WAHID S. CONTRACTOR

www.linkedin.com/in/wahidcontractor

(860) 280-6837 ● wcontractor@gmail.com

An accomplished IT professional offering a unique blend of technology skills, business strategic awareness, and financial acumen with a demonstrated ability of leading successful enterprise-level projects & programs. Creating solutions for internal and external customer bases in the Insurance and Financial Services Industries for over 15 years. Seeking an opportunity with an organization that values creativity, delivery, and is seeking to be a difference maker in their arena. Available for relocation.

Project/Program Management	Rally	Python	SQL
Team Building & Leadership	HP PPM	Pandas	MS SQL Server
Vendor Management	Jira	Markdown	Oracle

PROFESSIONAL EXPERIENCE

Chubb Ltd.   Whitehouse Station, NJ

Portfolio Manager – Data   2015-Present

- Managed vendor teams of Informatica & SSIS developers and data analysts on data integration projects.

- Converted 150,000 Fireman's Fund policies into ACE policy administration systems by enabling the business to fill in missing data elements and using SSIS to load target systems at policy pre-renewal.

- Migrated 30+ TBs of historical data from Fireman's Fund legacy systems into the Chubb environment and enabled the business access through SSRS reports for policy, claim, or billing inquiry.

- Integrated ACE policy administration systems with Chubb systems to provide Agents and Insureds a single view of their information from the combined companies multiple systems and disparate technologies.

- Enabled Actuary and Business Analytic users with new capabilities and boarder data sets for reporting, modeling, and pricing through a Data Strategy that was provisioned on MS Azure SQL Data warehouse.

Travelers Insurance Co.   Hartford, CT

Project Manager   2009-Present

- Responsible for the execution and delivery of enterprise-level projects and programs using Agile and Waterfall project methodologies.

- Managed a high performing cross-functional Agile team to define a set of rules and build a data set that enabled a business workflow. This resulted in the termination of 500,000 Agency and Agent appointments and a cost savings of about $15 million in appointment fees for Travelers.

- Collaborated with business users to establish a feedback loop between the business and IT focused on improving the data resident in legacy systems. The resultant system and process saw an improvement in the quality of data over a 6-month period from 62% to 99%.

- Lead a domestic based IT team through the inception, requirements, design, and build of the first application for Travelers UK. In the first four months, this sales leads tool generated over $2 million in premium for the 250+ Field Advisors in the UK servicing Travelers Brokers and Agencies.

- Managed a team of Travelers employees and consultants to support the design and distribution of marketing campaigns for all of Travelers. This marketing platform was the source of over 800 email and mail campaigns over a 3-year period targeted at Travelers Agents and Agencies.

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American International Group, Inc. (AIG)   Houston, TX

Applications Analyst

- Created technology tools to aid a captive agent field force of about 2000 Financial Advisors.
- Administered a sales leads system that generated over 1-billion dollars in assets sold and retained.
- Worked with Regional Vice Presidents in the Sales and Marketing area to define and document enhancements to CRM and Leads systems.
- Managed the release of these enhancements through to production by setting deliverables for developers, testers, and business users.

TEKSystems Inc.   Houston, TX

Systems Administrator

- Project Lead for a laptop rollout consisting of 1800 Dell laptop's in a 2 month period for a Fortune 100 company; managed a team of 20 technicians.

Ramesys Corp.   South Plainfield, NJ

Level 2 Support Representative – Team Lead

- Provided phone support to over 1000 small and medium sized hotels and US Military bases in support of their custom property management system. Answered over 20 calls daily with a 90% same day closure rate.
- Administration of SCO-UNIX and Red Hat Linux servers including: maintaining remote access ability, managing users, permissions, directory structure, TCP/IP configuration, and bash shell script writing.
- Redesigned and maintained the support intranet web site, used by 25 people in the support department as a knowledge repository for troubleshooting all Ramesys products.

PROFESSIONAL CERTIFICATIONS

Professional Scrum Master I   Scrum.org
Certified Scaled Agilist (SAFe)   Scaled Agile Academy

EDUCATION & PROFESSIONAL DEVELOPMENT

A. S. in Management information system   Raritan Valley Community College
B. S. Management Information Systems   Rowan University

Python for Everybody   Coursera
Introduction to Interactive Programming with Python   Coursera
Gamificaiton   Coursera
Mobile App Development with iOS   Manchester Community College