FASAHATH MIRZA
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➢ *Objective:*

Enterprise Project Lead with deep exposure in driving many complex digital transformation program, advising global organization in adopting digital technologies & continuously build and enhance my experience in Enterprise delivery profession in Business Process Management & Out Systems to build enterprise level applications 10X faster, leverage my experience the same for a successful and fulfilling career in Enterprise applications in challenging Environment.

Understand the business objectives and requirements, play an Integral role in need analysis and to provide a best fit as a business solution to the customer.

➢ <u>*Overview:*</u>

- Total IT industry experience: 11 Years
- Working as a Project Lead in Intertec Software Limited, India.
- Worked as a Project Lead in Low Code Out Systems Web & Mobile Applications Platform for Enbridge Inc., USA.
- Worked as a Project Lead for Bizagi BPM for BASF German Chemical, Germany.
- Worked as a BIZAGI BPM Business Analyst in Major Telecom Sector STC in Riyadh.
- Worked as a Siebel CRM Application Support Analyst in GASCO (Energy Utility Sector) Riyadh with 2.5 years of experience in executing Siebel Customer Relationship Management (CRM) business solutions.
- Worked as a Siebel CRM Application Support Analyst in TLC Limited London with 3 years of experience executing Siebel Customer Relationship Management (CRM) business solutions, Richmond Surrey - London, United Kingdom.
- Having extensive knowledge in various stages of Software Development Life Cycle.
- Having experience in analysis, design, web based applications using Out Systems.
- Having good experience in creating custom components in Out Systems platform like integration with the External databases.
- Expertise in business requirement gathering, process modelling, data modelling, UI, business rules, integration to external systems using SOAP & REST API's.
- Worked in Agile and Waterfall projects.

- Having excellent skill in Process Modelling using BPM Tools Bizagi Modeler, Bizagi Studio.
- Systems Service Studio, Service Center, Life time and Integration Studio.
- Having extensive knowledge in application Testing, QA process, developing test cases, executing test cases.
- Having good knowledge of Account Management, Contacts Management, Order Management, and Service Request Management and release management.
- Having Good Communication Skills (Written, Oral and Presentation & Analytical Skills

➢ *Experience:*

- Working as a Project Lead Intertec, India Limited.
- Worked as Out Systems Project Lead TechMahindra Limited, India Limited.
- Worked as a BIZAGI BPM Project Lead TechMahindra Limited, India.
- Worked as a BIZAGI-BPM Business Analyst with Infosys Limited, Riyadh.
- Worked as Siebel CRM Application Support Analyst with Infosys Limited, Riyadh.
- Worked as a Siebel CRM Application Support Analyst for TLC Limited, Richmond Surrey-London.

➢ *Technical Skills:*

CRM	Siebel 7.7 and 8.1– Call Center, Sales, , Siebel ePharma, Siebel Finance and Siebel Tools
Languages	C#, BIZAGI BPMN2.0,OutSystems Service Studio, BPEL, XML, Oracle SQL, PL/SQL, Web Services SOAP/REST,HTML, CSS.
Tools,	Oracle SQL database, JIRA, SOAP UI (5.2.1), JExplorer, Bizagi Modeler, Bizagi Studio 10.7, Service Studio, Integration Studio, Service Center & Life Time,
Operating Systems	Windows 98/2000, Windows and Linux Server
System Administration MS-Office	MS-Office (Microsoft word, Excel, Power Point & Access),Microsoft Project, MS-Visio

- Computer Science Engineering (B.Tech) From JNTU 2001-2005.
- Advance diploma in Business Management 2006-2007.

Projects:
1. *Ministry of Health:*

Project Lead:

- Working as a project lead in Integration channel for react js application & BPM Platform Engine.
- Handling the team of .Net integration developers and responsible for delivery of Middleware API
- Having good experience with payment Integration & other external entities.
- Handling and monitoring the pool of 20 developers & conducting daily stand up calls for project development cycle.
- Responsible for requirement gathering from client, converting the business requirement to technical requirements.
- Responsible for the delivery of Integration API for external vendor to integrate.
- Reporting to the management and delivery leaders on daily basis of project development.
- Responsible for delivery of project deliverables to internal team and external vendors.
- Having strong leadership skills to run the E digital transformation projects.

2. *Enbridge:*

About Enbridge:

- Enbridge's vision is to be the leading energy delivery company in North America.
- They deliver the energy people need and want—to heat their homes, to keep their lights on, to keep them mobile and connected.
- They operate across North America, fueling the economy and people's quality of life.
- They move nearly two-thirds of Canada's crude oil exports to the U.S.

Out Systems Project Lead:

- Experience in Rapid Application Development (RAD) tool such as Out Systems software.
- Collaborate with product owners to build, optimize and manage product backlog.
- Collaborate with team for development, code review and knowledge transfers.
- Worked with the cross functional team and was responsible for delivery of applications using agile practice.
- Implemented the customer external database components using integration studio.
- Provided full-stack Out systems development for Smart Factory Applications and hand in hand with a global team in USA & Canada.
- Good knowledge of agile methodology (Scrum), experienced in Agile Project Management, Agile Development process for diverse requirements.
- Experience in working single handedly directly with the client and Out Systems Core Team.
- Good exposure in all phases of software engineering starting from requirement gathering till delivery.

- Ability to use Database Extensions and Custom Extensions in Out Systems.
- Ability to understand and Develop Entity model and relations.
- Responsible for Ongoing development in the Smart Factory Applications.
- Out Systems is a leading low-code technology in the market. Out Systems is all about speed, agility and adoption. Out Systems help customer and partner build enterprise level applications 10X faster.
- Ability to understand business terms and concepts and relay that detail to development.
- Ability to provide Transparency and to establish trust and supportive relationships.
- Strong analytical skills. Ability to multi-task.

3. *BASF:*

About BASF:

- At BASF, we create chemistry for a sustainable future.
- We combine economic success with environmental protection and social responsibility.
- The approximately 114,000 employees in the BASF Group work on contributing to the success of our customers in nearly all sectors and almost every country in the world.
- BASF portfolio is organized into five segments: Chemicals, Performance Products, Functional Materials & Solutions, Agricultural Solutions and Oil & Gas. BASF generated sales of about €58 billion in 2016.

Bizagi BPM Tech Lead:

- Propose, develop and validate software solutions to meet customer needs.
- Requirement gathering from BASF Client and preparing project documentations.
- Migrated the Lotus Notes database applications to Bizagi Low code platform.
- Integrated with the existing legacy SAP , ERP, Microsoft active directory, ECM and Mail server.
- Importing the processes into Bizagi Studio Using Bizagi Process Model and implementing the process as per to the coding standards of Bizagi.
- Expertise knowledge in Business process design, development of Processes in Bizagi Studio and integration of Bizagi with external enterprise systems like ERP, ECM, SAP.
- Having excellent development skills in Bizagi Data Modelling, UI Designs, Business Rules Implementation and Integration.
- Was responsible for SIT and UAT defects list and getting fixed in next iterations.
- Handled the team of developers from offshore and was responsible for the deliverables.
- Was responsible as a single SPOC from offshore to coordinate with the client business stake holders and onsite team.

4. *STC:*

About STC:

- Saudi Telecom Company(STC) was the first company in Saudi Arabia to provide Mobile and Fixed line Telephone service.
- Saudi Telecommunications Company is one of the largest telecom Sector in Saudi Arabia.
- STC is an individual membership organization dedicated to advancing the arts and sciences of technical communication. It is the largest organization of its type in the world.
- The Society for Technical Communication advances technical communication as the discipline of transforming complex information into usable content for products, processes, and services.
- STC serves its members by identifying and promoting best practices in the field and by demonstrating the economic value delivered by technical communicators.

Bizagi-BPM Business Analyst:

- Propose, develop and validate software solutions to meet customer needs.
- Requirement gathering from STC Client and preparing TSD and FSD project documentations.
- Having Expert experience in designing the leverage and slicing processes using Bizagi Modeler and implementation.

- Importing the processes into Bizagi Studio Using Bizagi Process Model and implementing the process as per to the coding standards of Bizagi.
- Expertise knowledge in Business process design, development of Processes in Bizagi Studio and integration of Bizagi with external enterprise systems like ERP, ECM.
- Having excellent Business skills in Bizagi Data Modelling, UI Designs, Business Rules Implementation and Integration to external systems Siebel CRM, ERP using SOAP, REST Web services.
- Performed the unit test after the successful implementation of Processes in Bizagi Studio 10.7 version.
- Analyzing the processes in existing IGATE and limitation of Bizagi and coming up with a solution to implement in Bizagi by interacting with client.
- Coordinating with the technical offshore team, and discussing the plan for the new release and deployment.
- Analyzing and mapping the data of business requirement with Bizagi BPM and ERP System during testing plan.
- Having excellent skill in Process Modelling using Bizagi BPM tools like Bizagi Modeler and Bizagi Studio.
- Designing and Developing the Test cases Plan and executing the test cases and Tracking the Defects and validating with the development Team.
- Designing and analyzing the processes in BPM tool, having expertise knowledge with Process Modelling, Data Modelling, and UI Forms and processes flow.

5. *GASCO:*

About GASCO:

♦ The main activity of the company is transferring, filling, and marketing of L.P.Gases as a mixture of mainly Butane and Propane gases or as Butane gas or Propane gas in addition to the marketing of empty L.P.Gases cylinders and tanks and their accessories.

♦ Also the company carries out piping and tank's installations in customers' premises, such activity covers all kinds of applications wither for household, industrial, agriculture, or commercial use. In order to carry out such activity the company set up many filling plants and own large transport fleet.

♦ National Gas Company in DAMMAM and its two branches in Riyadh and Jeddah together with Saudi manufacturing and Gas Company in Riyadh and its branches in DAMMAM.

♦ In the beginning of the seventies, many companies and small firms were incorporated to fill and distribute the gas. However, the sever inter-competition led to low services levels and irregular continuity of gas provision which required the government to interfere and decide to merge the incorporating company with National manufacturing and Gas Company

Application Support Analyst:

▪ Interacting with Vendors and fulfilling the Client Requirements and expectations.
▪ Having extensive experience in Siebel Order Management, Account Management, Service Request Management, Scheduling, and Contact Center Management using Siebel CTI integration.
▪ Having extensive experience in creation of Siebel Business objects, Business components, Screens, Views, Applets.
▪ Having extensive experience in creation DVM's, Business rules, Business Services.
▪ Managed the Siebel production windows and Solaris Servers servers and Siebel Components.
▪ Managed the Siebel development windows and Solaris Servers servers and Siebel Components.
▪ Having extensive experience with code deployment from development to production.
▪ Having extensive experience in Siebel workflows and business services.
▪ Having extensive experience in Siebel business data requirement gathering from client.
▪ Resolved the Business data integration issues between Siebel and EBS.
▪ Having extensive experience in Siebel data model and architecture.
▪ Having extensive experience in Siebel tools and e-scripting in code customization.
▪ Involved in performing the Siebel CRM application SIT and UAT testing prior to the code deployment in production environment.
▪ Resolving Functional issues arising in the demo flows based on the tickets raised by the Application Support Team and Business Users.
▪ Worked with the Production support team to resolve the issues and with the implementation teams for successful SRF fixes on Test and production environments.
▪ Working with in close coordination with the business and QA teams.
▪ Resolving Functional issues arising in the demo flows based on the tickets raised by the business and application team.

6. *TLC:*

About TLC:

- TLC also known as BSkyB is a satellite television company owned by Rupert Murdoch.
- British Sky Broadcasting is a telecommunications company which serves the United Kingdom.
- Provides television and broadband internet services, fixed line and mobile telephone services to consumers and businesses in the United Kingdom.
- It is the UK's largest pay-tv broadcaster with 11 million customers as of 2015.[1] It was the UK's most popular digital TV service until it was overtaken by free view in April 2007.[2] Its corporate headquarters are in Isle worth.
- British Sky Broadcasting became the UK's largest digital subscription television company. Following Sky's 2014 acquisition of Sky Italia and a majority 90.04% interest in Sky Deutschland in November 2014.

Application Support Analyst:

- Handled and manage Siebel CRM Application enterprise business applications for TLC.
- Requirement gathering with client business stake holders.
- Resolved business related integration issues of Siebel CRM and EBS, and resolved the defects raised in ALM tool and fixed it in development environment and perform the unit testing.
- Interface with the implementation / project team, articulating customer requirement, to ensure testing of Siebel CRM Application in integration to EBS.
- Having extensive experience in creation DVM's, Business rules, Business Services.
- Having extensive experience with code deployment from development to production.
- Having extensive experience in Siebel workflows and business services.
- Having extensive experience in Siebel business data requirement gathering from client.
- Resolved the Business data integration issues between Siebel and EBS.
- Having extensive experience in Siebel data model and architecture.
- Having extensive experience in Siebel tools and e-scripting in code customization.
- Developing the critical test cases for the Siebel CRM application and executing those test cases in SIT and UAT environment.
- Performed end to end SIT and UAT testing for Siebel Screens and views and application loading.
- Involved in Performing testing tasks via black box, functional, and regression testing methods and to execute formal system verification and validation of Siebel CRM Applications.
- Work with project team leads and solution designers to review the testing requirements for each software release iteration and determine testing responsibilities and option and also to escalate to manager in proper time and context.
- Involved in tracking defects and raising those defects in defect-tracking tool to upload the defects in the application, and be aware with the defect lifecycle.
- Involved in evaluating functional requirements and use cases to create functional test cases.
- Having extensive knowledge with Uses cases.
- Having extensive experience in SDLC, agile, waterfall methodologies.

Soft Skills:

- Excellent Communication skills & Follow up Skills with IT, Finance and Business Stakeholders.
- Possess great Team Leadership Skills.
  - Hardworking Nature and achieving and meeting target deadlines.
  - Achieving the expectations of Client, Delivery Team and Line Managers
  - Hitting the deadlines of Milestones release targets and in Production release.

Personal Profile:

Name	Fasahath Mirza
Date of Birth	12-12-1983
Languages	Fluent English, Hindi,
Marital Status	Married

(Fasahath Mirza)