**Saud Ahmad**

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Senior Project Manager with **nearly 19 years** of experience in executing & ramping-up projects within time, budget & quality parameters; targeting senior level assignments in **Project / Program Management and Service Delivery** with an organization of high repute

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| **CORE COMPETENCIES**  *Program / Project Management*  *Database Design and Maintenance Application Support*  *Prototype Scripting*  *IT Infrastructure Management*  *Service Delivery*  *Cost Management*  *Risk Management*  *Client Relationship Management*  *Data Centre Management*  *Quality Management*  *Defect Management*  *Strategic Planning*  *Product Lifecycle Management*  *Team Building & Leadership*  **Domain Knowledge**   * Financial Services, E- Governance Equity, Commodity & Derivative Markets * Central Govt. Bihar Govt. Pension Scheme, Bihar Govt Beggar Schemes and Water Supply * Sewerage & Septage Management, Storm Water Drainage, Urban Transport, Green space and parks Reforms   **PERSONAL DETAILS**  **Date of Birth**: 01-June-1975  **Languages Known**: English & Hindi  **Address**: Rock Cliff Apartment, Flat No C-104, Bandlaguda Jagir Rajendranagar District Hyderabad, Andhra Pradesh -500086 | * **Successfully led all projects** through aggressive project governance processes; developed relationships with business stakeholders and leadership teams across geographies & departments; presented changes, issues, risks and contingency plans to balance project resources, schedules and scope * **Set up data centre** including Network, Mainframe Systems, Storage and Distributed Systems in **SSPMIS Project** * Attained **Four Star Award** for successful completion of **Data Centre Migration Project** * **Worked for Singapore Stock Exchange in Singapore for Testing and Project Implementation in Aug 2005** * Headed large-scale complex programs / projects leveraging innate capabilities for driving resolutions to **Service Delivery challenges** * Led efforts in designing, creating and maintaining IT services and steering the development of a reliable IT service to improve the client's existing IT service infrastructure * **Designed prototype and used waterfall model for SSPMIS Project for State Society for Ultra Poor and Social Welfare Govt. of Bihar and Mukhyamantri Bhikshavriti Nivaran Yojna MBNY** * Established a **Datacentre and maintained the same with IVR System and call center for SSPMIS applicatio**n and maintained PMO office * Notable success in planning, designing & configuring **network projects** as per organizational requirements * **Ensured that new services were delivered** as per defined levels of quality, time and within budget, as per program plan and program governance arrangements * **Led IT staff;** participated in capacity planning, training, performance appraisals and talent management   **WORK EXPERIENCE**  **Since Mar’18 with IPE Global Ltd., Hubli-Dharwad-Karnataka as IT Expert/ MIS Expert**  **Nov’00 - Feb’18 with 3i Infotech Ltd. Mumbai, Delhi and Hyderabad**  **Growth Path:**  2000- 2006 as Support Engineer  2006 – 2010as VNV Head  2010 – 2015 as Manager  2015 – 2018 as Project Manager  **Key Result Areas:**   * Working on Management Information System (MIS) for the project * Delivering large-scale, complex programs with a focus on technology transformation; collaborating with leadership teams to evaluate technology challenges * Planning project activities right from scoping, estimation, tracking, change management, delivery management to post implementation support * Setting priorities for the design, maintenance, development & evaluation of all infrastructure systems including LAN, WAN, Internet, intranet, security, e-mail, wireless implementations, and so on * Managing all aspects of security such as information, operations, network & system, physical security, vigilance & surveillance, investigation and disciplinary proceedings |
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* Driving product strategy and end-to-end solution lifecycle management encompassing product ideation & conceptualization, approval and deployment of solution as per client specifications
* Implementing ITIL program to improve work practices & processes which include design & implementation of incident, problem & change management processes, configuration management, and business continuity & disaster recovery plans
* Supervising day-to-day operations of the IT group including downtime, reporting service levels, defining & tracking IT operational metrics and providing status to management
* Developing project plan with the team, assigning phases, stages, tasks & roles and securing approvals from the project sponsors & stakeholders to deliver in budget, on schedule & within scope
* Performing onsite & offsite tasks within a project, including the design, specification & integration of software products
* Administering the expenditure within Service Transitions and ensured that all costs are recorded against products and services delivered
* Executing transition projects and programmes in line with best practices; ensured successful implementation of effective service resource skills & processes
* Supporting & monitoring the existing infrastructure, supervising preventative maintenance and backup as well as performing other regular support activities for the clients to ensure effectiveness
* Mapping client’s requirements; identifying improvement areas & implementing measures to maximize customer satisfaction levels; ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels
* Stabilizing programs through diligent leadership and rigorous improvements, succession planning to de-risk programs, driving client engagements to baseline expectations and SLAs

**Highlights:**

* Collected Milestone Payment on time, Done piloting successfully, deployed support engineer on as per the Contract Budget, Managed the Customer Relationship Management (CRM) to get more project at that location
* Gained financial domain experience in Capital Markets in Equity, Derivatives & Commodities trading, exchange connectivity and risk management with e-governance and IT Infrastructure and Data Center Management and urban infrastructure development consultancy
* Executed **PPMS-MIS** is online progress monitoring project for web application,testing support and implementation with technical support to team and top management
* Built and led high-performing teams (100+ members); enhanced morale, cross group collaboration, staff development and talent management
* **Transformed the group** into a high performing team delivering critical application development and maintenance for 200 clients in South Asia, APAC and EMEA
* Prepared RA bills, weekly progress report, monthly progress report, team management, physical and financial progress for **Atal Mission for Rejuvenation and Urban Transformation (AMRUT) Karnataka**
* Bagged the following:
* Award for Best Customer Interface for 2007-2008 (3i-infotech Ltd.)
* Award for Most Valuable Player for 2006-2007 (3i-infotech Ltd.)
* Award for Sharpest Tester for 2005-2006 (SDG Software Pvt. Ltd.)
* Award for Best Outstation Performer for 2004-2005 (SDG Software Pvt. Ltd.)

**CLIENTS WORKED FOR**

* Motilal Oswal Securities Ltd.
* Asit C Mehta Investment Interrmediates Ltd.
* Asit C. Mehta Commodity Services Pvt. Ltd.
* Ambit Securities Broking Pvt. Ltd.
* SPFL Securities Ltd.
* Multi Stock Broking Pvt. Ltd.
* Calcutta Stock Exchange Association Limited
* BNB Financial Services Pvt. Ltd.
* Delma Brokerage LLC
* Shurooq Shares and Bonds LLC
* AL Fardan Financial Services Company LLC
* AL Wafi Shares Centre
* AL Wathbah Shares & Bonds Centre
* AL Safwa Islamic Financial Services
* IC Securities

**CERTIFICATIONS**

* ITIL® Foundation Certificate in IT Service Management Reg No.5866211 in Dec 2016
* IT Project Management-Coursera Certificates by Indian School of Business in Mar 2017
* PRINCE2® Certificate in IT Project Management Reg.C-EXN6058849 in Aug 2017
* Intertek Systems Certification ISO 9001:2008 for Internal Auditor & CMM Training in July 2009
* Degree: MCA Discipline: Master of **Computer** Application – Aug 2005
* Post Graduate Diploma GNIIT in System Management from National Institute of Information Technology in Feb 2000
* MCP - Microsoft Certified Professional
* Certified in Microsoft Network Essentials in Jan 2000
* Certified in Microsoft Winnows NT Workstation in Jan 1999
* Certificates in Computing from IGNOU in June 2000
* Windows 98 certification from NIIT in Oct 1998

**EDUCATION**

* Diploma in Computer Application from Dot and Line in 1997
* Diploma in Computer Application from (HILTRON CALC) U.P. Hill Electronics Corporation Limited in 1996

**TECHNICAL SKILLS**

* **Project Management** - E- Governance Project –SRS, HLD, DLD, FRS, Prototypes
* **Domain Experience** -SSPMIS (Pension Scheme), MBNY Projects, SSUPSW Web Site, Financial (NSE, BSE, MCDEX, NCDEX) ADX.DFM SGX, Fix protocol
* **Frontend and bank end**- Java and MySQL 5.1, Linux, SQL-Yog, workbench, MS SQL
* **Data Center** (IT, Non-IT)- VMware Technologies, Red Hat JBoss Enterprise Application
* Platform, Putty Configuration, WinSCP Virtual Server Linux, Windows Server, VPN
* **Others**: AutoCAD, CSI ETABS, Safe, Staad SProV8i SS5. Outlook, Office 365, Networking

**ANNEXURE: PROJECTS UNDERTAKEN**

**Title**: **AMRUT (Atal Mission for Rejuvenation and Urban Transformation)**

**Period**: Mar2018 to till date

**Organisation**: IPE Global Ltd.

**Role**: MIS and IT Expert

**Description**: The AMRUT (Atal Mission for Rejuvenation and Urban Transformation) mission supports the provision of basic infrastructure services and amenities in cities to enhance the well-being and livelihood opportunities of citizens, especially the urban poor. The thrust areas of the AMRUT mission are water supply; sewerage and septage management; storm water drains; public transport and non-motorized transport (walking and cycling); and green spaces and parks especially for children. In Karnataka, this project is being implemented in 27 cities and estimated development work worth more than 4000 Crores.

**Responsibilities**:

* Administration of Windows NT / Win 2000 / Windows XP/vista / window7 / Win 2003/2008
* Administration of an MS SQL database, Buffer management, Logging and Transaction, Replication service.
* Manage Test lab environment and the machines
* Troubleshooting Wifi Network, Hardware and Software related issues
* Network Troubleshooting/Configuration e.g. LAN settings, IP settings, Configuration DHCP Server, Sub-net
* Experience in installing and configuring Win2000 server, Active Directory, DHCP Server
* Experience in installing and upgrading OS, different hardware and Software’s on Desktop and Servers
* Preparation & implementation of server security policy.
* Preparation, implementation & monitoring of backup system using NTbackup & Data-protector.
* Documentation of server records, installation & policies.
* System Health Check of server.
* Performance management & Data restoration.
* CPU & Memory utilization of critical server & system log check of all servers.
* Configuration in MS Outlook.
* Application Level Troubleshooting (User Management, Profile Editing, Security Implement Daily monitoring, Day to Day problems by users.)
* Space management in all the servers.
* Application management of Service Desk, E-health & Spectrum.
* Collecting and consolidating progress reports (Daily, Weekly, Monthly and PPT for Review and meetings) of AMRUT
* Updating application for financial and physical progress online; tracking all procurement, drawing, inspection, BOQs, RA bills
* Coordinating with site support engineers to get information and RA bills for physical and financial progress for MIS for Zone
* Testing, support and implantation of Online monitoring PPMS MIS web application for water supply
* Supervising sewerage and septage management, storm water drains, public transport and non-motorized transport (walking and cycling) and green spaces and parks in Karnataka

**Title: E- Governance Project –SRS, HLD, DLD, FRS, Prototypes, Application Development and Demo, Pilot phase, Training and implantation and maintenance, Data migration, Customer support**

**Period**: Apr 2015 to Feb 2018

**Organisation**: 3i Infotech Ltd.

**Client Name:** State Society for Ultra Poor and Social Welfare, Govt. of Bihar

**Role:** Project Manager

**Description**: The Project Includes creating and maintaining the Management Information system for State society of ultra-poor and social Welfare, Ministry of Social welfare Department. Responsible for financial inclusion of 6.8 Million beneficiaries to receive the grant under the pension schemes of the central Government (like Indira Gandhi social security pension scheme) and State Government (like Bihar State Old age Pension scheme). The process includes creating and maintaining a centralized database which was integrated with Beneficiary Identification system, Socio-economic Data Systems, Front end systems and Payment systems. Mukhyamantri Bhikshavriti Nivaran Yojana (MBNY) to protect and promote the rights of beggars by ensuring their care, protection, development, socio-economic and cultural empowerment through enabling policies and programs. MBNY is a Bihar state govt. scheme.

**Responsibilities**:

* Prepared and consolidated Software Requirements Specifications (SRS), Functional Specification Document (FSD) documents and prototypes for Social Security Pension Management Information System (SSPMIS) and Mukhyamantri Bhikshavriti Nivaran Yojna (MBNY) Projects and got the SRS approval to start development activities
* Submitted all the project documents as per the schedule like High Level Design (HLD) , Detailed Level Design (DLD) and ER diagram
* Coordinated with the following:
* National Informatics Center (NIC) and development team for Beneficiary data Migration
* Various existing systems such as Payment Systems Public Financial Management System (PFMS), HDFC, ICICI and Axis banks
* Various payment systems like Aadhaar Payment Bridge, Aadhaar Seeding
* Linked beneficiary ids with Socio-economic system SECC, Below-Poverty Line (BPL), and Front end Systems Bihar Right to Public Services (RTPS), State Service Delivery Gateway -SSDG- and National Informatics Center (NIC) for integration with SSPMIS application
* Performed Build Testing Functional Testing Performance Testing and System Testing and review process, issue and Change Request Tracking
* Provided Database support by Transacting SQL Statements and UAT
* Created User Manual and Computer Based Tutorial Client Interaction, Client facing and Requirement analysis for MBNY,SADAREM for disabilities SAKSHAM exiting website source code Knowledge Transfer and Handholding support from CSM
* Tested functional Test cases ,Test Plan ,UAT test cases and Negative test cases for testing the SSPMIS application
* Assisted SSUPSW for IT Hardware and non IT bidding
* Supported sales team for bid process for new prospect and attended pre bid meeting for the development and maintenance of Bihar Tourism Web Site

**Title: Capital Market Projects (ADX.DFM) Testing, Planning & Estimation)**

**Period**: Apr 2010 Mar 2015

**Organisation**: 3i Infotech Ltd.

**Client Name:** 200+ Brokers & Stock Exchanges

**Role:** Project Manager (Team Size 50)

**Description**: Tradis is a comprehensive solutions suite for stockbrokers and traders, giving them absolute control over the entire trading process from order to settlement. It integrates all operations spanning front-office, internet trading, risk management and back-office.

Tradis RMS:-Tradis RMS is a real-time Risk Management and Post Trade Analysis System. It is a real-time Surveillance System that allows brokerage houses to proactively monitor and contain risks.

Tradis TWS & Online: -Tardis Online is a comprehensive end-to-end solution for real-time Internet trading, having a feature-rich, customizable front-end and a robust, scalable back-end solution - with risk management features.

Tardis Backoffice: - A back-office application for broker-dealers, Tardis Backoffice is an STP-compliant clearing and settlement system with integrated processing capabilities, encompassing all facets of trade management.

**Title: 100+ Brokers & Stock Exchanges**

**Period**: Nov 2005 to April 2010

**Organisation**: 3i Infotech Ltd.

**Role:** Sr. Test Engineer, Lead– Testing & Support (Team Size 40)

**Description**: Facilitated application empanelment from MCX (Largest commodities exchange) for Commodities Trading Solution Development of test strategy and release plan Regression & System testing Test Planning & management of validation and verification team Involvement in Change Control Board for prioritizing any new changes or defect rectification asked by client Reporting of defects and incidents in CCT bug tracking tool Review of test cases and scripts generated by V&V team

**Responsibilities**:

* Supervised the Verification & Validation Team for multiple geographies -South Asia, APAC and EMEA
* Performed Manual testing including build testing, functional testing, performance testing and system testing & review process
* Responsible for Version Release to Implementation team and simulation of critical onsite bugs and delivery of bug fixes
* Issue / Change Request Tracking and update of mandatory regulations in the software through proprietary CCT (change control tool)
* Provided technical support and service to customers connected in LAN and WAN through VSAT and Lease Line around the Country
* Supported AMC Collection, Release control through VSS ,presales demo, setup project status and review meetings

**Title: NSDL, CDSL Online Demat and Trading and Risk Managment Software for NSE and BSE**

**Period**: Nov 2000 to Apr 2005

**Organisation**: SDG Software Pvt. Ltd Hyderabad

**Client**: SGX (Singapore Stock Exchange) Online Trading Suite, Bangalore

**Role:** Support Engineer, Testing Engineer, Sr. Support Engineer

**Environment:** Delphi, MS-SQL 2000, Windows 2000, VPN & VSAT

**Description**: Technical Support and Service of our Network based Products Tardis.To implement Unique Client Code mandatory regulation as per NSE. Conducted testing using mock setup and verified system performance on VPN. Testing version releases. Provided training to new clients and assist them in maintaining LAN and WAN connections, including installation of RAS, VPN, VSAT & Windows operating systems. Supported all clients in northern region (NCR, U.P., Haryana, Rajasthan, and Punjab) as sole representative to more than 20 brokers. Supported Depository solutions including installation, troubleshooting, testing, workflow and processes.