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| **MOHAMED**  |
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| **Area of Expertise** | **Summary profile** |
| Project Management | Having 17+ years of IT International Experience, handled different IT Roles |
| Change Management | from Developer, Team lead, BA and Project manager to Industries Related |
| Process Improvement | Retail, Insurance, Trading, Hospital and Jobsite. |
| Team Management | A hard working, adaptable and articulate project manager with vast came |
| Client Relationship | from technical background and is able to break down barriers and provide |
| Vendor Management | highly credible leadership to development teams. |
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| **Certification** | **Professional Experience**  |
| PMP  | **Solution Delivery Manager Oct 2012 – Mar 2016** |
| Agile-Scrum Master  | **Mindscape Information Technology - Dubai, UAE** |
| Brainbench  | Accountable for managing the delivery of critical projects, and for providing  |
|  | Managerial support for all Retail projects conducted by the company. |
|  | **Responsibilities** |
|  | * Involve in preparing project charter, project plans, creating WBS.
* Collecting, defining and documenting business, Operations and technology requirements.
 |
|  | * Writing detailed and summarized project Requirements.
 |
|  | * Experience of working with sponsors, stakeholders, and Technical teams.
 |
|  | * Comprehensive understanding of project management methodologies like Waterfall and Agile.
 |
|  | * Identifying key project risks, whether stated or not, and managing them to resolution or escalating them accordingly.
 |
|  | * Setting project budgets and monitoring burn rates.
 |
|  | * Tracking activities against the detailed project plans.
 |
|  | * Creating effective, informed and highly motivated teams focused on delivery.
 |
|  | * Maintaining and completing Project Key Performance Indicators.
 |
|  | * Responsible for ensuring best value is obtained for the project including supplier base, use of internal and external resources.
 |
|  | * Understand complex project objectives, generating project issues,

Documentations, building stakeholder consensus, mitigate and resolve effectively to deliver the project objectives.Managing Payment Gateway IT solution integration with clients from initiation till Go-live.* Implemented and managed projects worth of 2 mio $.
* Brought down Operational efficiency cost by automating process.
* Supported in implementing lean.
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| **Personal Skills** | **Payment Gateway Solution Integration** |
| Solution Oriented Relationship Building | Mashreq partnered with Master Card to enable their clients to act as aggregator (B2B) for accepting all type of Card payment processing. |
| Client FocusedCommittedEfficientAdaptableResult Driven | **Roles/Responsibilities*** Worked as Project Manager and supported the integration for the 4-Key big Merchants from on-boarding till Go-live.

**Key Achievement*** First in the UAE Bank to have this Master Card solution to integrate B2B Solution, successfully completed certification with Visa/Master.
* Handling Client relationship and supported almost 300+ Merchants.
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|  | **Mobile/Online Site Integration for Instant EMI** |
|  | Enabling channels (Mobile/web Site) to Book online EMI to customers immediate after a retail transaction.  |
|  | **Roles/Responsibilities*** Worked as Project manager in preparing Project charter, Project plan, Creating WBS, collecting/defining scope and tracking the activities till to-live
* Coordinated inputs from External/Internal project team and managing and controlling the given budget.

**Key Achievement*** There was big challenge in Coordinating mobile service provider (Etisalat) while Integration testing with Mobile vendor and internal infra team, Manage to complete successfully as per the plan.
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|  | **Automation Deal Booking Integration with BPM** |
|  | Bank Operation team looking to automate Cards deal bookings, instead of existing manual process which required more manpower/time Consuming |
|  | **Roles/Responsibilities*** Worked as Project manager from Cards in coordinating with Internal Operation team/BPM vendor.
* Handle solutioning and designing with vendor to fully automate.

**Key Achievement*** There is significant cost saving to the bank by automating this manual process end to end booking.
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|  | **Intranet Application Migration from ASP to DotNet** |
|  | Retail Bank was using Cards Intranet Site for call center with outdated technology of ASP/SQL 2000, which was migrated to DotNet/SQL 2012/SSIS. |
|  | **Roles/Responsibilities*** Worked as Project manager in coordinating with Internal IT team, Infra tea, and users across 5 GCC regions.
* Prepare project charter, PP, WBS and manage the Running cost in managing external resource and procuring new hardware/software.

**Key Achievement*** There were 15 sub-application and 250 SSIS to be migrated, which required massive testing and integration with other 5 systems.
 |
| **Technical Skills** | **Team Leader Apr 2009 – Sep 2012** |
| MS Project Office | **Mindscape Information Technology - Dubai, UAE** |
| Dot NetReport buildersWindows 2010 | Ensuring that staffs are motivated, monitored and measured in line with company targets and performance standards. Responsible for making sure that any gaps in performance or quality are quickly identified and addressed. |
| SQL 2012 | **Responsibilities** |
| MS VisioSSIS/DTS | * Preparing daily workloads for staff & coordinating the daily allocation of work.
 |
| Oracle 11i | * Motivating the team to achieve high standards.
 |
|  | * Mentoring and training up junior/new staff on domain and technical.
 |
|  | * Strong decision making and problem solving skills.
 |
|  | * Excellent communication skills, both written and verbal.
 |
|  | * Track record of delivering results with deadlines.
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|  | **External/Senior Consultant May 2003 – Mar 2009** |
|  | **Mindscape Information Technology - Dubai, UAE** |
|  | Excellent in communicating and ability to tackle difficult situations smartly. |
|  | Expertise in training employees in programming and logic developing skills. |
|  | Sound technical knowledge, and knowledge of other relevant fields |
|  | **Responsibilities** |
|  | * Optimizing the written code by performing various checks at various levels
 |
|  | * Fixing the bugs found by the testing team
 |
|  | * Maintaining contacts with clients
 |
|  | * Developing algorithms and flowcharts with programmer’s team.
 |
|  | * Communicating with the end users and gathering requirement specifications for the projects.
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|  | **Senior Programmer Jul 2001 – Feb 2003** |
|  | **Bitech Information Technology Sdn, Bhd - KL, Malaysia** |
|  | Excellent in communicating and ability to tackle difficult situations smartly. |
|  | Expertise in training employees in programming and logic developing skills. |
|  | Sound technical knowledge, and knowledge of other relevant fields |
|  | **Responsibilities** |
|  | * Writing scripts for web based applications.
 |
|  | * Completing the assigned tasks and reporting to the PM
 |
|  | * Reviewing the work done and fixing defects if any in the code
* Handling Clients and working smoothly.
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| **Qualification** | **Software Engineer Sep 2000 – Apr 2001** |
| Bachelor of Engineer | **Goldwire Softweb Private Ltd - Chennai, India** |
| Electronics & Communication | Worked as Web programmer using DotNet and SQL Technologies, Managing new development and Enhancement of one of the client jobsite. |
|  | **Responsibilities** |
|  | * Writing codes as per the new user requirement.
 |
|  | * Communicating with the end users and gathering requirement specifications for the projects.
 |
|  | * Fixing the bugs found by the testing team
 |
|  | * Handling all enhancements related to user requirement.
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| **Personal Details** | **Programmer Jan 1999 – Aug 2000** |
| DOB: 1-5-1975 | **Aks Micro System - Chennai, India** |
| Age: 41 | Worked as Programmer using Visual basic and SQL technologies |
| Marital Status: Married | Managing new development and Enhancement of the trading application. |
| Sex: Male | **Responsibilities** |
|  | * Writing scripts for Client server model based applications.
 |
|  | * Completing the assigned tasks and reporting to the PM
 |
|  | * Reviewing the work done and fixing defects if any in the code
 |
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|  | **Junior Programmer Jul 1998 – Dec 1998** |
|  | **Muteck System - Chennai, India** |
|  | Worked as Programmer in Oracle and Developer 2000 platform. |
|  | Managing enhancement and support for the hospital related application |
|  | **Responsibilities** |
|  | * Handling production Support related to hospital application
 |
|  | * Handling development and managing sub-modules related to hospital applications
 |

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