



Johar Ali (PMI-PMP®)

Associate Technical Project Manager /IT Consultant

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OBJECTIVE

To apply my skills in a challenging and vibrant environment that fosters and rewards positive attitudes, proactive work style and shared goals.

Domain Knowledge

Leasing and Finance:

I have sound knowledge of Leasing and Finance.

1. OL, HP leasing techniques.
2. Open/Closed structure Rentals etc.
3. Repayment Plans/Amortization methods (Annuity, Actuarial, Income average, Sum of digit).
4. Interest/ Compound Interest and Overdue interest.
5. VIR.
6. Restructuring (Financial or Non-Financial)
7. ET Normal or with shortfall/excess amount.
8. Write Off
9. Default, Repossession and Remarketing.
10. VAT
11. Joint Loan

Project Management System:

Designed project management system to support customizable SOPs (Standard Operation Procedures) which can be reused on any other project easily. Automated task assignments along with attendance management system.

Library Management System:

I have designed system to provide complete information of the books in the library along with exact location of the each book in the shelf.

EXPERIENCES (15 Years)

Feb 2013 - Present

Associate Technical Project Manager **NETSOL Technologies, LTD. Lahore**

Roles and Responsibilities:

➤ Project Management:

- Managing integration of several interdependent processes to insure smooth transition from one phase to other
- Managing project scope to ensure customer requirements completeness
- Creating and managing project schedule to ensure timely delivery of each phase
- Ensuring deliverables quality by cost of conformance
- Managing resources efficiently for the work required according to cost benefit analysis
- Managing project communication and ensuring all relevant stakeholders are updated
- Managing risk of project by ensuring knowledge management throughout the project.

➤ Service Delivery Manager:

- Ensure customer requirements align with contract and it's execution
- Align communications, resources and plans with customer counterparts
- Proactively drive the customer experience and satisfaction as a customer advocate
- Be the on-going relationship person for the whole account (not only one contract, one project or one product) on all post sales aspects
- Hold regular Service reviews
- Be the customer escalation point for large or complex accounts assigned
- To be a value added advisor for the large or complex customers
- Understand the customer organization, goals
- Managing complex service problems raised by the Customer being able to make an initial assessment and

- leveraging available resources from the organization
- Secure Root Cause Analysis documentation as requested
- Communicate with professionalism, confidence and honesty with customers and build trust whilst always driving quality and value
- Present Service Delivery and Support models to customers
- Identify potential up selling opportunities in contracts and engage Sales
- Confirming all contracted deliverables are provided.
- Providing excellent customer service.
- Building a strong understanding of customer's businesses at both an operating and services level and using this understanding to identify customer requirements.
- Liaising with Account Managers, and in doing so ensure customer renewals are on time.
- Resolving any issues which may arise by making sure the appropriate functional activity is performed.
- Creating and maintaining customer's service optimization pack by identifying key information that would help the customer get the most out of their solutions
- Ensuring service enablement processes and accompanying documentation are completed and tested to company standards
- Managing service related customer issues until they are resolved and makes sure they are appropriately recorded.
- Scheduling and chairing meetings with customer contacts.

➤ **Project Lead**

- Take a set of requirements and translate it into architecture that you can break out into clear tasks for your team.
- Work with the Project Manager in scheduling the project tasks in a way that ensures on-time and in-budget delivery.
- Support your team with solid technical guidance, fostering developers' growth.
- Empowers and encourages your team to find and develop solutions rather than just doing it all yourself.
- Set up their team for success.
- When necessary, goes the extra mile, stays up late, and gets into the code, to solve the problem.

- Solution Architect: Providing solution to every new requirement/Issues of customer.
- Team Management: Managing large/ short number of resources considering workload
- Work Planning: Equal task distribution within team members
- Work Quality within delivery timelines: Maintaining work quality within delivery timelines
- Code/Documentation Reviews: Maintaining work quality by conducting code/documentation reviews
- GAP Onsite Workshops: Conducting onsite requirement workshops as per provided plans
- UAT Onsite Workshops: Supporting client during onsite UAT workshops

➤ **Release Manager:**

- Release/Patch/Hotfix Management: Leading Releases from initiation to Code Freeze and SAT Closure
- Version Controlling: Maintaining different version of codes for Production, UAT and ongoing Patch or releases
- Documentation: Managing documents i.e. Impact Analysis, PRP, RS, Traceability Matrix, FS, ILF, DLF etc.

➤ **Point Person:**

- Point of Contact: Communication and coordination with clients through emails, voice/video calls etc.

Dec 2009 – Jan 2013

Senior Software Engineer

Ice-Animations PVT LTD Karachi, Lakson Group of Companies.

Roles and Responsibilities:

➤ **Project Lead:**

- Business analysis
- In-house development using C#.Net.
- API Plugins in C++.
- Designing MEL scripts for maya.
- Maintaining production pipeline.
- Problem solving.

Aug 2007 – Oct 2009

Software Engineer

RAD (Rapid Application Development) Quetta

Roles and Responsibilities:

➤ **Project Lead:**

- Business analysis

- Designing ERD.
- Leading Development team.
- Providing Trainings on different development techniques.
- Problem solving.

Aug 2007 – Apr 2009 **Instructor**
AIT (Academy of information technology) Quetta

- Computer programming and database instructor.

Aug 2006 – Aug 2007 **Instructor**
Lions Computer Academy Quetta

- Computer programming and database instructor

EDUCATION

2004-2008 (BSCS) Bachelor of Science in Computer Sciences.
University of Balochistan Quetta, Pakistan.

2002-2004 F.Sc; ICS (Maths, Physics & Computer)
Gen: Muhammad Musa Inter College Quetta, Pakistan.

2000-2002 Matriculation
Govt. Technical Model High School Quetta, Pakistan.

Certification

- Project Management Professional (PMI-PMP).
- Advance Diploma in English Language.

Awards

- Performance Excellence Award 2016 - NETSOL
- Team Excellence Award in 2015 - NETSOL

TRAINING/PARTICIPATIONS

- 2 days Microsoft developer conference Karachi.
Assigned by Computer Science Department University of Balochistan Quetta, Pakistan.
- 3 Months dot net (C#) training.
Assigned by RAD (Rapid Application Development) Quetta.

LANGUAGES

- ✓ English
- ✓ Urdu
- ✓ Pashto
- ✓ Persian
- ✓ Punjabi

SKILLS

- ✓ Project Management
- ✓ C#
- ✓ Crystal Reports
- ✓ SQL Server
- ✓ Oracle/PL SQL/Toad
- ✓ WPF (Microsoft Expression Blends)
- ✓ VB6
- ✓ Power Builde
- ✓ Active Report
- ✓ Microsoft Access
- ✓ SQL Server 2000
- ✓ Dream Viewer
- ✓ Networking (Basics)
- ✓ C
- ✓ C++
- ✓ Maya
 - Basic modeling
 - UV Unwrap
 - Texture
 - Basic rig & skinning.
- ✓ API
- ✓ Mel
- ✓ Python
- ✓ SVN
- ✓ JIRA

PROJECTS

- ✓ **Leasing and Finance:**
Working in Credit application Processing, Point Score and Contract Management System.
- ✓ **Project Management System (C#).**
Server Client Application designed in N-Tier Architecture.
- ✓ **Employee Attendance System (C#).**
Server Client Application designed in N-Tier Architecture.
- ✓ **Task Management System (C#).**

Server Client Application designed in N-Tier Architecture.

- **IMS(Institute Management System) (C#)**
Server Client Application designed in N-Tier Architecture.
- **Item Maintenance system. (C#)**
(Federal Corps Headquarter Quetta Balochistan).
Server Client Application designed in N-Tier Architecture.
- **Jewelry Management System (VB6).**
- **Exchange Marketing Project (VB6)**

INTERESTS & ACTIVITIES

- Video Games.
- Programming.
- Exercise.

GENERAL

- **Father Name :** Amanat Ali
- **Date-of-Birth:** 27 April 1985
- **Religion:** Islam
- **Nationality:** Pakistani
- **Marital Status** Married
- **N.I.C:** 54400-9305445-9
- **Passport** UV1794452

REFERENCES

Provided on demand. . .