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SAAD NASIM

Objective

Experience in Project management, Solution Architecture, Pre-sales, Solution designing and Implementation with various leading roles against global clientele during my 15 years of career. Expert in Agile methodologies and Framework including LeSS for the successful implementation of Agile practices towards multiple projects i.e. Microsoft 365 CRM Dynamics, Odoo, ERP, Salesforce implementation and SaaS applications.

March 2021 to Present

Working as Senior Project Manager in VeriPark UAE to implement the Dynamics 365 and Internet Banking for the multiple financial institutions in the Middle East, Europe and Africa Region.

Job Assignments:

- Leading the MS Dynamics CRM project management team to timely implement and deliver the solution to multiple customers.
- Responsible for managing all aspects of the project including implementation, budgeting and execution of scalable solutions for client environments.
- Responsible for execution of Agile techniques with LeSS Framework against multiple projects.
- Responsible for ensuring project traceability through OKR aligned with Sprint Goals and project delivery targets.
- Working closely with Microsoft team and other Clients for successful implementation of all new business requirements and features.
- Responsible for training, mentoring scrum team, and implementation of Agile process in an effective manner to achieve quality delivery
- Responsible for software engineering practices for the full software development life cycle, including coding standards, code reviews, source control management, build processes, testing, and operations.

Jan 2020 to March 2021

Working as Senior Technical Project Manager in Algo.Inc USA, stood top 25 software houses in the USA. I was managing multiple projects with a cross-functional team of 30-40 engineers working on projects related to Microsoft (Microsoft Teams Integration), Facebook, Sony, Amazon Universal Home studio and Walmart.

Job Assignments:

- Responsible for managing the software development team, deployment team, ui/ux, and support team in their activities related to running projects and tasks.
- Responsible for managing all project artifacts along with phases including Project requirements, Project plan, budgeting, technical design and implementation with the Agile and Scrum methodology.
- Responsible for managing tasks, deliverables for partner i.e. Microsoft to successful execution and deployment of Algo Chatbot along with NLP Engine
- Responsible for structuring AWS infrastructure including for both private and hybrid cloud systems (AWS, Azure etc.) across multiple projects.

June 2018- December 2019

Worked as Senior Technical Project Manager for Plutus Australia to manage multiple applications

including SaaS application, Odoo Implementation, ERP applications and Salesforce Consultancy.

Job Assignments:

- Responsible for managing software development activities including project requirements ,design, development, testing and delivery of each milestone by following Agile methodologies.
- Responsible for driving multiple teams and projects besides providing a mentorship role for production team regarding project risks, mitigation strategies, and success of project SLAs
- Responsible for software engineering practices & best practices for the full SDLC life cycle, including coding standards, code reviews, source control management, build processes, testing, and operations
- Responsible for Agile Methodologies (etc SAFe, LeSS) and execution of Scrum managing sprints assignments,project demos, and delivery.
- Responsible for client meeting discussion and discourse regarding technical requirements of projects to get them implemented in on-going projects.
- Responsible for establishing and growth of Engineering Practices within the team (e.g. TDD, CI/CD) along with code review best practices and SLA's optimization against running projects.

March 2013 - June 2018

Working as a Software Project manager in EMS UAE, Emitac Mobile Solutions, manages all projects and in-house products.

Job Assignments:

- Responsible for the delivery of critical business initiatives, managing all aspects of the project such as project planning, requirements definition, risk management, communication, and implementation planning towards successful closure .
- Responsible for developing and system architectures, technical feasibility against running applications trade-offs and ensure scalability, performance and reliability, against running application
- Responsible for governance and execution of all Agile methodologies in project milestones and product development and continuous improvements towards Process and SLA's for project delivery .
- Responsible for End-to-end management of project execution along with mitigation strategies for risks operational, schedules, technical, and budget risks.

December 2011 – March 2013

Working as Software Project manager of Verscom Solutions, at turkey primarily deals in SaaS based products and multiple projects related to telecom and mobile applications.

Job Assignments:

- Responsible for project planning, requirements definition, risk management, communication, and implementation planning.
- Responsible for design and implementation of software architecture framework to make project decisions, achieving tactical goals while retaining a strategic focus.
- Responsible for client communication, risk estimation, budgeting and account handling related to the products and projects.
- Responsible for managing multiple projects with cross-functional teams beside client management to work effectively in a fast-paced environment.
- Responsible for conducting Agile methodologies in the LeSS framework along with team management, milestones creations, WBS, burnout charts and task estimations for running projects.

September 2008 – December 2011

Worked as a Senior Software Engineer in development against certain projects and products in **Confiz Solution**.

Job Assignments:

- Responsible for developing and supporting certain projects against multiple development languages

including MEAN stack, Python, Rails etc.

- Responsible for performing Test driven testing against modules of product named Pakwheels to optimize the performance and security of various features of application.
- Defined project scopes, requirement document, use cases documents, traceability matrix test cases, test plans developed, Project Plans, Bug Life Cycle; its schedule and all key documentations.
- Good hand on experience of penetration testing through manual techniques and automatic testing with different testing tools to achieve maximum quality in tight and defined timelines.

June 2007 – September 2008

Worked as a Software Engineer in **CureMD** in **ERP** and **HER** Medical Portal Development Software Production.

Job Assignments:

- I offered my services in the development of Web Applications, integrations and their maintenance.
- Worked on Asp.Net Application involving Databases Functionalities, Business Logic and Stored Procedures, Crystals Reports in Three Tier Architecture.

Project Specification

Among all few are critical projects are listed below along with their specifications i.e.

First Bank of Nigeria- Microsoft Dynamics 365 Online

Managing Implementation of Veripark Banking CRM Products i.e. VeriTouch and VeriChannel for the one the largest bank of Africa. Following were my responsibilities i.e.

- Sales and Customer Services CRM across various channels
- Plus 10,000 use base serving more than 15 Million customers spread across the entire Africa region.
- Cloud base implementation with IAAS components.
- Multi-platform accessibilities Integration with Customer facing channels i.e.
 - Mobile ,Website,ATM, SMS etc.
- Azure Machine learning used to generate intelligent sales lead and predict profitability and overall score

GT Bank Nigeria - Online upgrade from CRM 2013 On-Prem to Dynamics 365 Online

- Responsible for upgrade of GT Bank Nigeria MS CRM 2013 implementation to Dynamics 365 online.
- Responsible for the entire upgrade of On-Premise 365 for entire Bank branches along with successful user adoption.
- Responsible for migration of more than 2000 users to cloud.
- Responsible for compatibility with D365 9.0 Standards for front-end and back-end code.

Dubai Islamic Bank – Microsoft Dynamics CRM 2011

- Responsible for implementation of Sale and Marketing CRM Solution at Dubai Islamic Bank which includes Call center integration , Marketing and Sale .
- Responsible for Integration of CRM 2011 with NucleusSoft FinnOne for 2-way sales synchronization through web services.
- Responsible for daily migration of customer data from Oracle FlexCube, HPS Power card, NucleusSoft FinnOne with the help of SQL server integration services.

Dubai Islamic Bank – Internet/Kiosk/Mobile Banking

- Responsible for implementation of Retail and Corporate online banking for internet, mobile, and kiosk channels.
- Responsible for integration with UAE gov wage protection system through batch and file processing.
- Integration was done with Bank middleware through web services and digital signature security.

Sanofi- HealthCare Implementation

Sanofi is enterprise organization focused on developing Medical products that meet the health needs of people against various avenues

Key Contributions:

- As a Senior project manager I was responsible for the requirement analysis, new changes, designing, development, project management and deployment of the portal and their modules.
- Responsible for identification and solution of all possible bottlenecks related to the functional and technical phase of the project.
- Responsible for execution of Agile methodologies scrum meetings, Sprint planning meeting, Retrospective, Burn out charts, Sprint reports for product owner to ensure the reliable delivery of the project within the due time and quality.
- Responsible for client communication, team management, sprint meetings, burnout and cost estimation charts for the project.

American School of Dubai- Odoo-ERP Implementation

- One of the Major educational institutions in Dubai, implementation of 14.0 and 15.0 Odoo/Open ERP was successfully established

Key Contributions:

- I am responsible for project requirements and documentation, software development and management till delivery of each phase of the project.
- Responsible for executing the overall Agile methodologies including Scrum, kanban and Hybrid.
- As a Project manager i was managing the entire implementation of Modules with complete business cycle as well through customization of all modules.
- Responsible for client demonstration and tasks management and execution with the implementation team.

Marketty

Key Contributions:

- As a Senior Project manager I was responsible for project requirements and Gap Analysis, project tasking, planning, development, behavioral driven testing, deployment and delivery of every feature of the project.
- Responsible for team management, task estimations, task planning and ensuring the implementation of successful processes against new features and changes.
- Responsible for Agile and Scrumban activities and delivery of each sprint with the help of sprint backlog.
- Responsible for client Communication for successful implementation and to achieve absolute quality against new features.

Education

- MS (Software Project Management) 2008-2010 National University of Computer and Emerging Sciences (FAST)
- BCS(Hons) 2003-2007 Punjab University College of Information Technology
- FSC- Intermediate 2001-2003 Forman Christian College Lahore

Career Skills and Technical Tools

Project Management:

- Expert on Agile Delivery Methodologies - Scrum, Kanban, Scrumban and SAFe
- Expert on People management, conflict resolutions and eager to provide optimum solution with Can do attitude towards project and software team.
- Expert for client support including Product Demonstration & Presentation, Business requirements workshop, cross-selling of Product Features, System training to business users, assisting business users in the verification of deliverables, Systems integration testing support, Analysis of system bugs, Go-Live production support.
- Experience in product wireframing tools i.e.
 - Balsamiq Mockingbird
 - Sketch etc.
- Hands on with project management tools and strategies i.e.
 - Jira
 - Azure Devops
 - Baton
 - Asena
 - Redmine
 - Trello
 - Monday.com
 - AirTable

Certifications

- Scrum Master Professional
- Microsoft Certified: Power Platform Fundamentals - Microsoft
- Agile Certified Practitioner(21 PDU Training)

References: Will be provided upon demand.