CURRICULAM VITAE

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Objective

A position in an organisation for serving at a senior leadership position with a progressive, expanding firm offering growth potential within the organisation's structure and also willing to relocate for a suitable opportunity.

Experience

Organisation: - Rip Bull Networks Incorporated, San Fransisco.   **April 2017 till Present**
Designation: - Project Manager
Job Description: -
- Managing and leading the project team.
- Recruiting project staff and consultants.
- Managing co-ordination of the partners and working groups engaged in project work.
- Detailed project planning and control including:
- Developing and maintaining a detailed project plan.
- Managing project deliverables in line with the project plan.
- Recording and managing project issues and escalating where necessary.
- Resolving cross-functional issues at project level.
- Definition and management of the User Acceptance Testing programme.
- Identifying user training needs and devising and managing user training programmes
- Providing status reports to the project sponsor.
- Managing project training within the defined budget.
- Managing project scope and change control and escalating issues where necessary.
- Monitoring project progress and performance.
- Final approval of the design specification.
- Working closely with users to ensure the project meets business needs.
- Liaises with, and updates progress to, project board/senior management.
- Managing project evaluation and dissemination activities.
- Managing consultancy input within the defined budget.
- Product roadmap.

Organisation: - ESDS Software Solutions Pvt. Ltd, Nashik.   **June 2014 till December 2016.**
Designation: - Data Analyst
Job Description: -
- Create regular Business Intelligence reports by querying the reporting interfaces and organizing the data into easy to understand Excel reports.
- Implementing Extraction, Transformation and Load (ETL) on the data for the analysis.

- Review and summarize miscellaneous reports and spreadsheets.
- Designing and maintaining processes for measurement, tracking, reporting and analysing traffic and user experience.
- Advanced Excel proficiency is a must including Pivot tables, vlookup / hlookup, graphs etc
- Other routine operational tasks to help in the efficient functioning of business operations.
- Construction of complex queries to get relevant data for Quality Audits.
- Secondary market research using web resources.
- Recognising and extracting critical indicators from large and complex data sets and being able to interpret and express those indicators in a business context.
- Identifying the data related defects in the existing system and providing a solution.
- Providing feedbacks and suggestions in related business process enhancements.

Other Major Responsibilities: -
Project Management/Process Enhancement
- Initiate brainstorming sessions with various stakeholders.
- Understand business requirements and prepare the project plan.
- Work with designers, developers and devops to ensure that project is moving in the right direction.
- Be a facilitator for the entire team.
- Responsible for administration of the system and training to the end users.
- Implementation of Analytic of order booking and funnel – This was implemented through Google Docs for better collaboration and reporting.
- Work with Ticketing System team for further enhancement by applying plug-in and creating custom modules.
- Customer Onboarding/migration project management – Infrastructure and software
- Gold Coin Contest – Cross Selling and Up Selling Process Setup End-to-end
- Document Management System(Alfresco and OnlyOffice) – Evaluation, implementation, administration and maintenance
- TenderTiger – administration and maintenance

Presentation/Front Ending
- eNlight 360 Presentation Concept and Animation
- Presentation for Bodhost prospect Incyte – Presentation Theme Generation, Technical Solution, Presentation
- Guided the animator for animated videos made for the products
- Prepared Content and presentation for events – ET Delhi,Young Entrepreneur,Goa Banking Frontier,Payment Banks Technical Solution Presentation,Short Success Stories
- Case Studies for eNlight 360 and eMagic
- Conduct Webinars for internal teams, existing and potential customers

Strategy and Data driven decision making
- Data Analysis Reports which enabled data-driven decision-making
- Client Revenue Reports which helped in assigning an account manager to the necessary customer based on its ratings and provide exuberant customer service.
- Domestic Premium Client List – To evaluate the current strength of premium client and enhance the level of service provided to them.
- Customer Acquisition Reports vs Estimated Revenue – Help finance team
- City Product Industry Wise List – helped marketing and sales team to set the target audience.

- Support Ticket Type Report Setup – Cron to help the team to visualize the flow daily.
- ESDS Active Client Study for UAE Market
- Tickets Reports – To gauge performance of UK Team
- Provide data to QA for audits and Billing team for monthly performance reports
- Implemented new tool for Data Analytic – Tableau

Solution Architecture/ Business Analysis
- Cloud, Dedicated, VPS, Shared and co-location solution.   From Business Analysis to Technical Solution and Commercials.
- Contributed in proposal sent to MSETCL, Supermax, BARTI, Sadhana Bank Presentation,Incyte – Bodhost, Atos, Indorama – Bodhost, Nethority.
- Solution Team(Cost of an individual team member) Cost Calculator
- Service Catalogue revamp
- RACI model of Solution Team

Market Research
- Understanding market requirements through Voice of Customers(VOC) – existing and the potential ones.
- Sharing insights with the product management and development team to help them structure the roadmap of the products.
- Conduct competitive analysis at a regular frequency.
- Prepare/gather reports from major Market research organizations like Gartner, MarketandMarket, etc

Organisation: - ESDS Software Solutions Pvt. Ltd, Nashik.   **Sep 2011 till June 2014.**
Designation: - Phone Support Executive.
Job Description: -
- Training and mentoring the new team members.
- Interaction with UK customers and sorting technical issues over the phone.
- Process enhancement and implementation.
- Working on in-house software projects as an initiative.
- Call backs and follow-ups with the customers with regards to any technical issues.
- Managing the team in the absence of the supervisor.
- Managing the customer's queries with regards to their hosting account.
- Doing the work under the scheme of compliance laid as per the company
- Handling sales queries such as appropriate hosting packages, load balancing, cloud hosting, dedicated servers, etc.

Organisation: - Tracmail AR Services Pvt. Ltd, Vashi.   **June 2010 till Feb 2011.**
Designation: - Customer Service Executive.
Job Description: -
- Interaction with US customers and probing for the payment of the bill which have landed into collections.
- Call backs and follow-ups with the customers.
- Report to the immediate supervisor in case of higher responsibility situation.
- Maintaining, Preparing reports.
- Doing the work under the scheme of compliance laid as per the company.
- Weekly reports submitting to senior authority.

Organisation: - Manas Resorts Pvt Ltd, Igatpuri.   **March 2008 till May 2010.**

Designation: - Receptionist.
Job Description: -
- End to end reservation process of the guest (customers) to be followed under the supervision of the team Front office.
- Handling files and documents, working on Property Management Software.
- Communicating through internet and telegrams with guests as well as Head Office.
- Handling enquiry phone calls and doing follow ups.
- Preparation of reports on daily, weekly and monthly basis.
- Fulfilling the requirements of other departments concerned with Front Office
- Convincing guests about the facilities of the resort.

Educational Qualifications

- **Bachelor of Commerce(B.Com)** from YCMO University estimated completed in 2018
- **Master of Computer Application** passed 67% from KKWagh Institute of Education Engineering and Research, Panchavati, Nashik. (Pune University) 2015
- **Diploma in Intellectual Property Rights** passed with 52% from N.B.T Law College, Nashik (Pune University) 2012
- **Bachelor of Computer Application** passed with 58% from KKWagh College, Panchavati,Nashik. (Pune University).2011
- **H.S.C.(Commerce)** passed with 72%from Wonderland Jr. College, Igatpuri. (Nasik Board) 2008
- **S.S.C**. passed with 63% from Holy family Convent High School, Igatpuri. (Nasik Board) 2006

Certifications and Trainings

- Trained Cisco Certified Network Associate
- Six Sigma Green Belt Technical Certified
- cPanel Technical I Certified
- Completed SCEP(School Computer Education Programme) Level 2 from C-DAC

Exposure

- Delivered a seminar on 'Data Science' in KKWagh IEER in 2017.
- Attended a seminar on 'A data driven browser extension for online privacy policy safety indication conducted by Dr. Anala Pandit of VJTI, Mumbai. 2014
- Attended Hive and MakerParty conducted by Mozilla foundation at symbiosis Institute of Computer Studies & Research Pune. 2014
- Committee member of 'Ascend 2014' Technical Event conducted by MCA Department, KKWagh IEER, Nashik 2013-14
- Participated in 'Code in Black' and 'Ad-Mad' conducted by KPIT Cummins in KKWagh IEER, Nashik 2013-14
- Arranged Industrial Visit for the student of MCA Department, KKWagh IEER, Nashik to ESDS Softwares Solutions Pvt. Ltd, Nashik
- Member of organizing committee for the event of '125 years completion' of HFCHS,Igatpuri 2014
- Presented a seminar on NoSQL Technology 'MongoDB' as a part of curriculum of MCA Sem III 2013-14
- Participated in Chess and presented paper on 'Cloud Computing' at MetSparx 2013-14 State

Level Competition
- Attended seminar on 'IT Security' conducted by National Security Database in Bhonsala Military College,Nashik 2013-14
- Participated in 'B-Plan' competition conducted by Vishwakarma Institute of Technology, Pune 2012-13
- Attended workshop on 'Cyber Crime' conducted by Police Sub Inspector,Nashik 2012-13
- Arranged a workshop on 'Linux' conducted by Kiran Aher, ESDS Software Solutions,Nashik 2012-13

Achievements

- Top Performer Award as Data Analyst on Annual Day, ESDS Software Solution Pvt. Ltd. 2014
- Runner-up in BoxCricket Event in MetSparx 2014-15
- Winner of StoryBoard competition at Innovision Event R. H. Sapat College of Engineering, Nashik 2014
- Winner of WinMin competition at TechnoRise Event, Bhonsala Military College, Nashik 2014
- Vice-President of Abacus Club of MCA Department, KKWagh IEER, Nashik 2012-13
- Achieved Best Performer Award for the Quarter (Jan-Mar) in ESDS Software Solution Pvt. Ltd. 2012
- Achieved the title of Mr. K K Wagh in the personality contest among entire students of college in the year 2009.
- Ranked 1st among the boys HSC Examination in Wonderland Jr. College,2008
- Won Chess competition intra-school, HFCHS,2006
- Captain of Basketball and Volleyball team,HFCHS,2006
- Hosted and Co-ordinated each and every event of the college.
- Played Chess on State Level in school and college.

Computer Knowledge

- Worked alone on PHP and MYSQL with regards to in-house projects as a beginner.
- Languages known ASP.NET, C, C++, VB, .NET, Core JAVA, Advance JAVA & MYSQL.
- Have knowledge about Computer Networking such as LAN, WAN, etc.
- Basics of Linux commands
- Architecture and working models of Shared Hosting , Dedicated Hosting, Virtual Private Servers Hosting, Semi Dedicated Hosting, Cloud Hosting,etc
- Default port number of different applications
- Level I technical knowledge with regards to Linux and Windows Servers
- Efficient in WHM, Plesk, DotNetPanel, Webmin and other Control Panels.
- Worked on Virtualization Software such as VMware and Hyper-V
- Domain Life Cycle and organizations managing it.
- Working of firewalls and security enhancements.
- Functional knowledge of Microsoft Office Applications.
- Have good knowledge on using Internet and Email correspondence.
- Have capability of using Property Management Software.
- Typing speed above 40 wpm
- Technical support and problem solving abilities with Windows Operating System, Microsoft Office Applications Etc.

Strengths

- Working in Teams with par excellence
- Excellent interpersonal skills; friendly, tactful
- Fluency in English including excellent phone skills,
- Phone etiquette, written and oral communication skills
- Proficient in the use of MS Word, Excel, PowerPoint
- Email, fax machines, copiers and the Internet
- Excellent attention to detail/accuracy
- Ability to maintain confidentiality at all times

Personal Information

Date of Birth	:	25th June, 1990.
Marital Status	:	Single
Gender	:	Male
Religion	:	Islam
Languages Known	:	English, Hindi, Marathi, and Urdu.
Passport	:	Yes

References
- Furnished upon request.

Date: /   /2017   **(Hashim Shaikh)**