

**RAMEEZ ALI**

Jamia Nagar, New Delhi, National Capital Territory of Delhi

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**~ Agile Project Management & ITSM Professional – 7+ YEARS ~**

*Seeking to leverage expertise in a growth-centric organization of repute*

**Career Profile**

A qualified technocrat and a seasoned **Certified Professional** offering **7+** **Years** of experience in the field of **IT Infrastructure & IT Software Management**

* Experience in all aspects of Project Management from requirements through development; product planning, business research, execution, monitoring, scheduling, and estimation of medium to large sized projects involving complex business solutions
* Capable of managing clients for entire business practices and procedures; expertise in analyzing client's business and requirements, suggesting and implementing processes to deliver high quality business solutions and recommendations
* Strategy oriented, fully business focused Training professional – capable of identifying key impact bottom-line enabling factors and design training interventions to meet organizational objectives
* Remarkable ability to conduct integrated training need assessments
* Proficiency in streamlining the process, building successful strategies and business plans, increasing operational efficiencies, and advising on operational, analytical and strategic issues
* Recognized for managing complex projects (with tight timelines), Building and Leading Teams, Cultivating and nurturing relationships, and Critical Problem-Solving
* Conducting performance reviews of members and providing feedback on areas of improvements
* Adept at developing policy, standard operating procedures, and best practices
* Excellent skills in team building, organization building capability and proven abilities in managing operations involving decision making, information management and problem-solving
* Motivating and enthusiastic professional with an excellent approach to achieve triumph in all projects
* Capable of delivering success in a complex project with scope for learning and challenge

**Areas of expertise**

* Project Management
* Agile Methodology
* Scrum
* Product Development
* Business & Requirements Analysis
* Client Relationship Management
* Business Process Improvement
* Team Mentoring & Management
* Risk Management
* Change & Release Management
* Operations Management
* Quality Assurance
* Project Planning & Execution
* Strategic Management
* Business Development
* Executive Leadership
* Training & Development

**Proficiencies Explained**

* Project Manager with track-record meeting deliverables in-line with operational targets, while working confidently with senior staff and key team members to push timely solutions to multifaceted plans
* Able to ensure delivery of project goals, managing project needs and critical dependencies with hands-on approach
* Quick to respond to new developments effectively, including providing vital progress reports and post-project analysis
* Experience mediating between multi-purpose project teams resulting in original, timely and cost effective project completions
* Strength leading in complex environments while mentoring and motivating individuals from diverse backgrounds, encouraging them to take positive actions and be accountable for their work
* Ensure strategic direction met by clearly defining schedule and project outcomes
* Communicate with high level stakeholders establishing and maintaining positive relationships
* Accountable for project management and service delivery
* Coordinated all stages of project lifecycle, from planning to operational stages
* Responsible for strategic planning and decision-making functions with senior level management

**Credentials**

* Prince2 Agile Practitioner (AXELOS) from New Delhi in 2019
* Prince2 Foundation (AXELOS) from New Delhi in 2019
* ITIL V3 Foundation Certificate (AXELOS) from New Delhi in 2016
* BA (Economics) from Delhi University in 2013

**Professional Background**

**FREELANCE AGILE COACH (Sept’19 – Present)**

**Key Deliverables:**

* Works as freelance Agile Coach for start-ups
* Facilitates the team with the knowledge so that team can start the project
* Provide training to the team on the agile process
* Help in preparing the overall planning of the project with various ideas, suggestions, strategies
* Makes sure that team is following agile processes in each sprint at user story level as per the Definition of Done (DoD)
* Focusing on people and Continuous Improvement all the time; provide team a platform for improvement not only during the retro but all the time
* Create a safe environment for healthy conflict and meaningful collaboration
* Identify process issues and improve them. Helps product owner to write user stories
* Helps team on the estimating of the user stories and prepare them for the same
* Provide capacity calculator template for the team
* Provide the common tasking codes for the team for better tracking on technical front
* Help scrum master to plan meetings like preplanning, daily scrum, Review & Retrospective

**HCL TECHNOLOGIES LTD, Noida, Uttar Pradesh (Jan’15 – Present)**

**Specialist**

**Specialist: IT Project Management / Scrum Master (Apr’17 – Present)**

**Key Deliverables:**

* Understanding the depth of scope of work in Request for proposal (RFP) received
* Preparing FRS, SRS and SDD documents related to the project
* Coordinate internal resources and third parties/vendors for the flawless execution of projects
* Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
* Conducting pre-ATP for new build release
* Review customization use case and sign off to development team
* Review SOPs and provide sign off to the respective delivery manger
* Meet with clients to take detailed ordering briefs and clarify specific requirements of each project
* Ensure resource availability and allocation. Develop a detailed project plan to monitor and track progress
* Manage changes to the project scope, project schedule and project costs using appropriate verification techniques.
* Resolves project issues, mitigates risks, and manages scope change requests for all development sprints
* Ensures that the project follows standardization according to the Software Development Life Cycle (SDLC) definitions and other standards
* Conducted Scrum Daily standup, Product backlog, Sprint Planning, Sprint Review & Sprint Retrospective meetings.
* Communicated the progress to senior management thru 'Burndown Charts'. Monitored the Quality thru metrics and mentored team thru the project management processes
* Evaluating the project team in order to support Line Managers in their employee evaluation
* Software Developed both (SAAS/SAAP) done by using Scrum Technology and Infra projects done by using Kanban Technology

**Senior Analyst: ITSM Change & Release Manager (Jan’15 – Mar’17)**

**Key Deliverables:**

* Responsible for all Change Management activities, to include new business planning, Change Advisory Board (CAB)
* Assessed the impact of transformation projects on Service Delivery
* Ensured all transformation projects adhere to a strict change control process to minimize any adverse effects to the working environment and its end users
* Maintained the integrity of all IT system environments by ensuring strict release and change processes are followed by development and support teams throughout the release cycle.
* Accountable for ensuring that resources are efficiently utilized by integrating and prioritizing
* Developed and maintained environments and usage requirements into schedules of change for all shared environments aligned to an agreed release cycle

**IBM INDIA PRIVATE LIMITED, Noida, Uttar Pradesh (Aug’13 – Dec’14)**

**Practitioner**

**Key Deliverables:**

* Accountable for promoting and supporting the deployment of Service Management processes to all groups interacting with, Change & Incident Management
* Provided support for Vendor Management, Asset and Service Level Management
* Involved in preparing activities and workflow documentation for Change & Incident Management
* Improved established service delivery SLA’s
* Managed formal Post analysis meeting. Weekly metrics reporting to management and collection of staff’s status reports
* Provided 24x7 Tier 1 support for all High Priority Incidents
* Effectively executed and managed continuous improvement for IT Change Management
* Efficiently managed small projects related to ITSM delivery improvement
* Created, maintained and followed policies to improve internal services
* Established policy, procedures, and standards to ensure consistent, high quality delivery of service management
* Developed asset and configuration management standards, plans and procedures
* Responsible for Metrics management, reporting and improvements
* Coordinated with upstream providers for internet routing/network congestion related issues

**Personal Minutiae**

Date of Birth: 18th March, 1992

Languages Known: English & Hindi

Passport Details: No: L7872146, valid till 09-03-1992

Location Preference: Hyderabad / Bengaluru / Pune