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**Mir M Ali, PMP, CSM, SAFe** [**mirali36@gmail.com**](mailto:mirali36@gmail.com) **979-676-4321**

**Program Management and Product Development**

**PMP, Scrum Certified, SAFe Agilist and a Servant leader** with **16+** years of experience **from hands-on development** to managing and **delivering projects end-to-end.**

Achieved skills to create a positive transformational impact on organizations by **Agile Product development**, **building DevOps.** Ability to establish and maintain a strong relationship with the customers, build a high level of trust and meet stakeholder expectations.

* Successfully launched innovative products adopting **Agile and DevOps** mindset **from ideation to client implementation** using Artificial and Business Intelligence
* **Experience in Risk Management, Stakeholder management, Status reporting** and building roadmaps
* Managed teams adopt Agile transformation using **Scrum, Kanban** methodologies, **TDD, CICD**
* Created Product Strategy Roadmap using continuous Grooming and Prioritization
* Knowledge on **SAFe Framework,** **Augmented reality, Artificial intelligence.**

**Education & Certifications**

* Entrepreneur Essentials – **Harvard Business School** – June 2019
* Certified Scrum Master – **CSM** – December 2019
* **SAFe 4** Certified Agilist – October 2017
* Project Management Institute **PMP** - Project Management Professional – June 2012, Active
* Bachelor of Technology, JNT University, Hyderabad India 2004

**Professional Experience**

**MasterCard** – St. Louis, MO **Feb 2020 – July 2020**

**Technical Program Manager**

* Managing the development and delivery of MasterCard’s digital, marketing, loyalty, and business services’ products onto the **PCF (Pivotal Cloud Foundry) cloud** platform
* Working with cross functional teams for breaking up DML **monoliths** and re-platforming features into re-usable **micro-services and APIs**
* Driving multiple simultaneous projects to deliver engineering work across the portfolio in Agile scrum execution model.
* Managing teams for development of MasterCard’s **Digital (card-less) payments** for **GooglePay, ApplePay**
* Working closely with Product owner and Business for requirements and prioritization
* Reporting on the latest status and keeping the business and stakeholders up-to-date

**Tools: Digital Payments, Java J2EE, JIRA, Confluence, IaaS, PaaS, Agile Scrum, Micro-services, CI/CD**

**Verizon Wireless** – Irving, TX **Sept 2019 – Jan 2020**

**Program Manager**

* Managing cross-functional teams for **mobile and web development** for Verizon.com shopping experience
* Works closely with development teams to build and launch new devices, mobile plans, features with shopping flow **Upper Funnel (Device, plan shopping till Cart)** with single and multi-devices.
* Manage the team organize the work, analyze data, drive performance improvements, and influence resource allocation for all stages of execution (from ideation to delivery) **using DevOps**
* Coordinate the timeline and deliverables with business and technology groups
* Managing the project plans and ensuring successful completion within scope, budget, time, and **using Java, Data intelligence, Chatbot and AWS Cloud**
* Lead the software development team by establishing process, providing constant guidance in terms of priorities, proactively managing project dependencies, risks and resolving impediments

**Tools: Java J2EE, JIRA, Confluence, AWS Cloud, G-Suite,** SQL, **Agile Scrum, Micro-services, GitHub, HTML**

**SLK Global Solutions** – Fort Worth, TX **Aug 2018 – Aug 2019**

**Program Director**

* Responsible and accountable for **End-to-end delivery of the product from initiation to implementation**
* **Coached teams adopt** **Agile Product development, building** DevOps pipeline and faster Go-To-Market
* **Data management** and **Data analytics** using ETL by uploading data from transforming, summarizing and aggregating them into a business rules and logic, hosted on **Azure cloud**
* Managed the Dev, QA and BA teams by establishing process, providing constant guidance in terms of priorities, proactively managing project dependencies, risks and resolving impediments

**Tools: .Net 4.0, MVC, VSTS**, **ETL,** **Azure cloud**, **Micro-services,** **JIRA**, SQL, **DevOps, CICD**, **Agile Scrum, GitHub**

**American Airlines** – Fort Worth, TX **Mar 2015 – Mar 2018**

**Agile Coach**  **Apr 2017 – Mar 2018**

* Mentored teams develop, promote and execute an organizational change strategy for American Airlines' Agile transformation and optimization of agile processes and principles.
* Facilitated team agile assessments, improved **TDD, CICD testing techniques** creating high performing teams
* Facilitated Agile ceremonies and helped teams create a roadmap for the organization's Agile transformation
* Worked collaboratively to ensure consistency and compliance across the organization for project execution
* Incorporated servant leadership and responsible for driving continuous improvement and growth

**Scrum Master / Program Manager**  **Mar 2015 – Mar 2017**

* **Scrum Master** with IT Financial systems managing 4 teams with a portfolio of $14.5 M during the merger
* As a servant leader, facilitated the core **Agile ceremonies (sprint planning, daily stand-up, demo, retrospectives, backlog grooming. Established timelines, velocity for sprints and backlog grooming**.
* Identified areas of risk, removed impediments, worked closely with the Product owner.
* Led multiple project teams on various projects, handling $54M daily AA Credit card transactions using **Java** to build front end application, **Mainframe** backend and **SAP** for billing and invoicing.

**Tools: JAVA J2EE, Mainframe, SQL 2012, SAP,** Agile Scrum, Rally, **Planview,** **DevOps, AWS, CICD, TDD**

**Healthcare.gov, State of NV**– Los Angeles, CA **April 2013 – Jan 2015**

* **Program Manager for the $7.5M** application development project for the State of Nevada Health Insurance Exchange (HIX), **healthcare project shopping a plan, adding dependents and purchasing a plan**
* Have experience with Payer and Provider after developing Healthcare website for Nevada residents
* Managed 4 teams including onsite and offshore resources following HIPAA guidelines and protecting PHI and PII data, including Medicare and Medicaid **leading daily scrums and multiple sprints**
* Managed the successful implementation of www.nevadahealthlink.com web portal

**Tools: .Net 4.0, MVC 4.0,** (**TFS**), **MS Project 2010,** SQL, MS-Visio, Lync, MS Office 2010, **Agile Scrum**

**Travelers Insurance Co.,** Hartford, CT **Aug 2008 – Mar 2013**

**Application Developer**  - Lotus Notes, SQL, Javascript, Mainframes, HMTL, VB Script

**IBM India Pvt. Ltd**  **Jan 2006 – June 2008**

**Lotus Notes Developer –** Lotus Notes, Domino DB, HTML, SQL, VBScript

**Hewlett Packard India (Retail) Aug 2004 – Jan 2006**

**HP Desktop Engineer –** Worked for HP Pavilion development platform, sales, setup and maintenance