**SIRAJ AHMED**

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**PROFILE SUMMARY**

Experienced and self-motivated PMP Certified Project Manager bringing forth over Thirteen years of experience serving as an effective Project Manager in Payments Domain (Banking). Adept in all aspects of project management including planning, scheduling, executing, and coordinating all working parts of a project. Experienced in working directly with stakeholders and clients to ensure all the goals of a project are achieved and met within scope and budget.

**Career Highlights**

* 13 years of experience in Project Management (Waterfall Methodology, Agile Methodology and Hybrid Methodology)
* MPGS Implementation at Commercial Bank of Qatar
* Launched Multi-Currency Travel Cards, Private Label Gift Cards, Loyalty Cards with diverse partners
* Onboarded new distributors through API Integration
* Significantly contributed to the successful Off-shore transition resulting in company cost efficiency and savings
* Efficiently effectuated IVR integration with Card Processors Systems
* Successfully completed TPP Migration for Payroll Cards and Travel Cards

**CORE COMPETENCIES**

* Interacting with the clients and understanding their requirements
* Finalizing deadlines for the project and determining the appropriate method for execution
* Maintain status report of the project and keep a record of the previous reports
* Assisting in deployment of Projects
* Establishing Card Product/Program Set-up in Card Processing Platform
* Leading implementation discussions and action plans with distributor clients
* Developing Business Requirement Documents (BRD) for Card Processing Platform Migration and new projects and managing agreement contract signoffs with stakeholders
* Working with teams across the business to maintain day-to-day system requirements, ensuring deadlines are met

**PROFESSIONAL EXPERIENCE**

**Eccogulf Qatar August 2021 – Aug 2022**

**Project Manager (Mastercard Consultant Role) Doha, Qatar**

* Implemented project lifecycle management processes to ensure project requirements were documented and tracked throughout the project
* Facilitated discussions between Commercial Bank of Qatar (CBQ) and MasterCard internal teams on MPGS Product description and Pre-requisites for MPGS implementation
* Assisted bank in completing MPGS enrolment form, contract sign off etc.
* Worked with PMO’s in CBQ and MasterCard to establish project clarity, project phases, project constraints and success criteria
* Worked on preparation of implementation and project plan (using waterfall methodology) in collaboration with Bank and MasterCard internal team and obtained signoff for implementation
* Arranged for a product training of the MPGS features, portals, risk management modules etc.
* Assisted bank in onboarding test merchant on MPGS platform for carrying testing
* Worked on resolution of issues identified during UAT
* Monitored the project progress and reported the status updates with all the stakeholders on a regular basis

**Majid Al Futtaim Finance LLC Jun 2017 – Jul 2020**

**Product & Implementation Executive Dubai, UAE**

* Led daily stand-up meetings to ensure tasks were completed on time and communicated changes to stakeholders
* Collaborated with external vendors to ensure successful integration of third-party solutions
* Collaborated with the development team to ensure tasks were completed on time and met quality standards
* Analyzed project data and created reports to present to senior management, resulting in improved decision-making
* Implemented a change management process that ensured all changes were documented and communicated to stakeholders
* Assisted customers with product inquiries, providing accurate and detailed information about product features and benefits
* Analyzed product reviews and customer feedback to inform product selection and improve customer satisfaction
* Evaluated product and process design for potential quality issues before implementation
* Performed testing for all the new Product launches (Prepaid Gift Cards, Multicurrency Travel Cards, etc.)
* Liaised with TPP's, Internal Stakeholders on issues related to UAT and other bugs in the system

**UAE Exchange Center LLC Jan 2011 – June 2017**

**Senior Associate/Project Specialist – Prepaid Cards** (*Internal Promotion since Jan ’10*) **Abudhabi, UAE**

* Conducted project kick-off meetings defining project scope and objectives for all associated team members and external stakeholders, communicated with Leadership teams on all project updates and progress.
* Established card programs with Master Card and Third-Party Processors (TPPs) and coordinated with them for changes in risk management procedures.
* Performed UATs, shared results and signed off UAT for implementation.
* Oversaw system performance post launch and resolved technical issues.
* Monitored dispute resolution of customer by timely initiation of Retrievals/Chargeback/Second Presentment.
* Spearheaded regulatory reporting and initiated necessary security controls as per MasterCard, UAE Central Bank and AML Norms.

**UAE Exchange Center LLC April 2008 to Dec 2010**

**Supervisor Branch Operations**  **Sharjah, UAE**

* Collated relevant & supporting documents relating to the source of funds and purpose of remittance.
* Reported suspicious transaction to the regulatory authority through the head –AML compliance of the country.
* Prepared and filed large volume transactions report along with transaction vouchers.
* Managed daily operations such as cashiering, stocking, and merchandising to ensure smooth store operations

**EDUCATION**

**MBA - FINANCE:** Osmania University, Hyderabad (2006)

**B.SC. - COMPUTER SCIENCE**: Osmania University, Hyderabad (2003)

**Certifications**: **PMP** (PMI), **CSPO** (Scrum Alliance) **CSM** (Scrum Alliance)

**PERSONAL DETAILS**

**Date of Birth**: 04th August 1982

**Languages:** English and Urdu

**Availability:** Immediately