SYED SHABEER S

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Current Location: Bahrain

PROFILE BRIEF:

- A competent professional with 11 + years of experience in Planning and Implementing IT projects primarily for Banking, financial Services and Telecom Domain.
- Work Experience in handling international clients based out of United States, UK, Europe, Australia and Middle East
- My current role is that of a Project Manager – Information Security for Gulf International Bank. I have expertise in handling Information security projects in both Agile and waterfall project management methodologies.

EDUCATION:

- **Bachelor of Electronics and communications Engineering** from Anna University, Chennai, India.

CERTIFICATIONS:

- **PMP, ITIL V3 (F), Certificate Number available on request.**

WORK EXPERIENCE:

Project Manager – Information Security (Minds United - Consultant for Gulf International Bank, Bahrain) Jun'19– Present

Organization: Gulf International Bank B.S.C. (GIB) is a leading pan-GCC universal bank, specialising in corporate and investment banking, with a growing retail footprint. GIB's services are delivered across the GCC and international markets through its subsidiaries: GIB Saudi Arabia, GIB Capital and GIB (UK) Ltd. Additionally, the Bank has branches in the UAE, UK and USA.

Projects/Programs: Information Security Project team receives requests for the projects/programs that are necessary to protect the Bank from Cyber threat, Data breaches and ensure information is secured. These project or Program requests come from various sources, and includes regulators (SAMA, NCA,CBB,UAE CB,SWIFT),strategy, compliance and technology . These requests are driven by Information Security departments and compliance or regulatory mandates.

Tools/ Methodology: SDLC - Waterfall, MS Project, SharePoint, Service Now, MS Excel, MS PowerPoint

Major Activities: Initiation, Planning, Execution, Monitoring & Closure

Key Programs/Projects: Data leakage program, Identity and Access Management, SIEM Solution Implementation, Regulatory and Compliance programs, MDM Implementation

Roles and Responsibilities

- Creating the project charter with High-level scope, timeline, budget, Business case, risks and assumptions.
- Review the Project Charter with the Project Sponsor
- Project Charter will be shared with CMO for their approval and project activation.
- Conduct and lead the project meetings
- Update Status Reports in ServiceNow

- Engaging required high-level stakeholders in the Kick-off meeting and explaining about the project objective.
- Assist procurement in the RFP process and project support
- Identify and define detailed project scope, goals and deliverables
- Creating the schedule and project timeline based on the stakeholder inputs.
- Coordinating with different stakeholders for the design and baseline project plan sign off.
- Tracking the project progress as per the approved plan
- Address risks/issues within the defined time during project
- Ensure required testing and signed off before moving to production change
- Making sure all the deliverables are validated as per the approved scope
- Prepare closure report with the all the deliverable validation and lessons learned throughout the project cycle and sponsor sign-off
- Regular updates on the project progress provided during weekly Security Governance meeting
- High level risks/issues are highlighted during project portfolio meeting with the Change sponsor
- Develop and design Information Security presentations for the Management —primarily in PowerPoint—that advance key business objectives and tell the story through clean, concise, easy-to-understand graphs, charts, and well-organized slides.
- Weekly/Monthly reports on the progress of the projects to the Change Management office.

Project Manager (Fidelity Information Services (FIS), Bangalore, India) Oct'17– May'19

Organization: FIS™ is the world's largest global provider dedicated to banking and payments technologies. FIS empowers the financial world with payment processing and banking solutions, including software, services and technology outsourcing

Projects: The Profile Outsourcing and Client Services Initiatives product support organizations receive requests for projects and initiatives that are necessary to maintain secure and robust hosted production banking environments for our FIS customers. These project and initiative requests come from various sources, and include regulatory, compliance, technology and infrastructure upgrades, as well as other business line initiatives. Many of these requests are driven by FIS security, compliance or executive mandates. Each of these projects compete for priority across the outsourced client base and must also be integrated with ongoing customer driven and funded projects and schedules.

Tools/ Methodology: SDLC - Waterfall, Agile, Microsoft Project, SharePoint, JIRA, Case Management System, Service Now, MS Excel, Planview

Major Activities: Initiation, Planning, Execution, Monitoring & Closure

Roles and Responsibilities

- Developing project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Plans and coordinates all aspects of technical projects from initiation through delivery.
- Understanding of Software development life cycles and ability to adapt to modifications
- Manages project initiation activities that include identifying contractual obligations, client needs and goals, existing situation, necessary contacts, and access to existing information as needed.
- Ensures requirements for internal technology projects align to operational standards. Develops, defines, and executes project plans, project scope, activities, schedules, budgets, and deliverables.
- Coordinate activities and tasks among project team members, other internal departments and client or vendor/subcontractor organizations as needed to meet project goals and ensure project completion is on schedule, within budget constraints, and of the appropriate quality standards for the project scope.
- Manages project risks, issues/problems, and activity progress to ensure project goals (e.g., deadline, scope, and quality) are achieved. Assists with problem resolution or risk mitigation as needed.
- Assigns and monitors work of project team, providing technical and analytical support and direction. Interfaces with external clients or field-based employees on technical matters as needed.
- Ensure resource availability and allocation
- Serves as liaison between technical and non-technical teams, in internal organizations as well as in client and vendor/subcontractor organizations, to ensure all project targets and requirements are met.
- Navigate around the multiple teams to communicate, coordinate and deliver.
- Deliver informational and decision-seeking presentations to technical and business groups in FIS and/or in client organizations.
- Conduct Playbook walkthrough, Peer Reviews and Go/No Go Meetings for standalone Initiatives
- Facilitate implementation bridge lines

- In case of production defects, responsible for creating RCA and conduct RCA meetings
- Conducts project closure activities to formalize and communicate the project acceptance, handover documentation and ongoing activities to accountable teams and complete a post-implementation review to identify areas of improvement.

Technical Project Manager (Mobily Infotech India PVT Ltd, Bangalore) June'15– June'17

Roles and Responsibilities
- Managing large size IT/Telecom projects for service delivery.
- Direct and manage the project from beginning to closure.
- Defining project activities, scope to the project team and ensured to meet the agreed activities as per contracts.
- Conducting scope validation with customer and finalizing the acceptance.
- Implementation of project plan based on SOW, HLD, LLD & provides necessary support in successful execution.
- Ensure the delivery of end to end services to customer within agreed timeline to avoid penalties
- Plan risk management, identify and manage risk with mitigation plans.
- Daily and periodical reporting such as MOM, dashboard and presentations to the stakeholders
- Leads efforts to resolve project conflicts and establish appropriate resolution paths
- Liaison between account managers and service fulfillment teams for smooth project delivery.
- Reviewing Project performance, Tracking and Timely escalation with different internal stakeholders & Vendors

Senior Project Management Executive – TCTSL- Vodafone UK, Telstra Australia, Mobily KSA –Aug'11-May '15

Roles and Responsibilities
- Responsible for customer service experience throughout project life Cycle.
- Conduct project Initiation, planning – scoping, scheduling, budgeting, quality assurance and risk mitigation – and execute related activities; Monitor projects' progress throughout the life cycle.
- Managed stakeholder relationships (internal and external) by ensuring regular project communication and accomplishing deliverable as per the baseline.
- Conceptualize measurement plans and performance reports for multiple projects
- Identify and replicate best practices and procedures across different projects
- Spearhead change management and risk management processes
- Coordinated with different stakeholder for smooth project delivery.
- Validated deliverables with customer and finalized the acceptance.
- Managed new product implementation and launch

Transmission NOC Engineer – Mobistar Enterprise Services - Belgium TCTSL- October'10 – Aug' 11

Roles and Responsibilities
- Verification of network fault, troubleshooting
- Troubleshooting & fault finding for all network elements.
- Remotely handling faults & assist to field team for fixing.
- Diagnosis of faulty units to determine the exact fault & providing remote assistance to replace the same.
- Checking status for Restoration of NE to enhance the Network performance.
- Trouble ticket and work order (Task) generation using Remedy software.
- Analysing root causes of NE outage and prepare outage report.

Transmission Engineer (Network Provisioning & Migration) - Vodafone Cable & Wireless UK project) - TCTSL Nov '08 to Sept'10

Roles and Responsibilities

- Worked as a Bandwidth Service Delivery Engineer for Vodafone Cable and Wireless UK, providing links which involves provisioning, and testing of E1, E3, DS3 and STM1, handing over the ckt's to the customer without any errors for various Customers.
- Provisioning of required bandwidth for the specific service along protected routes so as to maintain maximum up-time with suitable redundancy using multi-vendor optical multiplexers like Nortel, Marconi, Alcatel.
- Meeting Enterprise Customer requirements by providing them optimum designs for Transmission connectivity within SLA.
- Co-ordination with field engineering team for testing and handover of circuits to customer.
- Co-ordination with field engineers for addition/removal of NE and for outages for up gradation.
- Identification and specification of infrastructure migration test requirements
- Manage or execute infrastructure solution testing prior to migration
- Support the internal project processes necessary to implement a new infrastructure migration including design review, process review and migration implementation process review.
- Gathering information required to complete High level design (HLD).
- Responsible for doing actual migration in transmission network.

REWARDS AND RECOGNITION:

- Awarded for outstanding performance for 4 consecutive years (2012-2015) in TCTS & Mobily Infotech
- Awarded by Clients (Mobily /Cable and wireless) and received several appreciations for work done during Onsite/Offshore Engagement.

OTHER INFORMATION:
- **Father's Name:** Syed Mydeen
- **Date of Birth:**   26-09-1985
- **Current Location:** Bangalore, India
- **Language Known:** English, Hindi, Tamil, Urdu, Arabic (intermediate)
- **Passport No.:**   Available on request

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