SAIRA SARFRAZ

Project Manager | Agile Delivery Lead | Consultant

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A seasoned IT professional with a diversified experience in managing software design, implementation, and consultancy projects, and coaching organizations and teams on Agile practices and frameworks while embedding agile values and mindset.

Demonstrated ability of implementing Scrum with a special emphasis on Cloud and DevOps practices for a total digital transformation. Implemented Scaled Agile Framework, SAFe ® 5 in a large-scale organization to lead a program running on multiple separate tracks.

Core Competencies

Agile Frameworks

Scrum	★★★★★
Kanban	★★★★★
DevOps	★★★★★

Functional

Project Management	★★★★★
Coaching and Mentoring	★★★★★
Business Analysis	★★★★★
Software Testing	★★★★★

Cloud Services

AWS	★★★★★
Microsoft Azure	★★★★★
Box	★★★★★
NextCloud	★★★★★

Software

JIRA	★★★★★
Confluence	★★★★★
PowerBI	★★★★★
MS Project	★★★★★

PROFESSIONAL CONTOUR

Consultant – Digital Transformation — Jul 2022 – Present
WIPRO

Key Result Areas:

- Orchestrate the provision of training, coaching, mentoring, and consulting services to Wipro's clients across UAE with complex organizational challenges.
- Implemented Agile transformation strategy that resulted in 25% productivity increase despite 25% cost reduction for one of the clients employing 1,000+ people.
- Train and mentor multiple teams across the organization on effective Agile practices, frameworks, and tools, to enable them quick start with Agile delivery and help them in becoming self-organized and cross-functional.
- Create and maintain the overall transformation roadmap.
- Lead bottom-up agile adoption with various agile practices (Scrum, Kanban) to suit unique requirements of the project or product. Provide context-based process re-engineering solutions to help align with the new way of working.
- Assist Product Owners in maintaining and communicating the sprint and product backlogs, and refining user stories for optimized effort outputs from development teams.
- Facilitate all agile ceremonies and support in defining sprint goals.
- Measure teams' performance against defined KPIs to ensure the transformation is helping achieve the desired results.
- Advise Senior Management on strategic training plans to enhance technical and leadership skills.

Project Manager — Jul 2017 – Jul 2022
IBEX GLOBAL

Highlights:

- Successfully managed the following projects from conceptualization to implementation:
  - ✓ Migration of company's email server from Microsoft Exchange 2010 to Exchange 2013.
  - ✓ Implementation of ITSM tool – *ManageEngine* – for Incident Request, Service Request, Change Management, Configuration Management, and Asset Management.
  - ✓ Enabled SSO with MFA on all internal and cloud applications for increased cyber security.

Key Result Areas:

- Plan, execute, and monitor full-service Agile software development and Cloud Infrastructure service delivery projects, and their implementation across global locations (USA, UK, Canada, Philippines, Senegal, and Pakistan) according to strict deadlines, including technical and techno-commercial coordination with all stakeholders.

Leadership Style

- ✓ Act as a guide and a mentor
- ✓ Build performance driven culture
- ✓ Research driven approach
- ✓ Strategic business leader
- ✓ Cross functional coordination
- ✓ Interactive & motivational leadership
- ✓ Drive Change to improve processes

Soft Skills

- ✓ Communication
- ✓ Collaboration
- ✓ Time Management
- ✓ Team Management
- ✓ Critical Thinking
- ✓ Decision Making
- ✓ Research & Analytics

- Formulate effective project plans and roadmaps to schedule development, control, and critical path analysis. Monitor all project activities (goals, resource allocation, budgeting) to ensure project milestones are achieved with focus on quality and profits.
- Update higher management on projects' progress during periodic project review meetings. Provide comprehensive report on cost control, change control, and risk analysis for all projects.
- Develop dashboards through PowerBI and integrate them with other software deployed across the organization.
- Define agile delivery policies and procedures in the organization.
- Mentor and coach software teams on Agile best practices, frameworks, and tools, and help them in becoming self-organized and cross-functional.
- Facilitate all Scrum meetings between 4 agile teams distributed across 3 geos. Remove team impediments by identifying and escalating them with a proper action plan, to ensure that sprint goals and deliverables are achieved.
- Manage 'product backlog' and 'sprint backlog' of requirements in JIRA.
- Schedule user stories from product backlog to Sprint plan, ensuring regular and timely delivery of business value initiatives.
- Maintain Azure DevOps for release management, defect tracking, and document storage.

OTHER EXPERIENCES

Manager IT Operations	***Dec 2016 – Jun 2017***
KIMS	
Senior Test Engineer	***Jul 2015 – Sep 2016***
10Pearls (Pvt) Ltd	
Advisory Software Quality Assurance Engineer (QA Team Lead)	***Dec 2014 – Jun 2015***
Systems Ltd	
Lead Software Quality Assurance Engineer	***Nov 2007 – Oct 2014***
(Promoted to 'Lead QA Engineer' from 'Senior QA Engineer' and 'QA Engineer')	
Folio3 (Pvt) Ltd	

EDUCATION

MS (Computing)	***2009 – 2011***
SZABIST, Pakistan	
BE (Computer Engineering)	***2001 – 2005***
Bahria University, Pakistan	

Languages

English	★★★★★
Urdu	★★★★★
Hindi	★★★★★

CERTIFICATIONS

Certified Scrum Professional (CSP-SM^{SM})
Scrum Alliance®

Advanced Certified Scrum Master (A-CSM^{SM})
Scrum Alliance®

Certified Scrum Product Owner (CSPO)
Scrum Alliance®

Certified SAFe ® 5 Agilist
Scaled Agile Inc.

Certified Agile Coach (ICP-ACC)
ICAgile

ACHIEVEMENTS

Speaker – Regional Scrum Gathering – Pakistan   **Sep 2021**
Scrum Alliance®

Speaker – Global Scrum Gathering – Denver + Beyond   **Jun 2022**
Scrum Alliance®

PERSONAL DETAILS

Date of Birth	7th Dec 1982
Nationality	Pakistani
Marital Status	Single
Visa Status	Resident Permit