

# Senior IT Project Manager

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<b>Name:</b>	<b>A.K. Nishat Ahmed</b>		
<b>Title:</b>	Senior Project Manager / Agile Project Manager/ Senior Delivery Manager/ Scrum Master / Product Manager/ Business IT Partner/ Pre-Sales Manager/ IT Account Manager/ PMO Head		
<b>Domains:</b>	Airline/Aviation/MRO, Telecom (OSS/BSS), Oil & Gas, Defense, eGovernment, Call Center and BPO, Education & Training, Financial Advisory and Banking.		
<b>Nationality:</b>	Indian	<b>Languages:</b>	English, Urdu, Hindi, Tamil
<b>Current location:</b>	Dubai, U.A.E	<b>Availability:</b>	1 month
<b>Preferred Location:</b>	Middle East		

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## Profile Summary

Highly result-driven IT professional with over **24+ years** of experience in the information technology industry, which includes 17 plus years as a project manager delivering **Strategic, informational, transactional and Digital Transformation projects**.

A practitioner who is well versed in all aspects of service delivery management, project planning, project cost accounting, project risk management, project quality management and people management, and leadership skills to communicate at all levels. Responsible to manages all aspects of the project lifecycle, and working with team members to oversee all phases of project completion (using **hybrid methodologies**, Agile/Scrum and SDLC depending on the type of the project; Agile for Mobile apps development and Waterfall for Enterprise Solutions).

Currently, Working with Serco ME as Senior IT Project Manager(Contract). Prior to this position, as a Senior Manager Projects with Ministry of Education, Dubai as a Senior Manager Projects reporting to the Director of Digitization department. Prior to this position, as a Senior Manager Projects with **Etihad Airways – Technology and Innovation** specialized in managing portfolio for Airline Operated Maintenance, Repair and Overhaul (MRO) related business domain, building sustainable **Business-IT relationship** management, establishing a need for a system through a business case, ensure the right solution is selected and implemented through corporate PMO and T&I delivery framework, conduct **post-implementation ROI** and conduct service level reviews with the business executive management team as per the agreed **SLA**.

Has experience in setting up **Project Management Office (PMO)** to manage all aspects of long-haul **project document management** and procedures (DCA, AWQAF & **Mil498 STD**) compliance to collaborate with the customers, the consultants, the suppliers, the **vendors** and the project teams.

Highly process and domain oriented enterprise leader with the ability to build long-term strategic plans and information technology landscape for a line of business (MRO, EAM, Airline(Flight Ops).

Believes in continuous learning and keeps abreast with emerging technologies such as big data, cloud computing, geo-context based services (indoor GPS tracking for malls and airports), new online business models, Industrial Internet and so on, And has the ability to apply the latest and greatest technology to the business needs, and to develop a Business-IT adaptation roadmap.

Has a deep understanding of **Blockchain (Certification: Blockchain Essentials** was issued by IBM), Corda, **IOT**, Big-Data, open source **ERP**, open source **BPM**, WMS (Barcode/RFID), open source **ECM**, AI/ML, GEN AI.

Has recently completed **Scrum Master fundamental Certification, Product Management, Google - Agile Project Management** and **PMI-ACP** training.

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## Key Skills

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Key Skills: Digital Transformation, Project Management (PMP Certified), Agile Project Management (**SCRUM**), Product Management, Portfolio Management, **Business Analysis, Business Process Modelling** (Using **BPMN** for modelling Airline MRO operations, Flight Operations, Service Delivery domains), MS – EPM , HP-Openview, Jira, ScrumDesk, Enterprise Solution Architect (TOGAF, Zachman), Technical Pre-Sales and Quality Consultant (CMMI, ISO & Six Sigma).

## Job Objectives

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- Engage business managers to develop & conduct annual budget review as per the IT strategy plan to ensure Business-IT alignment.
- Project Manage strategic IT initiatives from feasibility study phase to production go live.
- Conduct cost and benefits analysis and recommend IT investment initiatives with highest ROI to the Executive Project Review Board (PRB) to decide group priority and arrive at CAPEX budget.
- Hands-on experience in implementing large acquisition and development projects.
- Keeping abreast with the latest Information Technology & Standards in the Airlines/Airport Operations Industry domains.
- Contribute to organization-level knowledge management system & quality assurance (CMMI) Process Improvements.

## Qualifications

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2005	<b>PMI, USA, PMP Certification</b>
2024	Generative AI for Everyone, DeepLearning.AI
2024	<b>AI Strategy and Governance</b> , University of Pennsylvania
2023	Building Your Leadership Skills - <b>HEC Paris</b>
2023	Retail Digital Supply Chain - <b>Wharton, University of Pennsylvania</b>
2023	Retail Marketing Strategy- <b>Wharton, University of Pennsylvania</b>
2023	Supervised <b>Machine Learning</b> : Regression and Classification – <b>Standford Online</b>
<b>2023</b>	Introduction to Big Data - <b>University of California San Diego</b>
<b>2023</b>	Web3 and <b>Blockchain</b> Transformations in Global Supply Chains, <b>INSEAD</b>
<b>2023</b>	<b>Data-driven Decision Making – PWC</b>
<b>2023</b>	<b>Agile Project Management – Google</b>
<b>2023</b>	<b>Foundations of Cybersecurity – Google</b>
<b>2023</b>	Digital Product Management - <b>University of Virginia Darden School of Business</b>
2022	<b>Scrum Fundamental Certified – ScrumStudy</b>
2019	<b>PMI-ACP</b> , Agile Certified Practitioner Training – Boston Management Consulting
2019	Digital Transformations, <b>University of Virginia Darden School of Business</b>
2019	Certification in Blockchain Essentials was issued by IBM

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2017	Blockchain Technology and its Application to Aviation Industry
2016	<b>Program Management</b> – ILX Group, UK (Etihad's Training Partners)
2013	Certified Agile Project Management- <b>SCRUM</b> , Conscires
1997	University of Madras  Bachelor's Degree in <b>Mathematics &amp; Statistics</b>
1995	APTECH  Honors Diploma in Information & System Management
1994	<b>NCC, U.K.</b>  Diploma in Computer Programming & Application

## Technical Skills

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- Project Management : **MS-Project**, Primavera-Teamplay, iplan, Agile PM-SCRUM,EPM, iceflo, Jira, ScrumDesk
- Development Platforms: Sharepoint, ASP.net, J2EE, VB Dot Net, VB6 Mainframe CICS-COBAL, Assembler, Oracle 6i, DB2, MS-SQL, FoxBASE, FoxPro, Clipper.
- ERP Platforms: Ultramain, Oracle CMRO, Oracle OTA, SAP (MRO), Compiere Open Source ERP, Open WMS, CRM(IVR),Open Service Desk
- Enterprise Mobility: Native, Cross-platform and responsive web mobile applications for iPad, Android and iPhone
- ECM Platforms: **SharePoint** (Cabin crew portal), **Nuexo** (Open Source).
- BPM Platforms: Intalio, Bonitasoft BPM(BPMN), Activiti BPM, Microsoft Dynamic,
- EAI/ESB/B2B Platform: Tibco, Drools, jRules,**BizTalk**,Aeroxchange(eCommerce)
- Portfolio Management: EAI(Tool under evaluation)
- Quality Management System/Standards: ISO, **Six Sigma**, **CMMi**, Mil-498 STD, SPEC2000(EDI),**COBIT**
- Data Center Knowledge: **ITIL V3**, Network Architecture, LAN/WAN Management, Help Desk Management, IT Security Certifications and Management, Application Portfolio Management, IT Asset Management, **SITA Outstation**(Vendor Management)

## Career History

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Sep '23 – Present

**Serco ME**

Senior IT Project Manager (Fixed Contract)

Lead the swift implementation of IBM Maximo & Tririga, integral to the Australian Defence Force's Middle East base operations, achieving optimization in just six months. Orchestrated a seamless transition in the MELABS ICT program, coordinating a cross-functional team spanning Enterprise Architects, Business Analysts, and Infrastructure in India, leveraging Azure Cloud and OpenShift. . These initiatives spotlight my adept management skills in steering impactful IT programs for transformative organizational benefits. Key stakeholders included MELABS Base Operations, Finance, and Soft Services. Maximo, a key Enterprise Asset Management tool, facilitated enhanced operational efficiency, cost reduction, and heightened workforce productivity

Projects:

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- MELABS 3 – IBM Maximo Implementation
- MELABS 3 – Tririga
- MELABS3 – Nationality Counting System (RFID)

**Nov '22 – Aug '23**

**MH Alshaya Group (MHA)**

Senior IT Project Manager – Digital Business

Responsible for delivery of Time to market retail products to enable 80+ Alshaya brands, Lead a team of project managers to enable IBM Sterling Order Management system features in line with Project Management Office guidelines. Responsible to manage all internal and external stakeholders.

Responsible to manage scope to ensure commitments are achieved within agreed-upon time, cost, and quality parameters and in compliance with the governance framework. Responsible for conducting risk assessment during all phases. Responsible for conducting regular stakeholder analysis and maintaining the stakeholder matrix. Responsible for defining the work streams and project plan on the page as a project management framework and RTL environment guidelines.

Projects:

- OMS Feature Sprints
- Backorder enablement project

**Jan '21 – Oct '22**

**Emirates Schools Establishment (ESE)**

Senior IT Project Manager/PMO Lead – Digital Business

Responsible for delivery of Digital Transformation projects and to lead team of project manager to execute the Transformation IT Strategy in line with Prime Minister's Office and Ministry guidelines. Responsible to manage all internal and external stakeholder's communications.

Responsible to manage scope to ensure commitments are achieved within agreed upon time, cost, and quality parameters and in compliance with governance framework. Responsible for conducting risk assessment during all phases. Responsible for conducting regular stakeholder analysis and maintaining the stakeholder matrix. Responsible for defining the work streams and project WBS as project management framework.

Responsible for PMO setup and continually improving based on dynamic business needs, ensure project health, compliance and benefit realisation.

Projects:

- Time & Attendance System
- New PMO & EPM Tool Setup
- IVANTI SM Implementation
- ESE Website 1.0 and eService rebranding
- Cloud Assessment (AWS, Azure)
- CCTV with AI for HQ & Schools(POC)

**Jun'19 – Dec' 21**

**Ministry of Education (MOE)**

Senior Project Manager/PMO Lead – Digital Transformation

Responsible for delivery of Digital Transformation projects and to lead team of project manager to execute the Transformation IT Strategy in line with Prime Minister's Office and Ministry guidelines. Responsible to manage all internal and external stakeholders.

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Responsible to manage scope to ensure commitments are achieved within agreed upon time, cost, and quality parameters and in compliance with governance framework. Responsible for conducting risk assessment during all phases. Responsible for conducting regular stakeholder analysis and maintaining the stakeholder matrix. Responsible for defining the work streams and project WBS as project management framework.

Responsible for PMO setup and continually improving based on dynamic business needs, ensured project health, compliance and benefits realization.

### Projects:

- MOE Mobile Application - Digitization
- PMO Setup and EPM Configuration & BI Dashboard (Health of Projects)
- Global Seven Star Rating – System
- Distance Learning – Remote Class Room (During COVID Pandemic)
- eAssessment with Remote Proctoring (During COVID Pandemic)
- Integration Services with FedralFinance, Payroll, Happiness Meter, UAE Pass

**May'18 – May'19**

**FAB (First Abu Dhabi Bank)**

Project Manager – Data Migration Infrastructure

Responsible for Data Migration readiness for complete banking system portfolio, manage technical dependencies and prerequisites for each of the cluster applications. Manage E2E provisioning of each of the environment for the staged data migration. Responsible to manage all internal and external stakeholders.

Responsible to manage scope to ensure commitments are achieved within agreed-upon time, cost, and quality parameters and in compliance with the governance framework. Responsible for conducting risk assessment during all phases. Responsible for conducting regular stakeholder analysis and maintaining the stakeholder matrix. Responsible for defining the work streams and project WBS as a project management framework. Responsible for planning and tracking IT cutover tasks during 3 days in ICEFLO.

### Projects:

- NBAD and FGB(Merger) Integration IT Project for FAB

**Jul'15 – Apr'18**

**Etihad Airways**

Manager Projects

Responsible for complete the due diligence to rationalise the two M&E IT systems in the landscape after the ADAT acquisition. Responsible for overall delivery of AMOS an integrated Maintenance Repair and Overhaul solution for Etihad Airways CAMO and MRO. Responsible to engage a matrix teams from cMRO BA, Enterprise Architecture, IT Operations, IT Testing, IT Service transition, Data Migration IT partners and AMOS super users to customise/configure the solution to comply with EY Enterprise standards. Responsible to manage scope to ensure commitments are achieved within agreed upon time, cost, and quality parameters and in compliance with T&I governance framework. Responsible for conducting corporate Risk Assessment for Engineering Business during the due diligence phase. Responsible for conducting stakeholder analysis and maintaining the stakeholder matrix. Responsible for defining the work streams and project WBS as per Swiss-AS project management framework.

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Responsible to engage Corporate Procurement team to initiate Managed IT services for resources, CARs and RFS

Projects:

- AMOS Implementation Programme for MRO and legacy fleet migration
- Legacy data migration
- Integration with ERP and critical Operational System.
- Technical Training Management System
- Sharepoint Implementation for Engineering ECM

**Jan'15 – Jul'15**

**Etihad Airways**

Manager Projects

Responsible for completing the due diligence for ADAT IT infrastructure transition to Etihad Data centre as per the EY Enterprise IT Standards. Responsible to lead a team of Business Analysts and Solution architects to model the ADAT As-Is IT landscape in the Enterprise Architect tool as per TOGAF standards. Responsible for preparing the Business Case, RFP and contracts for outsourcing this infrastructure project.

Responsible for leading a team of BAs for completing the due diligence and selection of Sabre Aircentre for Line maintenance resource management system to manage the current manual shift rostering and aircraft allocation processes. Responsible for engaging Sabre Inc to customise the solution for Etihad Airways Engineering. Responsible for engaging IT Partners for development of HR, Time & Attendance, Flight Information and Maintenance event interfaces.

Projects:

- EIS- Engineering Resource Management
- ADAT-IT Transition Project (Infrastructure)

**Apr'14 – Dec'14**

**Etihad Airways**

IT Project Manager - MRO

Responsible for overall delivery of AMOS an integrated Maintenance Repair and Overhaul solution for Etihad Technical to manage the introduction of e-enabled fleet of aircraft as part of Entry into Service (EIS) program.

Responsible to engage a matrix teams from Enterprise Architecture, IT Operations, IT Testing, IT Service transition, partners and AMOS super users to configure the solution to comply with EY Enterprise standards. Responsible to manage scope to ensure commitments are achieved within agreed upon time, cost, and quality parameters. Responsible to Initiate a proof of technology for remote Citrix based printing access for third-party line stations that resulted in revisiting the deployment design, which resulted in a 60% infrastructure cost saving.

Projects:

- EIS - AMOS Implementation Programme for A380 & B787

**July'13 – Mar'14**

**Etisalat**

Senior IT Project Manager - PLC

Responsible for managing the delivery of Product Life Cycle(PLC) type projects that involve major enhancement to Customer Billing and Customer Management(CBCM) system.

Responsible to manage scope to ensure commitments are achieved within agreed upon time, cost, and quality parameters. Responsible to proactively manages and mitigates issues and risks. Manages organizational resources efficiently - time, people and budget.

Projects:

- Business Tablet with data plan for Enterprises

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- Part Time Offers for Etisalat PTE
- New Residential IDD plan for fixed line consumer

**Nov'12 – Jun' 13**

**TAVAS Consulting,**

Senior IT Project Manager

Responsible for developing and managing the Enterprise Solutions customer accounts. Responsible to organize **sprint planning**, facilitate the sprint review and daily offshore team meetings. Identifies key project stakeholders, including vendors, and managing those relationships in support of a comprehensive approach to each project. On the success of the team's process, support the Product Owner, and communicate status and issues to Stakeholders.

Engage creative media partners (vendors) for mobile application design, hardware vendors (Motorola, RFID, Epson, Zebra, etc) and responsible to conduct periodic **vendor reviews**.

Responsible to manage scope to ensure commitments are achieved within agreed upon time, cost, and quality parameters. Responsible to proactively manages and mitigates issues and risks. Manages organizational resources efficiently - time, people and budget.

Projects:

- Enterprise IT Mobility Strategy and Solution for Fujairah Free zone
- Enterprise Solutions and Airlines IT Operations Systems for CERT, Abu Dhabi

**Aug'07 – Nov'12**

**Emirates Airlines IT, Dubai**

IT Project Manager

Responsible to identify, develop and manage the information technology project portfolio for **aircraft maintenance and flight operations** line of business. Managed and assisted the MIT to deliver up to 15 projects with an annual budget of approx. USD 5 million. Responsible to organise and conduct monthly service level reviews for both CAPEX and OPEX projects with business executive team as per ITIL service processes.

Responsible to develop business cases for new initiatives for approval by the corporate project review board. To collaborate with business managers for developing a strategic vision for aircraft maintenance information services in terms of emerging technology and customer demand. Engage the enterprise architect team for accessing the application and infrastructure impact chart (magic quadrant) and to develop a roadmap accordingly.

Responsible to work closely with internal customers such as Engineering, Flight Operations and Service Delivery, phase. To establish business case for a project, agree the same with **Project Review Board (PRB)**, involve P&L team during sourcing and contract sign-off phase, identify and hire right resources, agree project scope, prepare project management plan, review major risks with steering board, organize requirement workshops, review UML models and user requirement specification, engage test manager for test plan, agree solution design with enterprise architect and solution architecture approval group, initiate configuration or construction phase, agree security requirements with group security team, initiate integration testing, initiate system testing and ensure user acceptance as per acceptance criteria, manage change request during the project life-cycle, organize end-user training, agree promotion date with production team, ensure post-go-live handover to support team is smooth, release all pending **vendor payments** and ensure formal project closure.

Manage the delivery of strategic enterprise projects such as resource management system for line maintenance, electronic technical logbook for flight operations and line maintenance and engine maintenance repair operations system for power plant department. Liaise with information technology departments to manage continues operations of aircraft maintenance line of business applications and systems. Maintain a workable relationship with vendors during all phases of the project.

Projects:

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- MIS for Flight Operations
- Operational DSS for Flight Ops & Engineering
- SME for Flight Crew Management System
- Hub Matrix Project(DSS for Engineering Ops)
- SME for Flight Crew Training Management
- Line Maintenance IT Infrastructure
- Aircraft Technical Logbook
- Resource Management System(Operation)
- Engine MRO
- Aircraft MRO System(Ultramain)
- Aircraft Spares Warehouse Management
- Spares Inventory Forecasting System
- Safety Data Management (Engineering)
- Production Planning & Scheduling System
- Time & Attendance System(ALTARS)

**Nov'06 – Aug'07**

**Emirates Computers, Dubai**

IT Project Manager

Responsible to develop and manage the project management office for large turnkey solution integration projects for Dubai government. Managed a programme of up to 3 projects with an annual budget of approx. AED 55 million. Responsible to draft and implement an adaptive project management office policy to comply with the government regulation. Periodically attend steering and working group meetings to evaluate the project risks and to communicate the impact to the stakeholders.

Responsible to manage SDLC project phases, agree project plan and schedule with the consultant and the working committee, monitor and control change management process, maintain risk and issue register, conduct team performance reviews, conduct vendor performance reviews, participate in customer site surveys, ensure customer billing and vendor invoice are released on time, escalate unresolved issues and scope creep to steering committee, ensure periodic dissemination of project progress report to all stakeholders. Conduct weekly progress meetings with the project team to understand and address project issues and concerns. Assist the sales and marketing team to develop technical and project management professional services proposals.

Projects:

- AWQF LAN/WAN, Data Centre Setup&Portal
- Dubai Municipality – eService Portal
- Dubai Terminal 3 – LAN & WAN

**Aug'04 – Nov'06**

**Mercator, Dubai**

IT Project Manager

Responsible for management of business analyst team for flight operations and service delivery line of business to organise requirement elicitation workshops for cabin crew portal and management system (paradise), cabin crew training management system and flight crew training management system. Responsible to draft quality management system for the information technology department and conducted road shows for its adaptation.

Responsible to manage all aspects of project phases based on the quality management system, work in close proximity with customer to receive quick feedback and to take corrective action, organize requirement workshops, review UML models and user requirement specification, conduct weekly **vendor progress review**, engage technical lead to develop solution design, engage UI team to develop interactive and easy to learn user experience and ensure corporate standards are strictly adhered, engage capacity team to agree and block hardware infrastructure resource, engage database team for ER design approval and interface data field mappings, engage tools team for licences for production and development environment, ensure monthly timesheets and customer recharges are accurate, disseminate periodic project status reports, conduct weekly progress meetings with the project team to understand and address project issues and concerns, manage change requests and maintain risk and issue register.



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## Projects:

- Flight Crew Training Management
- Cabin Crew Management System(Paradise)
- Cabin Crew Training Management
- Flight Crew Evaluation(Eligibility & Suitability)
- MIS for Flight Ops & Service Delivery (BO)
- Crew Training Rostering(CRS Optimizer)

**Nov'97 – Aug'04**

**Birlasoft Ltd, India**

IT Project Manager

Responsible to setup new Global Development Centre (GDC) in Hyderabad for GE-CIS account and overall in charge for projects delivery. Generated annual revenue of Rs.3 crores and managed a team size of 35 FTE. Conduct requirement elicitation workshops for various call centre and business process outsourcing processes, manage design, construction and deployed of the products, and to ensure that all deliverables from Hyderabad team are fully in complies with the corporate QMS (CMMi 5) and Six Sigma processes.

Responsible to manage the delivery of software products and services, engage customer and on-site teams to understand business requirements, prepare and baseline project management plan, involve teams to estimate software size and duration, manage project constraints, monitor & control based on project matrices, regularly update project schedule, risk and issue ratings, engage HR to conduct half yearly team performance reviews, disseminate project progress report to all stakeholders, conduct weekly progress meetings with the project team to understand and address project issues and concerns, work with black-belts to carry out six sigma green belt projects to improve overall development life-cycle and coach team members on software estimation technics such as FPA, project management and quality management process. Assisted the QA Team achieve and rollout CMM, CMM-I, ISO and Six Sigma processes

## Projects:

- Intelligence Knowledge Portal & Data Centre Setup (MI Directorate, Indian Army)
- Weapons Procurement System (WE Directorate, Indian Army)
- Remount & Veterinary Operations System(RV Directorate, Indian Army)
- Enterprise Solution for BPO & Call Centres
- SA47 & SA39 Y2K(Saudi Armco)
- Association Management(TMAR,USA)
- Travel Agent Accounting System
- Y2k Fix for Applied Materials

**Sep'95 – Jun'97**

**Singhi & Co, India**

IT Systems Analyst

Responsible to conduct requirement elicitation workshops with chartered accountants to design, develop and deploy financial accounting package, inventory control and shareholder management systems for Meenakshi India, a leading manufacturers, exporters and retailers of fashion apparels. Responsible to coach new members of the organisation in the product features and best practices.

## Projects:

- Financial Accounting System(AP/AR/GL/TB/PL)
- Payroll Processing
- Inventory Control & Warehouse System
- MIS Dashboards

## Corporate Training and Courses:

- Corporate Leadership Development Certification, Emirates Group,2007-12
- Corporate Training ITIL V3, Emirates Group,2009

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- Corporate Training on Business Requirement Analysis, Emirates Group, 2008
- Corporate Project Size Estimation Using FPA, QAI, India, 2001
- Corporate Training on PM Methodologies, Primavera-Teamplay and MS Project, 2000
- Corporate Training on Rational Unified Process(RUP) & Rose, Rational Training, 2000
- Corporate Training on OOAD & P & UML, NIIT, 1999
- Corporate Training on Microsoft Certified & Oracle Certified Course, NIIT, 1999
- Training on Mainframe Technologies, DSRC, 1996-97
- Agile Project Management- SCRUM, Conscires, 2013