**Zeeshan Ali Khan**

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**CBAP**® - **CSPO®** | Innovative | Collaborative | Problem Solver | Analytical | Result Oriented | Team Player

**PROFILE:**

* Experience professional with over **16 years** of experience in **analysis, designing, architecting & developing solutions** including products, enterprise applications, web services, business processes, governance structure, workflows, and cloud solutions.
* Delivered solutions across diverse set of domains in financial services such as retail operations, corporate banking, digital services, mortgages, e-learning and Risk management.
* Rich experience of **leading, coaching and mentoring** other team members
* Highly experienced in **driving people-centric functions** with achievements in setting up teams and ensuring effective **coordination with onshore / offshore teams** for deploying specialized technical solutions
* Extensive experience in **managing large projects / programs activities** encompassing setting up of business line, teams, planning, client interaction, finalization of specifications, **risk, change and release management**
* Insightful understanding of **designing architecture, developing, testing and deploying solutions**, quality control, production support and user training
* Excellence in managing & guiding teams on various functions such as **mapping of business requirements, application design & development, integration, testing and deployment**

**Competencies**: Strategic Planning, Process Improvement & Mapping, Re-engineering and Transformation, Digital Services Architecture, Critical & Analytical Thinking, Stakeholders Collaboration, Risk Analysis, Governance Models, Data Analysis and Model Validation, SDLC Management, Customer Journey Analysis, Product Backlog & Prioritization, Project Management and Business Analysis Methodologies, Integrations, Scrum & Agile Methodologies, Requirement gathering & Elicitation, Open Banking, B2B, Core Banking (Retail / Payment Processing / Remittance / CRM / General Ledger / Corporate Banking), Digital Banking & ADC (Cards / Switch).

**Technical Skills**: MS Office Suite, MS Visio, Microservices, MS Project, SQL, TFS, MTM, Power BI, Python, JIRA, XML, JSON, UML, BPMN, Lucidchart, APIs (SOAP / REST), A/B & MVT Testing, Cloud.

**EDUCATION:**

Bachelor of Computer Science from Department of Computer Science, **University of Karachi, Pakistan** in 2008

**PROFESSIONAL EXPERIENCE:**

**Systems Ltd,** Karachi,Pakistan

**Team Lead Business Analysts – AtClose (Mortgage App) Feb 2022 - Present**

* Evaluate business processes, anticipating requirements, uncovering areas for improvement, and implementing solutions
* Gather required information from meetings with stakeholders & Clients **(Bank of Columbia / Bank United / Stewart / Title365 / REALEO etc.)** and producing useful documents (i.e., BRD, FSD, User Story)
* Spearheaded the design and implementation of scalable microservices architecture for key financial applications, ensuring high availability and performance.
* Analyze and understand impacts of change on main application as well as surrounding system. Further, analyzing any data migration strategy requiring after change.
* Led technical integrations with external systems, APIs, and middleware platforms for streamlined workflows.
* Defined and documented technical requirements and data models to bridge business needs with robust technical solutions.
* Oversaw the re-engineering of applications with a focus on system performance optimization and user experience enhancement.
* Collaborated with technical teams to implement cloud-based solutions aligned with security and scalability standards.
* Facilitate value-oriented discussions with technical and non-technical stakeholders and provide consulting and perspective with regard to solution integration to ensure solutions meet business needs and requirements
* Contributed to the architecture design of digital services, ensuring scalability, security, and alignment with industry best practices.
* Defined detailed business and functional designs including data flow, business rules and use cases based on requirements.
* Lead and facilitate open-ended discussions of implementation plans with internal business customers on projects
* Manage multiple priorities and projects in fast paced and dynamic environment. Utilize feedback to improve work and builds on previous learnings. Participating in Scrum meetings and product sprints
* Involves in redesigning of application with respect to customer journey. Managing the product backlog and prioritizing them based on changing requirements. Maintaining client journey priority matrix to prioritize feature development based on business impact and user needs.

**Habib Bank Limited,** Karachi, Pakistan

**Program Manager – Strategic Initiatives & Business Transformation Department Dec 2020 – Feb 2022**

* Provided strategic direction and developed project governance model to ensure timely and cost-effective completion of projects
* Led cross-functional teams in the successful completion of digital services projects from concept to delivery, ensuring alignment with strategic objectives. Documented and presented analytics to senior management.
* Developed and implemented project governance models to ensure timely and cost-effective delivery of technical solutions.
* Designed dashboards and BI tools to monitor enterprise KPIs, providing actionable insights for leadership.
* Collaborated with development teams on digital services architecture, ensuring alignment with strategic goals.
* Conducted thorough stakeholder analysis to identify key project influencers, resulting in enhanced communication and buy-in throughout the project lifecycle. Worked with BI team to develop Dashboard for COO functions.
* Conducted requirements gathering sessions with stakeholders to define project scope, objectives and timelines
* Developed and delivered project status reports to stakeholders and senior leadership

**Bank AL-Habib Limited,** Karachi, Pakistan

**Team Lead – Business Analysts – IT Department Sep 2019 – Dec 2020**

* Managed and provided guidance to team of BAs & PMs about effective approaches in order to achieve the objectives
* Involved in feasibility and Risk Analysis to identify the business critical and high-risk areas of the application
* Determined specifications & production timeline to develop & maintain plans for projects in regards to business analysis efforts
* Reviewed & supervised user stories and UAT and managed Business Applications and support to business users for their day-to-day issues. Prepared and created project plans and broke the project to tasks with assigned resources.
* Maintained project documentations, keep tracking project status and report accurate project progress to IT management and project stakeholders.

**Bank of Khyber,** Karachi, Pakistan

**Product Manager / Business Analyst – Retail Banking (Conventional & Islamic) – IT Department Sep 2018 – Aug 2019**

* Involved in preparing RFP for new CBS, CBS selection process and gaps identification.
* Analyzed product performance and redesigning as required and developed the product strategy and roadmap
* Implemented middleware to handshake between old CBS and new CBS and digital channels.
* Managed prioritization and trade-offs between customer experience, business impact, performance, and post-launch support
* Worked cross-functionally with design and technology teams to ensure timely and quality release of product/enhancements

**Bank AL-Habib Limited,** Karachi, Pakistan

**Senior Business Analyst – IT Department Feb 2018 – Aug 2018**

* Elicited, analyzed, specified, and validated the business needs of stakeholders, be they customers or end users
* Developed and utilized standard templates to accurately and concisely write requirements specifications
* Translated conceptual customer requirements into functional requirements in a clear manner that was comprehensible to developers/project team by conducting interviews & walkthrough sessions
* Collaborated with project sponsors to determine project scope and vision & identified project stakeholders

**United Bank Limited,** Karachi, Pakistan

**Business Analyst - Process Management - Retail Banking Dec 2008 – Feb 2018**

* Analyzed and evaluated the existing business processes and identified areas of improvement in system and Business Operations
* Participated in solution design reviews by providing creative and practical ideas and solutions for change along with training of relevant staff when new initiative was implemented
* Developed projects and monitoring project performance and collaborated with users, stakeholders and senior management
* Worked as a liaison between business users and developers to submit requirements and changes, clarify questions and issues
* Performed with a verifiable track record in analysis, gathering, business process mapping, translating and simplifying processes

**LEADERSHIP ACTIVITIES, AFFILIATIONS, HONORS:**

* **Junior Associateship of IBP (JAIBP)**
* **Certified Scrum Product Owner** by **Scrum Alliance**
* **Certified Business Analyst Professional (CBAP) by IIBA**
* **Microsoft Certifications:** AI-900, AZ-900, DP-900, MB-910, MB-920, PL-900
* IBM Data Science Professional Certificate **(Coursera)**
* Google Project Management Certificate **(Coursera)**
* **Core Banking System (SYMBOLS & T-24)** of 15 days each