**MOHAMMED ABDUL AZEEM, MBA**

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**PROFILE SNAPSHOT**

* Over **20** **years** of experience in Software Applications and Product Development with **Microsoft .Net and Salesforce CRM** ImplementationforGlobal Delivery, Account Management, Presales, Business Development, PMO, **DevOps, Build & Release** and Service Delivery Management with methodologies including **Agile** and **Waterfall** for **USA, European** and **Middle East Clients.**
* **11 years** of experienceas **Technical and** **Project Delivery Management** which involves project scoping, planning & estimation, change management, risk management, resource planning, technical best practices, code review process, quality assurances & managing processes, and DevOps, Build & Release, and case management
* Working experience at client locations for countries like **USA, Dubai UAE & Saudi Arabia**
* In depth Domain knowledge lies in **HealthCare, Banking, Insurance, Content Management, Ecommerce, and Supply Chain & Order Management**
* Extensive experience in working with different delivery models and proposals like **Fixed Bid, T & M**
* Experienced in executing projects with different **Process & Methodologies** like **DevOps Continuous Integration ( CI ) / Continuous Deployment ( CD ),** **RUP, Agile Scrum, and Kanban**.
* With Experienced **Scrum Master** role, established the Scrum team lives by the values, practices of Scrum & assists Product Owner in Product Backlog prioritization
* Build Iteration for **Sprint Backlog** Items, **Daily Standup Meeting**, Iteration **Review & Retrospection**, Goals and Vision
* **Identify Risks and Mitigation Strategies, Velocity** of team of product backlog
* Experience in Implementation, configuration, Deployment and Support of **Salesforce Cloud CRM** applications
* **Techno Functional** expertise in **Sales Cloud, Integrations** and **Lightening**
* Experienced in Salesforce features like **Flows, Plugins, Extensions, Schema, Custom Component, Trigger, Batch Apex, Rest API, Automation of Work Flows, Approvals, Process Flow, Test Classes and Deployment**
* Extensive experience in developing applications using Technologies like **ASP.Net MVC, SQL Server, Oracle, Web Services, WCF, Work Flows & Orchestration, SharePoint, C#, VB.Net** and **Magento**
* Coordinate and Understand business need and act as bridge between **Business and Technical Team**.
* Proficient in end-to-end **Project Planning & Implementation** and **Quality Assurances Process**
* Budgeting, Resource Allocation, Scheduling, Risk Management and Execution & Control Planning.
* Proficient in implementing and adapting to **Release/Change Management** Process.
* Significant experience in working on **Concurrent Projects** and deals with Customers, Project Managers, Technical Teams and Vendors
* Proficient in identifying **Change Management**, **Perform Impact Analysis**, and steer the **Change Control Board** for providing feasibility, estimations, risk and other factors
* Setup the **Milestone and Track** the status to make sure on time delivery of the project
* An effective **Leader and Communicator with Strong Interpersonal**, and relationship management skills.
* Excel in managingandbuilding **Relationships with Clients**, collaborating on strategic objectives by effective management controls, and facilitation
* Ability of **Account Expansion & Revenue Growth** from existing customers by **Account Mining**.
* Define **Service Delivery Management** policy, **SLA** bench mark and high level of **Customer Satisfaction**
* Monitor the **Project Milestone** progress, meet the **Timelines** andachieve the **Profit Margin** setup by the organization standards or senior management
* **Reports and Data Point** for Senior Management to understand and gage the project health
* Support **Presales** team in providing inputs for **RFI/RFP Documents**, proposing **Solution Architecture, Schedule, Resource Plan** and **Risk Analysis**

**CORE COMPETENCIES-**

* Assessing client requirements, involved in project planning, design, effort, scope, estimation, resource coordination, risk parameters and delivery, as per specified time frames
* Conducting project initiation involving planning, executing and monitoring & controlling in collaboration with stakeholders
* Implementing project plans within pre-set budgets and facilitating end-to-end management of multiple projects
* Executing Software Life Cycle Process / Methodologies like RUP, Agile Scrum, Kanban, etc.
* Monitoring development activities and conducting timely risk assessment & mitigation, managing and providing technical & process level guidance/support to the project team
* Meet customer satisfaction, revenue growth without compromising on profitability and performance of the organization
* Effectively manage stakeholder expectations and take responsibility for delivering the project objectives.
* Mitigated risk factors through careful analysis of financial and statistical data.
* Anticipate and managed change effectively in rapidly evolving global business environments.
* Working with both onsite/offshore model in cross culture and multi-vendor environment.
* Experience in setting up project baselines, branching strategies, merging and taking regular backups of the source code.
* Worked as GIT administrator as part of my role and monitored the repository for various issues.
* Experience in setting up project baselines, branching strategies, merging and taking regular backups of the source code
* Extensive experience in using Build Automation DevOps (CI / CD) tools like ANT, Maven, and Jenkins/Hudson.
* Utilized Linux Admin skills on deployment servers to make sure the servers are up and running and user, group activities.
* Execute the project with smooth implementation, quality assurance process, deployment of application at staging environment /client’s location, extending post go-live and application maintenance & support to the client
* Periodical project updates to the customer and senior management

**TECHNICAL PURVIEW**

Salesforce CRM: Sales Cloud, Market Cloud, Service Cloud, Lightning, Integration with Rest API and SOAP, Streaming API, Triggers, Batch Apex, Schedule Apex, Flows, Plugins, Extensions, Schema, SOQL, Custom Component, Automation of Work Flows, Approvals, Process Flow, Data Loader, VisualForce, Reports & Dashboard, Scripting, Testing, Eclipse, Ant deployment

Salesforce Tools: Eclipse, Force.com Eclipse IDE Plug-in, Data Loader, ANT

Web Technologies: ASP.Net MVC, ASP.Net, Web Services, WCF, API, SharePoint, and ASP

Languages: VB.NET, C#

Scripting Languages: VB Script, Java Script, ANT, Maven

RDBMS: MS SQL Server, ORACLE

Reporting tool: Crystal Reports

DevOps: Jenkins, Ansible, Chef, GitHub, Git, Docker, AWS EC2, WSP, Putty, Nagios, Tomcat

Other Tools: Entity Framework, TFS, JIRA, Confluence, Basecamp, Visio, Clarity, and Remedy

Project Management Tools: MS Projects, MS EPM, SmartSheet

Methodologies: Agile Scrum, Kanban, RUP

**ORGANIZATIONAL EXPERIENCE**

**Jan’20 – Jul’20: Raqmiyat 🡪 McDonald, Dubai, UAE as Senior Project Manager**

**Key Result Areas**

* Responsible for Implementation of back office product in Asia Pacific and Middle East ( APMEA ) region across 16 markets
* Provide guidance to the markets in implementation of MyStore product by considering various business factors, impact analysis and risk factors
* Facilitate between vendor and the market whilst prioritization sprint planning
* Coordinate in Build, Release and Deployment plan between Market and Vendor
* Define short term milestone, track and align with market and Vendor
* Facilitate between market Operation, Finance, and other functional team with vendor to validate the Inventory, Cash sheet, Product Mix etc. reporting
* Root cause analysis of issues and define RACI metrics to mitigate and follow up
* Chair the weekly market calls, plan, risk identification and mitigation, contingencies plan
* Reporting to senior management with timely project data and health of the project.

**Mar’18 – Jan’20: Zensar, India as Project Manager**

**Key Result Areas**

* Received rating of 9.14/10 score in Customer Satisfaction on Salesforce Partner Portal
* Delivered the project in advanced to a week for a targeted delivery date, to allow the client to accommodate another BU’s project integration and meet the timeline
* Played a key role in implementation and ensure delivery of projects in compliance to the quality, scope, risk, time and cost parameters
* Setting up the milestone and tracking the status to make sure on time delivery of the project
* Responsible for preparing project plan and revisiting on a timely basis
* Responsible for preparing financial and resource forecasting and revisiting on a timely basis
* Foresee, Analyze the risk and prepare the contingency plan to address / eliminate
* Drive weekly business calls and daily sync up call with customer’s capability manager
* Responsible for preparing & reviewing Metrics, weekly project status updates report for senior management
* Integrated and coordinated in multiple integration tools and teams like Eloqua, Mulesoft, CastIron and Salesforce and smooth execution
* Coordination in functional design documents, solutions design with Customer’s Technical Architects and incorporate review comments
* Complete execution process is being followed on Integration, QA, Stage and Production environments
* Quick turnaround from all the involved teams in resolving the project issues
* Provide production support for the deployed project till it is stabilized in warranty support

**Nov’12 – Dec’17 [5 years 1 month]: SIDF, Saudi Arabia as Techno Functional Consultant**

**Key Result Areas**

* Ensure delivery of projects in compliance to the quality, scope, risk, time and cost parameters.
* Assessed business implications for each project phase and monitored progress to meet deadlines and cost targets.
* Foresee and identifies the dependencies of agencies, evaluates risks and prepared mitigation plan
* Drive End-to-End change capacity, performance management and reporting of each release
* Involved in annual IT budget allocation, utilization of budget through the various project
* Involved in preparing & reviewing Metrics, WSR, etc.
* Prepared and manage the schedule and project plan for each project phase wise
* Anticipated and managed technical change effectively in rapidly evolving business environments.
* Adhere the quality guidelines defined by the YESSAR committee
* Responsible for the End-to-End processes for continuous improvement of the service team
* Manages the evolution and maintenance of the Service Quality Plan or Governance Plan

**Jan’12 – Oct’12 [10 months]: Applied Information Sciences, Hyderabad as Technical Manager**

**Key Result Areas**

* Prepared and manage the schedule and project plan for each release
* Worked with onsite cross culture and multi-vendor environment
* Prepared detailed project road maps, plans, schedules and work breakdown structures.
* Drives End-to-End the problem, change, capacity, performance management and reporting of each release
* Foresee and identifies the risks, evaluates and executes risk mitigation plan
* Assessed business implications for each project phase and monitored progress to meet deadlines and cost targets.
* Monitors project health indicators (PHI) and communicate the same to the senior management and the client for further actions
* Defines and prioritize the releases and scope of the release requirement in collaboration with the client Manager.
* Adhere the quality guidelines defined by the client
* Responsible for t-he End-to-End processes for continuous improvement of the service team
* Manages the evolution and maintenance of the Service Quality Plan or Governance Plan
* Responsible for entire project management using JIRA tool

**Oct’09 – Nov’11 [2 years 1 month]: Capgemini, Bangalore as Manager**

* Worked at onsite in cross culture and multi-vendor environment
* Managed stakeholder expectations and willing to take full responsibility for the delivering of project objectives.
* Build revenue streams from existing account
* Understand business need from customer and translate to the technical team
* Assisted in pre-sales activities and customer engagement
* Effort estimation for each sprints, Risk Analysis and Mitigation plans
* Co-ordination between the Client, Front office and the offshore team
* Identifying technical challenges and mitigation plans
* Reviews of workload estimates for ECR
* Steers coordination meetings
* Responsible for the End-to-End processes for continuous improvement of the service team
* Drives End-to-End the problem, change, release, capacity, performance management and reporting
* Managed a team of 50 FTEs on a distributed delivery model, spread across multiple locations

**Significant Accomplishments**

* Met the customer satisfaction level to 95%, and maintain the profit margin up to 45% defined
* As an account mining two new projects is been targeted

**Jul’07 – Oct’09 [2 years 3 months]: Hitachi Consulting, Hyderabad as Principal Consultant**

* Requirements review with Business Analyst, planning, design and code reviews
* Understanding the Business requirements and plan for application migration
* Co-ordination between the Highpoint team and the offshore team
* Designing Component Diagram, Activity Diagram, Sequence Diagram
* High Level Diagram and Data Application Block
* Designing Common Component
* Skills gap analysis and conducted the training
* Code Reviews, Performance Standard and Functional Reviews
* Crypto Graphical Utilities development
* Management of Code Repository in VSS
* Build deployment in Client Environment
* Configuration / Deployment Diagram
* Application Performance Testing
* Coordination with client in User Acceptance Testing (UAT)

**Feb’06 – Jun’07 [1 year 4 months]: Dell, Hyderabad as Sr. Software Developer Engineer**

* Requirements analysis, design and code reviews
* Designing Component Diagram, Activity Diagram, Sequence Diagram
* Design and code, deploy in testing environment
* High Level Diagram and Data Application Block
* Build deployment in Client Environment-
* Configuration / Deployment Diagram
* Coordinate with QA team and adhere the process

**Jun’05 – Jan’06 [7 months]: Covansys, Bangalore as Team Leader**

* Interaction with the onsite team to gather requirement
* Translate the requirement in to use cases
* Design the architecture and code reviews
* Assign the task to the team member and follow up
* Coordinate with QA team and adhere the process
* Involve in configuration management
* Maintain version control (VSS)

**Dec’00 – Jun’05 [4 years 6 months]: SIS Software (INDIA) Pvt. Ltd, Hyderabad as Sr. Software Engineer**

* Worked as project coordinator at onsite (Atlanta, USA)
* Gather the requirement and prepare the use cases and mockups
* Send the requirements to the offshore team for development
* Assign the task to the team member and follow up
* Code Reviews, Performance Standard and Functional Reviews
* Build deployment in Client Environment
* Coordinate with QA team and adhere the process
* Involve in configuration management
* Management of Code Repository in VSS

**ACADEMIC DETAILS**

* **Master of Management Sciences** (MMS), in Systems Management from University of Pune in 1998

**CERTIFICATIONS**

* Certified Capgemini Engagement Manager
* Certification in ITIL Foundation
* 35 hours PDU in PMP

**PASSPORT DETAILS**

**Passport Details: XXXXX199 DOE: 20/10/2024**

**-ANNEXURE**

**At Zensar**

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| **Project** | AT & Sensors / Tyco Electronics / PA, USA * Sales and Marketing Automation Process which is helping the client to grow the business by allowing lead routing to be more accurate and fast to the correct Sales Person resulting in higher potential for conversion to opportunities resulting in Revenue Increase.
* Sales Process including Opportunity Tracking to help the client to close deals faster
* Enhanced Case Management to enable better customer interaction with reduced turnaround time for responses to the customer driving higher potential customer satisfaction.
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| **Tools and Technologies** | Salesforce, Sales Cloud, Mulesoft, Eloqua, CastIron Integration, Apex Classes, and Configurations / Administration |
| **Role and Team size** | Project Manager and 8 members |

**At SIDF**

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| **Project** | **YESSAR e-governance program**To support an initiative of Saudi government to provide online services of B2B, B2C and peer to peer network to the various government departments in one umbrella. Example, Ministry of commerce and industry developed and published online services. In this project, developed and integrated seven major services like (1) Commercial and Business Service (2) Factories Service (3) Loan Service (4) Ministry of Labor (5) SAGIA (6) Saudi Post (7) MOMRA. By utilizing these services any govt. agency or authority consumes these services. These services adheres the guidelines of YESSAR committee.  |
| **Tools and Technologies** | Visual Studio 2010, ASP.Net, VB.Net, WCF, Web Services, SQL Server, JIRA |
| **Role and Team size** | Project Manager, 12 members |

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| **Project** | **SIDF Internet and Intranet Portals**To meet the users demand from external and in house users, web sites has been developed using SharePoint 2013 with various kinds of features embedded in it. SIDF is an organization under ministry of Commerce and Industries. |
| **Tools and Technologies** | Visual Studio 2010, SharePoint, VB.Net, Web Services, SQL Server |
| **Role and Team size** | Project Manager, 15 members  |

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| **Project** | **Saperion Upgrade**As a part of continual technology improvement SIDF planned to upgrade its core business application Saperion archiving documents from version 6.0 to 7.5. In new version there are lot of new features is been added/upgrade, mainly Security, web client version along with rich client support, iSaperion, rich User interface, etc. Around 800 users’ uses Saperion application. Around 90 applications exist with 23 application integration with PowerBuilder technology in SIDF |
| **Tools and Technologies** | Saperion, document archiving tool |
| **Role and Team size** | Project Coordinator, 10 members  |

**At AIS**

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| **Project** | **Commercial Auto Insurance**Objective of the engagement is to provide the solutions for one of top most clients (GIECO, USA) in insurance domain in Sales and Services division.Sales application (iCliq) used to take care of quote generation for the end user of their vehicles and also renders the services to the agents. Similarly, Services application (CommServ) takes cares of all the responsibilities after sales and eases the customer need and their satisfaction |
| **Tools and Technologies** | ASP.Net, C#, Web Services, SQL Server, JIRA |
| **Role and Team size** | Technical Manager and 15 members  |

**At Capgemini**

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| **Project** | **Package Application Services and Management (PALMS), Euroclear Bank**, **Belgium**Euroclear is one of the leading banks spread across in this region. This engagement was based on multiple projects of multiple technologies based out of European region, which more into developing and upgrading the existing systems and handling SLA based tickets mechanism |
| **Tools and Technologies** | ASP.Net, C#, XML, SQL Server 2008, SIEBEL, PeopleSoft, Java |
| **Role and Team size** | Account Manager to execute multiple concurrent projectTeam Size : 47 |
| **Project** | **Sony Distribution Backbone**To overcome the changing trends in digital distribution and the emergence of new sales channels for product, client planned to have an automated end to end digital fulfillment solution for digital manufacturing requests, Exploit supply chain best practices and adapted to a digital media flow and minimize the human intervention, Sony Pictures Entertainment (SPE) and Sony Digital Audio Disk Corporation (DADC), collectively Sony Parties adapted a system in the form of digital distribution backbone. With the newly developed application will produce a “content agnostic” mechanism for the entire management life-cycle of any digital content, physical media and automated workflows for ingestion, storage, product assembly and package delivery.  |
| **Tools and Technologies** | ASP.Net, C#, WCF, MDM, SQL Server 2008, Silverlight |
| **Role and Team size** | Web Module Manager and 24 members |