MOHAMMAD ABOOBAKAR

Chicago, IL

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### **EDUCATION**

### University of Houston - Downtown

Bachelor of Computer Information Systems (May 2005)

**SUMMARY**

Proven and well-respected IT Scrum Master and Project management resource with over 15 years of IT, Salesforce CRM, Microsoft Azure, ERP, DevOps, Release Management, Angular JS, UX/UI Interface, and SAP system architecture and integration experience. Very organized and reliable with consistent on-time project delivery. Easily adapts to new technologies and roles with little or no guidance. Team player willing to share knowledge and expertise. Highly demanded problem solver and progressive thinker. Continuously delivers value-driven enhancements through automation and creative solutions to business needs. Adept at driving business requirements and implementation.

**TECHNICAL SKILLS**

**Applications Management & Development**

* Salesforce and MS Azure CRM Scrum Master
* Informatica data migration and development manager
* Blueprinting and Design
* Salesforce Project Management
* Salesforce Sales, Service & Marketing Cloud
* Field Service Lightning Implementation
* IT Security, Cybersecurity Project management
* Copado, Jenkins, MuleSoft
* Integrations JSON, EDI, REST & SOAP Web Services
* SAP, Workday and Infor Experience
* DevOps and Release Management
* ANT Deployments, Jenkins Build
* UX Design and web front-end development
* Agile Methodology
* Scrum Master Experience
* Salesforce APEX, Lightning and Visual Force Development
* Salesforce CRM Administration
* APEX Data Loader, Data Migration
* Big Machines, APTTUS CPQ, SteelBrick
* Salesforce CPQ
* Salesforce Integration and Testing
* Salesforce Logistics and CRM
* JIRA and Rally for Agile
* NetSuite, SAP Callidus, ServiceNow Integration
* Extensive SQL experience in multi-customer complex data environments
* Complex SQL Statements, Stored Procedures, Triggers, Functions

**WORK EXPERIENCE**

**Avison Young, Chicago, IL and Remote *July 2018 - Current***

**Senior Scrum Master**

**Responsibilities:**

* As the Senior Scrum Master, I managed a team of 15 developers, DevOps, administrators and testers for the MS Azure Devops, Informatica Developers, Salesforce Sales, Service Cloud, Community Cloud Implementation and Force.com Applications development
* Managed the whole implementation using Agile methodology from collecting requirements to solutioning, blueprint, design, develop, going live and support.
* Led project management efforts on a highly visible enterprise initiative to roll outs
* Collaborated with business stakeholders, partnered with product owners and engineers to drive strategic initiatives though on-time delivery
* Implemented functionalities for MS Azure, Informatica, Salesforce Sales, Service & Marketing Cloud and Field Service Lightning.
* Managed the Implementation of Service Cloud Case management and Salesforce Communities.
* Led session to gather requirements for UX/UI designs, development, mock preps and testing
* Took ownership of various deliverables and drove the teams to successful implementation
* Coordinated and managed dependencies across multiple scrum team deliverables to track the completion of large program initiatives and drove SCRUM meetings
* Led the Scrum meetings, iterations, daily standups, sprint planning, capacity and resource planning, deployments, status reporting, testing and release management
* Partnered with Product Owners and managed story pre-grooming, story grooming, backlog prioritization and release planning
* Communicated with Business Analysts, C-level executives, business stakeholders, development team, testers, training and support teams to coordinate requirements gathering, design, quality assurance, reporting and post-production support.
* Led the DevOps team and coordinated with various Application teams to structure and schedule the deployments of code in Testing, Sandbox and Production environment
* Worked with Salesforce DX, Copado, ANT Migrations and Jenkins for deployment build purposes.
* Led the QA team to perform manual and automated testing for systems integration testing and preparation for UAT Testing
* Defined and actively monitored KPI at both Project and Program level
* Managed team planning, retrospective, demo and steering committee meetings
* Identified, removed and prevented impediments, technical/non-technical roadblocks, and distractions to maintain and improve team capacity
* Actively drove sprint burndown, release burnup and provided transparency to RTM impacts and change in priority in direction to stakeholders
* Captured and reported program status to executive management
* Facilitated discussion and effectively engaged in conflict resolution
* Managed third-party Integrations by facilitating timely discussions and sharing meeting minutes to keep everyone updated of status
* Used the Agile methodology to convert user stories and JIRA tickets to solutions and performed performance tuning.
* Setting up Sales Cloud for Real Estate company - Work around for complex pipeline reports for CFO, not possible with Salesforce native reporting engine.
* Integrated Salesforce Marketing cloud with MS Dynamics CRM for one of the acquisitions and built out the communications platform
* Worked with Rest and SOAP API to perform integration between Salesforce and NetSuite and MS Dynamics CRM
* Used Node and Angular JS frameworks to design and develop the commissions management system
* Moving more than a million records from legacy CRM to Salesforce.com. Setting up nightly data integration routine.
* Implemented inbound and outbound email handlers using Apex to auto-attach emails to clients for Invoice Processing Group.
* Performed the complete switch over from Salesforce Classic to Salesforce Lightning
* Integration Salesforce with NetSuite and SAP Callidus for invoice and payment syncing, broker and vendor information, deals maintenance and processing.
* Worked with Salesforce CPQ processes to improve configuration, pricing, approval processes, quotes, billing and contracts management.
* Implemented the best practices for Salesforce CRM, CPQ and development methodologies.

**Press Ganey Associates, Remote *September 2014 – July 2018***

**Senior Project Manager & Scrum Master**

**Responsibilities:**

* Managed the planning, design, deployment, integration and implementation stages of Informatica, MS Azure Devops, SAP Integrations, Salesforce CRM, Communities, Helpdesk Agent, Lightning and SteelBrick CPQ for a 1000+ user project
* Used Agile Scrum methodology for implementing all projects
* Used JIRA to manage all the projects related to MS Azure deployments, blueprinting & design, Salesforce CRM, Community Cloud, CPQ and Logistics
* Managed a team of DevOps personnel to manage and migrate the code in different Salesforce environments using Salesforce functionalities as well as ANT migration, Salesforce DX and Jenkins for build purposes.
* Implemented Salesforce Sales, Service, Communities and Marketing Cloud for the business
* Managed a team of 13 Software Architects and Developers to build a very complex integration platform between Salesforce and SAP and managed 7 projects
* Managed 8 MS Azure and Salesforce developers performing development on APEX, Lightning, Visualforce and JavaScript programming languages.
* Worked with UX teams and coordinated the implementation of UX Designs and web application front-end development.
* Coordinated with data analytics and data migration teams to ensure data migration from the legacy systems to Salesforce and from Salesforce to NetSuite, SAP Callidus and Informatica
* Worked with the CIO to develop and refine group strategy, IT goals, budgets and performance goals.
* Led various cross-functional projects in the IT Center of Excellence.
* Managed a development team integrating, building, and supporting systems that are the foundation of the Press Ganey’s core business processes
* Researched feasibility of new technology related requests along with determining best ways to integrate to existing solutions
* Worked with architects, developers, and others in the IT organization throughout the lifecycle to deliver quality, standards-compliant software specifications and design
* Partnered with the CIO to lead and support team members to provide technical direction and support in design, development, and implementation
* Developed project requirements, site concept, interface design, and architecture to ensure applications are developed according to specifications.
* Provided technical/project expertise on designated programs and projects
* Provided technical and strategic leadership for products and projects for which the team is responsible
* Worked with CIO to prioritize projects and managed team's project portfolio.
* Resolved issues with wide impacts and coached others to build similar problem-solving skills.
* Determined and managed strategy for environment management, release management, systems support and other related processes.
* Managed a team of Developers with hands-on responsibilities in Force.com, SharePoint, SAP and Microsoft .Net Technologies
* Performed the management for Salesforce integration with third party applications and ERP systems
* Imported accounts and contacts data through Import Wizard.
* Worked on data migration from databases to SFDC using Data Loader.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Created new custom objects, assigned fields, custom tabs, components, custom reports.
* Created custom Reports based on business need and associated them to Dashboard.
* Trained and mentored client technical resources.

**CDK Global, Chicago, IL *July 2011 – September 2014***

**Senior Salesforce Project Lead**

**Responsibilities:**

* Responsible for managing a team of 19 members to implement and deliver multiple ERP projects in a large-scale automotive technology consulting environment.
* Managed the overall implementation, logistics and administrative responsibilities for the projects
* Defined the direction and requirements to ensure timely implementation of Salesforce projects.
* Established team effort focused on project goals, objectives, customer’s satisfaction and risk mitigation as planned.
* Performed the development on Salesforce front-end and backend to implement business requirements
* Worked with the UX/UI Teams to improve the front-end web development and improved the look and feel of different websites for the client
* Managed various teams during the implementation such as the SCM Team and Salesforce Cloud Team for the Salesforce Integration Effort.
* Performed data analytics and data migration for data in and out of the Salesforce platform
* Built and administered an online vendor & customer application in Salesforce to manage accounts, leads, opportunities and custom features like 'Stage Tracker', ‘Applications Status’, Delivery Status etc.
* Set up Sales Cloud for the company and performed Work arounds for complex pipeline reports for CFO, not possible with Salesforce native reporting engine.
* Created and maintained actions plans, risk/action logs, testing scenarios, budget, and forecasted projects.
* Maintained project logs and ensured timely follow up with resources to ensure logs are up to date and tasks are completed.
* Collected and updated weekly status reports by project stream level and the overall project weekly status report and
* Developed project decks as well as presentations and scheduled meetings, distributed agendas in advance and captured meeting minutes and update the logs accordingly.
* Provided senior leadership team with regular project performance status, variances to plan, and identification of corrective actions.
* Utilized the necessary expertise and resources for supporting projects.
* Provided guidance and support to team members proactively anticipating and overcoming obstacles.
* Wrote documents such as Statement of Work, Integration Test Scenarios and Data Conversion Scope and Strategy documents and guided the development team to write the configuration and functional specification documents.
* Managed the schedule of all the team members to properly utilize them.
* Maintained project Documentation and Project controls using MS SharePoint and JIRA
* Performed activities such as Planning the work or objectives, Analysis and design of objectives and events, Allocation of resources, Issues Management, Quality Management, Project Closure, communicating to stakeholders, and controlling project execution.
* Adapted to various changing policies in an efficient and quick manner
* Managed all phases of project implementation such as Project Preparation, Blueprinting, Realization, Testing and Go Live Support.
* In Project Preparation, I worked on initial project planning, setting up project procedures, establishing system landscape strategy, training project planning, project kickoff, technical requirement planning, and reviewed the Project Preparation Phase.
* In Business Blueprint Phase, I worked on business requirement analysis, design, and establishment of development environment, defined system administration, and reviewed the whole business blueprint phase.
* In Realization, I worked on the development configuration workshops, test plans, prototyping solutions, finalized training and documentation, defined system procedures, and reviewed the whole realization phase.
* In Final Preparation/Testing, I worked on Tuning, Training, System Management, Detailed Project Planning, Refined Cutover, Refined Production Support Plan, and Cutover.

**British Petroleum,** **Houston, TX and Warrenville, IL *May 2005 – June 2011***

**SAP/Salesforce Project Lead**

**Responsibilities:**

* Worked on the design, Modules Integration, Business process re-engineering, Development of data transfer strategy for all master data.
* Worked on Manufacturing process such as Make to Order, procure to Pay and Customer Relationship Management (CRM) processes
* Ensured that these processes and requirements are converted into solutions and implanted on the Salesforce Platform
* Performed Configuration on SAP modules such as MM, SD and CRM and integration with third party applications
* Managed the Global Systems deployment by providing application knowledge and expertise, coordinated post-implementation support.
* Understood the client’s AS-IS Process and designed the TO-BE processes for the client.
* Defined the direction and requirements to ensure timely implementation of SAP projects.
* Established team effort focused on project goals, objectives, customer’s satisfaction and risk mitigation as planned.
* Made actions plans, budget, and forecasted projects.
* Provided senior leadership team with regular project performance status, variances to plan, and identification of corrective actions.
* Utilized the necessary expertise and resources for supporting projects.
* Provided guidance and support to team members proactively anticipating and overcoming obstacles.
* Developed the whole structured plan to utilize the resources, timeline of the project and meeting of key deliverables.