

# MOHAMMED IMTIAZ

Offering **nearly 12 years** of extensive experience in executing full life cycle of IT projects; ramping up projects within time, budget & quality parameter, as per best practice guidelines; targeting senior assignments in **Business Analysis/Project Management** with an esteemed organization

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## Profile Summary

- A **tech-savvy professional** with expertise in managing entire gamut of **Business Analysis** through requirement gathering for enhancement while ensuring the optimal resolutions are achieved; insightful knowledge of business process analysis & design, process optimization, cost control and revenue maximization from various technological solutions across **Airline, Life Insurance & Group Insurance domains**
- Expertise in ensuring delivery of **high quality services to support customer's business needs** & achieve continued high customer satisfaction from all operational users
- Track record of producing **technical, business & economic feasibility studies for project ideas** right from collecting project requirements & documentation; expertise in managing the project delivery frameworks for process enhancement activities within time & cost parameters
- **Successfully evaluated project progress**, identified problems, implemented company procedures, and wrote technical reports, analyzed quantitative & qualitative business data to develop solution design capable of fulfilling customer's requirement
- **Managed a vast array of functions** including requirements gathering, document creation, functional requirement analysis, test plan estimation, requirement traceability matrix, functional/system testing, test scripting & defect analysis
- **Improved business operations effectiveness**, avoided losses for customers and enhanced customer experience
- Gathered and analyzed data in support of test cases, wrote test plans for tracking defects & fixes in product development, software application development, information systems & operations systems
- Resourceful in communicating with internal/external clients to determine specific requirements and expectations; managing client expectations as an indicator of quality



## Academic Details

- **B.Tech. from Aligarh Muslim University in 2008**



## Certifications

- **Completed certificationS on:**
  - CSM® from Scrum Alliance
  - PMP® from PMI
  - ITIL V3 Foundation Examination from EXIN in 2012
  - ISTQB Foundation from ITB in 2012



## Core Competencies

Strategic Planning & Implementation	Business Analysis	Business & Operational Excellence	Requirement Gathering & Assessment
Project Lifecycle Management	Data Management & Analysis	Cross-functional Collaboration	Team Management & Leadership



## Soft Skills



Team Player



Problem Solver



Analytical



Innovator



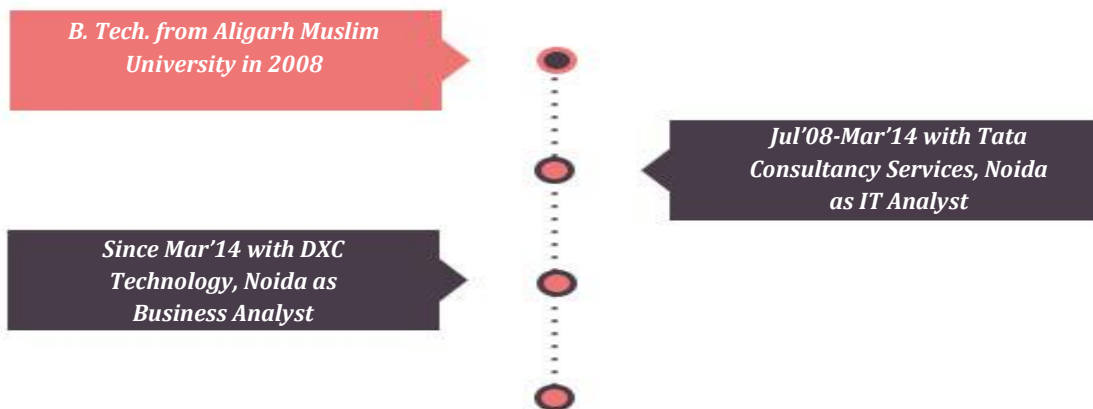
Communicator



Leader



## Timeline



## Organizational Experience

**Since Mar'14 with DXC Technology, Noida as Business Analyst**

**Jul'08-Mar'14 with Tata Consultancy Services, Noida as IT Analyst**

### Role across the career:

- Managing the entire gamut of business planning and driving strategic initiatives; formulating corporate goals, short & long-term budgets, developing business plans for accomplishment of target & goal of organization
- Implementing various systems as per business needs (as-is & to-be analysis) and reviewing processes as per business specifications
- Working in coordination with client for gathering business requirements, translating the same into (functional/business) concepts and preparing SOW and end-to-end workflow for development process
- Providing support in managing escalation from clients to resolve their concerns and address their queries (customer advocacy) from other departments for a smooth ride for diverse issues
- Monitoring project progress as per scheduled deadlines for various tasks and taking necessary steps to ensure completion within time, cost and effort parameters
- Administering the implementation phase by formulating project plans, planning resources and administering issues arising due to scope creep or other technical/personnel matters
- Collaborating with third party agency to resolve post promotional issues/escalations of for end customers, interacting with Product Team to understand Price/Product related issues and suggesting solution for same
- Interacting with QA resources for ensuring timely project completion; developing quality standards through participation in the software testing stages
- Evaluating and reviewing company's integrated operations, business practices, updating, streamlining opportunities, and eliminating non-value added activities
- Translating business user concepts and ideas into comprehensive business requirements and design documents, creating project plans in accordance with project management framework standards and procedures, identifying ongoing issues and gaps within project plans, in order to eliminate implementation issues

### Highlights:

- Managed customer service operations, ensured customer delight by achieving delivery & quality service in the shortest possible time
- Worked in various capacities for clients like Qantas Airways (Australia), AIA HK (Hong-Kong), AmMetlife(Malaysia), NN Life(Czech Republic) and Prudential (Singapore) in delivering projects and programs
- Consistently monitored the progress of current assignments including continuous interactions with the client, thereby resulting in improvement in business in terms of efficiency and quality of the end product
- Mitigated defects by developing metrics to determine inefficiencies and areas for improvement across systems
- Improved timeframes for projects by successfully maintaining change management process
- Received multiple feedback & positive ratings from clients like Qantas Airways, AIA HK, and NN Czech for exceptional performance
- Validated IT processes through careful testing to maximize the benefit of business investments in IT initiatives



## Personal Details

**Date of Birth:**

18<sup>th</sup> January 1984

**Languages Known:**

English, Hindi

**Address:**

Flat TF-1, Plot n.o. – 31, Shakti Khand-2, Indirapuram, Ghaziabad, U.P.

**Skype Id:**

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## Projects Undertaken (Annexure)

### Recent 3:

**Project:** PRU Life Singapore, Singapore & India  
**Period:** Ongoing  
**Skills Used:** Business Requirement Analysis, Scoping, Project Planning, Client Interaction, Product Demonstration, Team Management, JIRA, Risk Analysis, SQL, Test Planning, RTM Mapping

#### Deliverables:

- Coordinating with Prudential BAs to identify, recommend and analyze the end-to-end to solution for Life Asia Business scenario as part of project discovery phase
- Participating in product analysis and preparation of test plans for Life Asia and PruOne Express (iOS app)
- Developing end-to-end understanding and execution of PruShield business scenarios
- Supervising Project Plan & Test Strategy review

**Project:** MISR Group Insurance, MISR & India  
**Period:** May'19-Oct'19  
**Skills Used:** GAP Analysis, FSD Writing, User Manual, Team Mentoring, Product Walkthrough, Functional Test Planning, Defect Management, User Stories, Agile Methodologies, Scrum Ceremonies

#### Deliverables:

- Worked on:
  - Decreasing Term Assurance for DTA Product, Maturity and Pension Processing for endowment product
  - Different coverage basis and the calculation for the SI, different premium methods, new business and death claims enhancements for different products
- Validated BI reports, Employer Portal and Group Asia for the group insurance requirements

**Project:** NN Life Insurance, Noida & Prague Czech  
**Period:** Nov'16-Apr'19  
**Skills Used:** Requirement Gathering, Work Package Estimation, Change Management, Project Planning, Scope Management, Release Notes, User Manual, Quality Assurance

#### Deliverables:

- Led project outsource transition from the client at Prague, Czech Republic
- Worked on:
  - Major Insurance functionalities like Client processing- AML project, New Business- New Child riders, disability riders, Contract Alterations- Bonus and discount project, Commission Calculation- Agent Initial, Renewal, Basic and Override Commission, and Claims (Health, PAD Claim, Special Claim)
  - System functionalities - Lapse, Full Surrender, Special Full Surrender, Maturity, Decline, Withdrawal, AFI/CFI, Overdue Process
- Obtained UAT approval on the complex RFCs and incident for each quarterly release

### Previous Projects:

**Project:** AmReady for AmMetlife, Noida & Malaysia  
**Period:** Nov'15-Nov'16  
**Skills Used:** Functional Test Planning, UAT, Defect Management, SQL, Effort Estimation, Iteration Planning, Documentation, Presentation, User Training, Client Interaction, Status Reporting

**Project:** AIA Hong Kong @ Noida, India & Hong Kong  
**Period:** Mar'14-Sep'15  
**Skills Used:** FSD Writing, Functional Test Planning, UAT, Defect Management, LIFE/400, DB2, CITRIX, JIRA, MS Office

**Project:** HarRP (Harmonised Reporting) for RBS, Gurgaon, Haryana  
**Period:** Mar'13 – Mar'14  
**Skills Used:** Quality Assurance, Team Mentoring, Defect Management, Knowledge transfer, Quality Center, Requirement Analysis, Documentation, MS Visio

**Project:** New Generation Loyalty Program (NGL), Sydney Australia & Noida India  
**Client:** Qantas Airways Limited  
**Period:** Mar'10-Feb'13  
**Role:** Onsite Coordinator/Module Lead

**Project:** Profile for Qantas Airways Limited  
**Client:** Qantas Airways Limited  
**Period:** Jul'08-Mar'10  
**Role:** System Engineer