scrum Master (PSM I)
Certified Professional Scrum Master (PSM I)



Professional Product Owner (PSPO I)
Certified Professional Product Owner (PSPO I)

STRENGTHS

Persuasive PM processes & methods
Eye for detail Stakeholder communication
Problem solving Decision making
Risk management

Agile Methods Requirements Management
Project Management ITIL JIRA
Change Management BPMN Slack
SAP ERP IT-Management ServiceNow
Incident/Problem Management
Knowledge in programming (JavaScript, C# etc.)
Microsoft Azure, Power BI

LANGUAGES

English ● ● ● ● ●
German ● ● ● ● ●
Urdu ● ● ● ● ●
Hindi ● ● ● ● ●

EDUCATION

M.Sc. in Business Informatics
University of Applied Sciences Worms

Sep 2017 – Jan 2019

Thesis: Create a concept for Test standardization and Test data delivery for BI systems

B.S. in Business Informatics
University of Applied Sciences Worms

March 2013 – July 2017

Thesis: Create a "make or buy analysis" for the Power-by-the-Hour software