

Abid (Bid), Syed (SSM)
PM, Scrum Master
Personal Info
Lives in: Duluth, GA Ph: (404) 956-3444 Email: bnmcbooking@gmail.com https://www.linkedin.com/in/bid-syed-810007134
Skills and Capabilities:
Certified SAFe® 5 Scrum Master (SSM). Software Development Life Cycle (SDLC) Agile and Lean Business Methodologies. Business Analysis. Business Development. Partner Alliance Management. Process Improvement / Process Re-engineering. Technical Writing / Content Management. Performance Optimization. Data Analysis (Cleansing, Transforming, Modeling, Reporting).
Expert in:
JIRA Microsoft Office Suite – Word PowerPoint Outlook Excel MS Project OneNote MSFT Dynamics MSFT Teams
Proficient in:
Azure DevOps Salesforce Adobe Presenter Captivate SharePoint Windows Photoshop.

Seeking a consulting position in an organization where strengths in project management, Agile delivery, team coordination and communication can make a difference! An experienced team player with a demonstrated history, delivering true value and the highest level of quality.

A mature professional with versatility and sustainability; having fully explored and excelled in various roles, across different industries. Able to achieve success in a hectic and ever-changing business environment because one thing remains constant, the desire to learn, grow and help others do the same!

Work Experience:

Global Resource Management Inc – Duluth, GA
May 2014-Present

Client - Data Glove Inc DBA Trimax Americas – Princeton, New Jersey
Partner Alliance Program – Program Manager/Release Manager – **Feb 2020-Present**

Driving the Partner Alliance Program (focusing on Microsoft alliance) with the main objectives of:

- Owning all aspects of the One Commercial Partner Program MSFT and supporting memberships, renewals and Managed Partner Center (MPN portal) activity.
- Attaining and maintaining Microsoft Competencies.
- Increasing brand visibility and engaging Microsoft Sales with co-sell readiness.
- Coordinating communication and collaboration between internal business units and different Microsoft stakeholders promoting business growth and a strengthened alliance.
- Managing Azure Marketplace and AppSource presence, releases.
- Analyzing and tracking business data and generating reports to leadership (goal tracking, recommendations, product alignment, gaps, threats, delivery).
- Working with different departments, Leadership, IT, Operations, Business Units to collectively drive toward timely and efficient product releases through MSFT marketplace.

Client - Private Healthcare Organization – Columbus, GA
Scrum Master/Release Manager – **Apr 2018-Feb 2020**

Served as Scrum Master, leading an Agile team of 10 to develop and deliver a proprietary healthcare application. Responsibilities include:

- Coaching the team in agile/lean methodology and best practices.
- Coaching the team in JIRA, acting as dashboard and project admin (dashboard creation/maintenance, issue tracking, writing all levels of queries, release notes, reporting to share with end-client)
- Successfully transitioned team to Azure DevOps during ongoing development with a phased approach.
- Working with Product Owners to remove impediments for the team.
- Helping team to increase performance and output by creating a safe and friendly environment.
- Coordinating and facilitating all scrum team events (backlog refinement, sprint planning, stand-ups, sprint reviews, product demos and retrospectives)
- Managing E2E process for multiple application releases, presenting to different stakeholders and earning their confidence, estimating and acting as point of contact for new phases, requirement gathering and budget allocation.
- Supporting all phases of development, including UAT and QA testing. Helped to implement automation of repetitive tests to decrease costs and increase accuracy.

Education and Certifications:



Certified SAFe® 5 Scrum
Master (SSM)

2004-2006 Georgia Perimeter
College – Decatur, GA.

Jonesboro High School
Graduate – Jonesboro, GA.

Work History:

Global Resource Management Inc – Atlanta, GA
Director of Business Development – **Jan 2018-Mar 2018**

Responsible for account delivery, relationship management and growth within existing accounts and working as part of a team to manage the end-to-end process of new business development for the company.

- Client Facing, first point of contact for existing and new accounts.
- Maintaining relationship and promoting further account penetration.
- Handling escalations and improving customer experiences.
- Analyzing and optimizing internal business development processes using Agile methodologies performing as a scrum master for internal projects.
- Creating requirements and tracking submissions/interviews/closures
- Working on automation of internal processes (RPA, AI) – helped to develop recruiting bot and chatbot.
- Creating checklists, templates, job aids, and business documentation to help with team productivity and efficiency.
- Identifying and generating leads / setting appointments.
- Conducting demonstrations, presentations of capabilities to potential clients.
- Preparing pre-sales and sales content (one-pager, company overview, solution specific content, website content)

Client - FORCE Marketing – Atlanta, GA
Regional Manager / Scrum Master – **Dec 2016-Jan 2018**

Started as Marketing Consultant and then served as Regional Business Development Manager from June 2017 and went on to lead ongoing development of proprietary marketing platform. Responsibilities included:

- Maintaining and utilizing Salesforce for opportunity tracking, invoicing, contracting, marketing, recording.
- Completed over 100 demonstrations, supporting onboarding for 20 new clients
- Assumed responsibility for New Business Development for the South East Region.
- Managed a small sales and marketing team accountable for the revenue and new business for the South East region.
- Onboarded multiple new clients generating and surpassing set revenue goals quarter after quarter.
- Assumed Scrum Master responsibility for marketing platform under development.
- Transformed software development process from Waterfall into Agile process, increasing output and decreasing costs.
- Served as Scrum Master for ongoing development of Proprietary Marketing Platform delivering 2 modules in 3 months (previously 1mod/6mths).

Client – Accenture / State Farm
Content Developer / Instructional Designer – **May 2014-Aug 2016**

Started as content developer and then served as one of 6 lead Instructional Designers on an Agile team responsible for content and delivery of State Farm University.

- Participated in kick-off meetings between client (SMEs) and development team.
- Owned project delivery from conception to deployment/maintenance within an Agile working environment.
- Designed training from scratch using Word, PowerPoint, Presenter, and Captivate.
- Headed conference calls with client SMEs to identify risks and gaps using Microsoft Lync and Skype.
- Utilized and navigated SharePoint to share, test, and maintain deliverables.
- Performed content-based QC and QA testing for all deliverables
- Trained and mentored new hires on best practices.
- Organized and ran tool-based working/learning sessions for internal team's benefit.
- Received over 15 team and client recognitions for outstanding performance.

Further Work History, Details and References provided upon request.