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| **Salman**  [**Salman.339347@2freemail.com**](mailto:Salman.339347@2freemail.com)  M.Sc. Computer Networks, London  BBIT(Bachelor of Business and IT), Perth | | |  | |
| **Profile**: | Experienced business project management professional, equipped with the necessary project management knowledge and customer facing / people skills to deliver multidisciplinary projects within the project constraints. Concurrently managed multiple projects of varying scales from initiation to delivery and successfully lead geographically dispersed multi cultured teams.  Strong computer educational background and excellent IT / people skills. Effectively communicated with client and area / project teams to organise, manage and document the activities. Gained relevant soft skills to build and maintain effective relationship with stakeholders and area teams. | | | |
| **Skills**: | **Professional** | **IT & Computing** | | **Personal / soft skills** |
|  | Stakeholder (Client / Vendor / Project Team) management  Project planning & budgeting  Project scope management  Resource management  (internal / third party / local / offshore)  Risk management  Management Info reporting  Change management  Process improvement  Managing quality of deliverables  Team building, delegation and management  (Performance reviews, Recruitment, Training, Supervising and Mentor) | Microsoft Project, Visio,  Microsoft Office, Excel,  Project Director, Project V, Project A, WebFast,  SDLC, Waterfall &Agile,  Gantt Charts, Flow charts,  Software Documentation,  Use Case Diagrams,  JAVA, JavaScript,  Visual Basic, XML,  Oracle, SQL, HTML,  Google Analytics, | | Positive attitude  Self motivated  Flexible and adoptable  Confident  Good Communication  Attention to detail  Decision making  Relationship building  Action oriented  Creative  Solution oriented  Lead by example  Planning and problem solving |
| **Experience:** | **October 2015-October 2016 Transperfect London, UK**  **Project Manager/Project Coordinator**   * Coordinating and managing of small and large scale Digital marketing, communication and brand promotion, desktop publishing, media, legal, life science projects till completion/delivery using approved methodologies and tools with in the expected cost, time and of the highest quality. * Responsible for analysing the client business requirements and translating into the projects instructions. Managing projects throughout their entire life-cycle including any requests for change and delivering with in agreed SLAs. * Handling multiple, complex projects and priorities concurrently in a fast-paced environment. * Abiding and delivering projects as per project instructions, company and international standards. * Establishing and maintaining excellent relationships with client and project teams (Desktop publishing team, Tech team, Formatting team, Linguists (internal / external), senior management, contractors, suppliers and clients globally. * Providing support and guidance to Client, Project and Programme Managers on project planning including software tools e.g. MS Project, * Creating and managing the workflow and timelines of the projects. * Communicate and negotiate with cross functional local/offshore teams, stakeholders and third party vendors. * Leading the project planning / update sessions with client and project teams. Being the point of contact for the client to give support and deal with day to day requests. * **Clients**: AstraZeneca, Pfizer, IMS Health, Vhi Healthcare, GSK, BBC, Medical Research Network, IMS Health, Quintiles, Novartis, Med EL, BP, Babcock, John Crane, GMI, Bayern International, Twining and Company, Reliance Communication, E Cigarettes group, Millward Brown, Lam Research, Marken, John Lewis, Kantar, Kerry Group etc.   **March 2012-March 2016 Ladbrokes London, UK**  **Market Place Manager**  Managing the Business and Operations of multiple branches of the company i.e. Marketplace (5 branches, with gross contribution 1.5M+ GBP). Perform duties of the Area Manager (Managing 40 branches) in absence of Area Manager on weekly basis.  Worked on company’s different projects and maintaining customer relations. Managing geographically spread teams of 25+ members and successfully delivering the business operational and financial goals.  - Anticipating, Developing, Deploying and Reviewing Local Area business strategies and needs. Monitoring area sales targets and making  and deploying action plans to achieve them. - Directly responsible for 25+ staff members, including Branch Managers. - Brand development, promotion, competitor awareness. - Business Planning, Action Planning, Deploying policies and procedures. - Recruiting, Training and Development of Marketplace Teams and conducting performance reviews against KPI/Objectives/Plan/ Budget.  - Margin Control, Cost Control, Business Growth, Customer Acquisition, Compliance management, Commercial Awareness, Change Management, Team Leader, Planning and Organizing. - Negotiation, Leadership, Coaching, Communication, Judgment, Planning and Organizing - Developing strategies/relations to attract and retain the loyalty of High Value Customers across all Channels    **Project**: Tablet Launch (2014).  Project Brief: To launch portable betting terminals/tablets in the shop environment. To enable shop teams to process customers bets without going to POS.  Responsibilities: Monitoring and Controlling the Testing of the product. Collaborating the teams activities to deliver   * Planned, budgeted and allocated resources for the test release. * Monitored and controlled the execution of the test plan in accordance of schedule, cost and quality. * Resolving and reporting the problems. Escalating the issues if needed. * Statistical documenting of the results/findings and recommending the improvements/significance. * Creating and maintaining the project documentation * Assisting the project teams to deliver their goals   **Project**: Clarity Terminal Launch (2013)  Project Brief: Launch the new gaming machines in the shops to regain to Top spot among the competitors. Themed with Bigger, Better and Bold.   * Planned the launch, coordinated the teams from different departments. * Scheduling tasks using Gantt Charts. Liaising with external vendors. * Executed and delivered the milestones successfully. * Held follow up meetings with the stakeholders and project teams.   **Project**: Odds On Card for Gaming Machine (2012)  Project Brief: Enabling customer to use their locality card (Odds On card) on the machines to collect the points.  **Project:** Vision Cabinet Launch (2010)  Project Brief: Upgrading to newer and better gamming machines.  **Project**: Odds On Card Launch (2008)  Project Brief: Launch a loyalty card for the customers. To bring loyalty and rewards schemes across all 3 channels (in shop, on phone and digital front (internet and mobile)). Odds On was first ever loyalty scheme in the betting industry. | | | |
|  | **Sept 2009-Sept 2013 Ladbrokes London, UK**  **Staffing Manager**  Full responsibility and accountability of operations, scheduling, staffing and payroll of 18 Ladbrokes betting offices, 145+ staff. Recruiting, training, development and management of teams and conducting performance reviews/disciplinary meetings against KPI/Objectives/PIP Plans.  - Review Scheduled Vs Allocated hours for each shop and analyse for overstated hours. - To have full awareness of the shop staffing, identify current issues and concerns to District Supervisor.  - To follow up and challenge Managers who fail to meet their obligations regarding staffing - Ensure that all allocated staff hours are utilized in line with the shop assigned hours. - Plan schedule in most cost effective way i.e. taking consideration: overlaps, premium pay etc. Vacation booking take place according to business allowance - Take responsibility that schedules do not breach Working Time Directive - Responsible for updating the staffing in the KRONOS system to communicate the staffing to the staff via Reporting System. - Completing the Time Sheets on weekly basis and sending Amendments at end of week so that Staff Salaries can be processed accurately. Implemented training course for new recruits — speeding profitability. | | | |
|  | **Feb 2006-Sept 2012 Ladbrokes London, UK**  **Ladbrokes Betting Office Manager**  Responsible for Businesses and Operation of 1 branch i.e. Gross Contribution of 200,000+ GPB. - Business: Maintaining and developing company’s image, Competitor Awareness, Customer Relationship Management, Promotion Planning and delivering targets. | | | |
| **Academic:** | **Feb 2005– Aug 2007 Middlesex University London, UK**  ***M.Sc. Computer Networks.***  ***Project:*** Network Queue **Simulator**  Developed a computer application that simulates the network queuing system at network servers. Application was developed in **Visual C++ using Visual Studio.net**  ***Subjects:*** Network and Network Management, Mobile and Wireless Networks, Programming For Computer Networks, Network Design, Network Modelling and Simulation, Network Systems and Services. | | | |
|  | **Jan 2001- Sept 2004 Curtin University Australia**  ***BBIT, Bachelor of Business and Information Technology.***  System Analysis and Design, Software Engineering, Information Management, System Administration, E-Commerce, Database Systems, Distributed Systems, and Systems Administration, Economics, Contract Law, Business Communication  ***Project:* Online** Property Dealing System  Development of fully documented online system following **waterfall** **SDLC** methodology. Software documentation. Development was done in **JAVA**, **JSP**, **Java Servlets**, **RMI**, **Microsoft Access** using **Apache** web server and **IBM Visual Age for JAVA.** | | | |
| **Professional**  **Courses:** | **Diploma in Computer Studies.**  **Advance Diploma in Computer Studies.**  **Professional Diploma in Information Technology.**  **Diploma in Enterprise Application Development:** Digital campaigns, Ad server, banners, Software Process Models, Object Oriented Analysis, J2EE, Website development tools and methodologies.  **PRINCE 2:** Currently studying | | | |
| **References**: | Available on request | | | |