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|  **Syed ~ PMP® |PRINCE2® | ITIL®****Syed.334495@2freemail.com** | **Syed Image.jpg** |

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**Professional Summary**

* 10 years of IT experience in Enterprise Information Management(EIM), Enterprise Content Management (ECM), Enterprise Portal, ERP, Business Intelligence(BI), Analytics, Enterprise Application Integration(SOA) and Business Applications Development.
* Around 5 years of GCC/MENA experience in delivering superior mission-critical outcomes at multi-billion Government organizations.
* Over 5 years of healthcare experience in a North American healthcare model in supporting and managing business applications.
* Strong business knowledge in Clinical Information Management, Supply Chain and Logistics Management (SCM), Asset Management, Human Resource Management, Sales Force Management, Project and Portfolio Management, e-Learning and Knowledge Management, Service Management, Procurement & Contracts, Dispute Analysis Resolution, Customer Relationship Management, Retail and Billing.
* Extensive Project Management experience in stakeholders management, communications management, risk management, quality assurance and control, scope, cost and schedule management, change management, procurement management and IT governance.
* Led and managed the development, delivery and support of key projects with multi-cultural, multilingual and global team members.
* Executed multi-clustered mission-critical projects in Healthcare, Telecom, Banking, Automobile, Supply Chain and Logistics domains.
* Certified **PMP®, PRINCE2® Practitioner &** **PRINCE2® Foundation, ITIL®  V3 Foundation** and practical exposure to **Agile** methodology**.**
* Effective communication, excellent business analysis acumen, analytical thinking, problem solving skills, effective decision-making acumen, efficient in handling pressure, positive attitude, highly flexible, self starter/motivated, quick learner and good team player.

**Professional Experience**

**Galax E.Solutions IT Project Lead**

**Client & Project United Healthcare Group, USA – Enterprise Portals Jul 2016 – Present**

The member and patient portals provide members and patients the ability to process RxClaim, manage members and patients content displayed on the different customer portals and provide reports and dashboard to the top management for effective decision making.

 **Role(s) & Responsibilities** – Project Lead, Business Analyst, Project Management - Information Management/Portal/Content Management

* Prepared BRD/SRD, project plan, project schedule, scope statement, WBS, requirements traceability matrix and estimation documents.
* Led the successful delivery of highly personalized members dashboards and delivered on time with zero UAT/UCT defects.
* Led the successful delivery of remittance summary and member portal enhancement projects with zero UAT/UCT defects
* Leading a team of 12-people comprising of senior developers, developers, analysts, testers and production support personnel
* **Environment:** IBM Web Content Management, IBM WebSphere Portal, Web Services, Oracle DB, CA Project & Portfolio Management (PPM)

**Malomatia Senior BI Consultant & Project Analyst**

**Client & Project Prime Minister Office, QATAR - BI Data warehouse and Analytics Implementation Jan 2016 – Apr 2016**

**His Highness QATAR Prime Minister** launched the program “**Imdad**” to gather and store supply chain and logistics data and to monitor and control supply chain and logistics activities of Primary Materials imported and supplied to all government entities and sub-entities in QATAR.

**Role(s) & Responsibilities -** Sr. Business Analyst, Functional Consultant - Business Intelligence and Analytics

* Served as key liaison between customers and communicating customer data, dashboard and analytics requirements to BI dev team.
* Gathered business requirements from Qatar Rail, Qatar Steel, Asghal (PWD), Qatar Water & Electricity (Kharamaa), Qatar Customs, Ministry of Economy and Commerce, Qatar National Cements and Qatar Primary Materials Company and other entities as well.
* Developed functional strategies, solution roadmap for Imdad Data warehouse and defined data models for business use cases.
* Worked with end users and peers to document and analyze functional requirements, identify gaps and analyzed alternative approaches.
* Implemented highly personalized KPIs Dashboards to **His Highness Qatar Prime Minister**, CEOs and business directors of the entities.
* Established strong business relationships with customers and provided recommendations to improve process efficiencies.
* Conducted regular meetings to review the deliverables such as architecture and other project documents
* **Environment:** SAP Business Objects, SAP HANA, SAP Data Services, Qlik View, MS SharePoint 2013, Microsoft SQL Server SS IS/AS/RS

**Client & Project Sidra Medical & Research Center, QATAR - Enterprise Information Management(EIM) Sep'11 - Dec'16**

Building an enterprise-wide strategic information management to achieve the overall Sidra's vision of all-digital “paper-lite” ultra-modern state-of-the art medical and research facility.

**Role(s) & Responsibilities :** Sr. Business Analyst, Project Lead - Enterprise Information Management (EIM)

* Participated in the procurement activities such as development and review of SOW, RFP, RFI, and RFQ for BI, ECM and Portal projects.
* Evaluated written responses, wrote demo scripts, performed client references and site visits and shortlisted a *final vendor.*
* Gathered, documented and prioritized business requirements, analyzed and translated into functional and non-functional requirements.
* Developed BRD/SRD/UML diagrams, work breakdown structure (WBS), high level and detailed project, resource plans and (RACI) matrix.
* Developed scope of work (SOW) based on business requirements collected in collaboration with management & stakeholders.
* Identified project dependencies and critical paths, actively identified and mitigated risks ahead of time, identified and resolved issues.
* Coached, mentored, motivated and supervised team members, influence them to take positive action on the assigned tasks.
* Provided expertise recommendations on best practices and methodologies to the development team to optimize the project delivery.
* Prepared the project progress reports, weekly/monthly projects highlights and performance reports and Shared with top management.
* Liaised with vendors, led application development and maintenance teams, coordinated team meetings in a frequent manner.
* Effectively planned, organized, coordinated, monitored and controlled the ECM and portal project management activities.
* Periodically reviewed quality of all the work products and deliverables to ensure that they are complaint with Sidra’s standards.
* Reviewed the frequency and content of status reports from the project teams, analyzed results, and resolved problem areas.
* Actively participated in all the PMO activities of the various IM projects from project initiation, implementation and till closure.
* Developed vendor-agonistic Enterprise Content Management strategies and roadmap for Sidra healthcare Information Management.
* Developed 360 degree Information Management (IM) content lifecycle framework & blueprint for all Sidra lines of business applications.
* Developed IM target operating model, data & process maps/flow diagrams, wireframes, taxonomy and portal information architecture.
* Developed policies, standard operating procedures (SOPs), operational & administration guides for each ECM/Portal capabilities.
* Developed training manuals, user guides, workflow job-aids and task descriptions for the different types of ECM and Portal users.
* Developed the business benefits realization framework through which continuously and steadily improved customer satisfaction indices.
* Developed ECM Information Management blueprint for all Sidra lines of business applications to manage their unstructured content.
* Developed content taxonomy/information architecture/UX models and meta-data schema for the six (6) Sidra business functions.
* Defined KPIs, SLAs for the key ECM business processes, tracked, measured performance at regular intervals and took corrective action.
* Led the implementation of the central digital repository (EDMS) & record management (RM) library for the six (6) business functions.
* Led the implementation of form based and complex document-driven approval workflows for the six (6) Sidra business functions.
* Led the implementation of a highly personalized Intranet Portal for all types of Sidra employees and delivered on time.
* Led the implementation of project tracker portal, documents repository, records library and workflows for the PMO Office.
* Led the implementation of a highly personalized KPIs Dashboard for top management to measure and improve corporate performance.
* Led the development of IT policies & procedures repository/library and automated all the approval workflows in IT department.
* Delivered Infor Lawson ERP WFM ESS/MSS, Time and Attendance (T&A), S3 Payroll and Leave Management Systems (LMS) on-time.
* Delivered search capability on the portal to crawl the SRM system DB and repository to display results in a user friendly manner.
* Delivered Web2.0 capabilities such as user profiles, communities, blogs, micro-blogs, wikis, survey, polls and forums utilities
* Adhered to and Comply with all Sidra's health, safety and environmental standards, policies and procedures.
* **Environment:** MS SharePoint 2013, Office 365, InfoPath and SharePoint Designer, MS Visual Studio, MS Visio, MS Fast, MS Project, Microsoft

 SSIS, SSAS, SSRS, DocuSign, Cerner CIS, LAWSON ERP, Cloverleaf ESB, Sword Achiever SRM, Imprivata SSO, PMI Standards

**CSC, Computer Sciences Corporation Software Engineer**

**Client & Project Chrysler, USA - Cost Deployment Focused Improvements Feb'11 – Sep’11**

**CDFI** is a centralized applications portal used for Chrysler’s project tracking and reporting capabilities of sales business systems.

**Role(s) & Responsibilities :** Module Lead, Business Analyst - Portal & Content Management

* Analyzed and documented business requirements to design and develop document management systems (EDMS) and sales portal.
* Developed BRD/BRS/SRS/UML diagrams/WBS/Project Scope documents, high/low level project plans, communication & resource plans
* Led the implementation of documents management collaborative workspace project for after-sales division with 10 team members.
* Took technical training for CSC staffs on Function Points, Enterprise Content Management, Java/J2EE, SOA and Web Services

**Environment:** IBM WebSphere Portal, Lotus WCM, Lotus Forms, Connections, Business Delegate, Web Services and Custom WS-APIs.

**Client & Project Royal Bank of Scotland (RBS), UK - Fraud Detection and Control System Sep’10 – Feb '11**

**FDCS** isa secured internal application used to track, detect and control the frauds on disparate data sources.

**Role(s) & Responsibilities :** Integration Specialist - Portal & Content Management

* Developed the reporting module to show reports on unknown threats and risks, and an option to generate custom reports online.
* Exposed FDCS application to the highly secured intranet portal that seamlessly aggregates all the backend financial applications
* Provided regular updates to different stakeholders and managed them effectively to deliver the key projects.

**Environment:** Weblogic Portal, JSP, Servlets, Web Services, CSS, HTML, XML, BEA Workshop IDE, Eclipse, TOAD, Sun Solaris, Oracle DB

**IBM, International Business Machines Application Developer**

**Client & Project AT&T, USA - Customer Care Connect Mar '10 - Dec'10**

**ccConnect** is a mission-critical internet & intranet portal solution which provides single gateway to all Bellsouth customer care applications.

**Role(s) & Responsibilities :** Technical Lead, Function Point Analyst - Portal/ Content Management/Middleware Migration

* Involved in estimation, analysis, design, implementation, build, system/integration testing, deployment and support activities.
* Developed a Stored Procedure for bulk data export functionality for My Florida Net and My Florida Net - FIRN portals.
* Involved in Function Point Counting for Project Tracker and SOM projects and yielded highest productivity in AT&T Tower A.
* Built a custom application for SOM (State of Mississippi), automated order management and inventory approval workflows.
* Implemented a documents repository and records library for service guides, contact management services and data services.
* Upgraded Weblogic 8.1 to 10.3, Orbix 6.1 to 6.3 and iPlanet 6.0 to 6.1 App Servers for Lockheed Martin (LM) application.
* Successfully migrated SSL certificates from Equifax to VeriSign Class-3 Secure Server CA-G2 in the ccConnect internet portal.

**Environment:** Oracle Weblogic Portal, EMC Documentum, Oracle Jdeveloper, Struts, JSP, JSR 168 Portlets, iPlanet, Orbix, CA SiteMinder

**Client & Project AT&T, USA - AT&T ABS Service Guide Sep '09 - Mar'10**

**ABS Service Guides** provide service descriptions, service level agreements, pricing, country-specific provisions and general information of AT&T business services to the internal, external users and general public.

**Role(s) & Responsibilities :** Business Analyst and Application Developer - Portal and Content Management & Java/J2EE

* Implemented a documents repository and records library for service guides, contact management services, data services.
* Implemented documents and reporting module to allow business customers to identify changes to service guides within a month.
* Developed new service guide portal to aggregate pricing, contract, plans services from indifferent backend systems.
* Implemented service guide tools such as service guide comparison, transition and offered archived guides.

**Environment:** Oracle Weblogic Portal, EMC Documentum, Oracle BEA Workshop, TOAD, Web Services – JAX-RPC and JAX-WS, AT&T PRISM

**Client & Project AT&T, USA - Web Oriented Workspace Apr'09 - Sep' 09**

**WOW** is a central data warehouse and repository for AT&T solution providers, services provider and authorized partners.

**Role(s) & Responsibilities :** Business Analyst, Function Point Analyst - BI/DW, Portals, Reporting

* Gathered requirements and participated in review sessions with user, BI solution design and DW architecture discussions.
* Actively participated in Function Points analysis, estimation and calculation for the enhancement, brand-new type projects.
* Used Project Management Tools and techniques for budget and cost estimation following AT&T IT Unified Processes.
* Designed data models, developed adhoc and analytical dashboards, developed ETL data loading and extraction processes.
* Developed data governance, quality processes and target business operating models, data integration and data conversion solutions.

**Environment:** IBM Cognos P8, IBM Data Manager, WebSphere Portal, Oracle10g, Sun Solaris, Toad, Putty, Crystal Reports, IFPUG-FP

**Client & Project AT&T, USA - Dispute Analysis and Tracking System Sep'08 – Mar'09**

**DARTS** is an automated workflow system for processing customer billing disputes.

**Role(s) & Responsibilities :** Application Specialist **-** BPM/Workflow Management/Portal & WCM administrator

* Automated Workflows for SB/BOC forms help to manage and track billing disputes and complaints in DARTS application.
* Implemented workflows to manage dispute related web contents from draft up to publication (brochures, videos and images).
* Configured search center to manage and present the optimized search results to the portal interface.
* Implemented AT&T Global Logon (Single Sign On) in DARTS – CSP to authenticate internal and external users
* **Environment:** IBMFileNet Content Manager, Lotus Forms, WCM, IBM Omnifind, Web Services, ATT CSP, IBM Rational Portfolio Manager

**Client & Project AT&T, USA - Credit Application Tracking System Jan’08 – Sep '08**

**CATS** is a web-based application portal used by sellers to submit credit applications to the credit department (on behalf of their customers).

**Role(s) & Responsibilities :** Content Management Specialist - DMS, BPM, Digital Faxing, Imaging & Function Point Analyst

* Captured credit application forms and documents and converted them to digital images, both as individually scanned documents and batched documents, indexed and stored in the digital repository in accordance to the implemented taxonomy
* Created custom coversheets, signatures and allowed users to select coversheets and modify fax transmission settings for CATS.
* Created routing rules on incoming fax messages based on barcode & OCR and stored them into the document repository.
* Captured incoming credit forms via fax messages, transformed them to a computer readable format, indexed and stored them.
* Recommended value-added solution to the team members and identified the root-causes for the recurring problems.
* Automated manual and time consuming, business processes, involved in business process reengineering to improve the performance.
* **Environment:** IBM FileNet Content and Records Manager, WebSphere Portal, Datacap Suite, IRIS iDRS, Right Fax

**Client & Project AT&T, USA - Enhanced Universal Account Management Apr’07 – Dec'07**

**EUAM** is a web based composite mission-critical application portal created for use in AT&T Customer Care organizations.

**Role(s) & Responsibilities :** Application Developer, System Engineer (UNIX)

* Developed plans management repository, the plans subscription and renewal workflows, re-linking plans and user accounts.
* Developed complex document-driven approval workflows to subscribe/unsubscribe DSL/ADSL/VoIP/BVoIP plans.
* Designed and documented business processes data flow diagrams by functional areas including opportunities for improvements.
* Developed the account creation module through asynchronous (AJAX method) wizard navigation style to subscribe & manage plans
* Analyzed, resolved low, medium, high, critical, emergency production issues and documented root-causes for future references.

**Environment:** IBM WebSphere Portal, IBM EAD4J, EMC Documentum, Connect:Direct, IBM MQ Series, JSP, EJB, Servlets, JMS, AJAX, Web Services (XML, SOAP, WSDL, UDDI, JAX-RPC), Oracle DB, Sun Solaris, Eclipse IDE, Apache Tomcat, TOAD, IBM RTM, IBM RPM

**Education**

**Bachelor** in **Computer Science and Engineering** – [2002 – 2006], 74.24%, Anna University, Chennai, India.

**Professional Certifications**

* **PMP®** - **Project Management Professional**
* **PRINCE2® Practitioner** and **PRINCE2® Foundation**
* **ITIL® V3 Foundation**
* **IBM Certified System Administrator WebSphere®** Application Server Network Deployment V6.1
* **Sun Certified** Programmer for Java® Platform, SE 5.0 & **IBM AIX® Certified** Specialist Basic Operations V5

**Key Skills**

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| * BI Dashboards/Reports/KPIs/Alerts
 | * Data Warehouse(DW)/ETL
 | * Predictive Analytics(SPSS)
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| * Documents and Records Management
 | * Imaging and Recognition (OCR)
 | * Digital Faxing
 |
| * Business Process Management(BPM)
 | * Document Masking, Indexing, Storage
 | * Audit Trail and Compliance
 |
| * Taxonomy/Information Architecture
 | * Digital Rights Management (Water marking)
 | * Correspondence Management
 |
| * Intranet/Internet/E-commerce Portals
 | * Electronic Forms (e-Forms)
 | * Retention Management
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| * Web Content Management(WCM)
* Mobile App Delivery
* ERP - Time & Attendance
 | * Collaboration and Web 2.0
* Safety Risks Management
* ERP - Finance & Payroll
 | * Enterprise Search
* Library/Learning Mgmt
* ERP - Time & Attendance
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**Personal Profile**

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|  |  |  |  |
| **Date of Birth** | 17-05-1985 | ­**Sex**  | Male |
| ­**Marital Status** | Married | **Nationality** | Indian |
|  |  | **Languages Known** | English, Tamil, Arabic |

**Declaration**

I hereby declare that all the particulars furnished above are true to the best of my knowledge.

**Date** : Yours Faithfully,

**Place** :