

# SAFDAR SHAIK

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## Summary

- ⇒ Around 11 years of experience in IT industry with multiple roles and responsibilities.
- ⇒ Certified **Scrum Master & Project Manager** with the experience of delivering many successful projects with varied technologies and verticals.
- ⇒ Proficient in the areas of team building, tech management and stakeholder engagement.
- ⇒ Efficiently followed Agile/Scrum approach leading daily sprints & resource management.
- ⇒ **Key Sectors:** eCommerce, LMS, IoT, Beauty, Municipal services, Parking Solutions, Risk Management ...
- ⇒ Deft in handling end-to-end development of software projects from requirement specs, planning, designing, implementation and closure with cross-cultural teams.

## Education

- ⇒ **MSc (Computer Science)** from Sri Venkateshwara University, Tirupati, AP.
- ⇒ **BSc (Mathematics, Physics, Computer Science)** from Sri Venkateshwara University, Tirupati, AP.

## Work History

- ✓ **SmartGig Technologies Pvt Ltd** [Sep' 2022 to Nov'2022]
  - Location: Hyderabad
  - Designation / Role: Project Manager

*Responsibilities:* Ensure that Change Requests are clearly called out, expectations closely monitored, approved and impacted against a timeline. Service tickets support Monitoring and ensuring the service tickets closure as per agreed SLA.

- ✓ **WebAppClouds Software Solutions Pvt Ltd** [Sep' 2021 to Sep' 2022]
  - Location: Hyderabad
  - Designation: Sr Program Analyst
  - Role: Project Manager

*Responsibilities:* Understanding business needs and designing a road map for further development by gathering, Analysing and prioritizing the requirements.

- ✓ **VMax e Solutions India Pvt Ltd** [Mar' 2021 to Aug' 2021]
  - Location: Hyderabad
  - Designation / Role: Project Manager

*Responsibilities:* Project planning & Scheduling, Resource allocation, execution and delivery.

- ✓ **SMT Mobility Solutions Pvt Ltd** [Oct' 2013 to Feb' 2021]
  - Location: Hyderabad / Dubai
  - Designation: Sr. Software Engineer
  - Role: Team Lead

*Responsibilities:* Web Application handling, Code Deployment, Monitoring Mobile application, Requirement gathering, apply project resources according to the approved project plan, Track and report on progress to top management.

- ✓ **NonVerba Information Solutions Pvt Ltd** [Sep' 2009 to May' 2011]
  - Location: Chennai
  - Designation: Software Engineer

- Role: S/W Developer
- *Responsibilities:* System Construction, Troubleshooting & debugging

### **Technical Skill Set**

- Agile Frameworks - Scrum, Kanban
- Atlassian Suit - JIRA, Confluence, Bitbucket
- MS Office – Excel, Word, Power Point
- Servers – GoDaddy, Hostinger
- Software Development Life Cycle

### **Certifications & Badges**

- Certified Scrum Master By EXIN
- JIRA Badge by Atlassian
- Confluence Badge by Atlassian

### **Professional Projects**

**Title:** ISSE (International Spa & Saloon Expo)

[Feb' 2022 to Sep' 2022]

**Client:** Professional Beauty Association, Arizona (USA)

**Environment:** Laravel, Android, iOS

**Location:** Hyderabad

**Description:**

The official mobile app for ISSE, the biggest and best beauty event on the west coast - back and in person! Licensed professionals, salon and spa owners, students, and industry influencers attend to experience the best the industry has to offer: a curated offering of innovative education, the newest trends, products from the industry's leading brands, and creative connections!

**Role:** Project Manager

**Responsibilities:**

- Planning the activities and delegation of teams.
- Monitor progress and managing deliverables.
- Establish Regular Meetings.

**Title:** UZBKWAY

[Oct' 2021 to Jan' 2022]

**Client:** B & C App Company LLC, Pennsylvania (USA)

**Environment:** Laravel, Android, iOS

**Location:** Hyderabad

**Description:**

No matter what type of bike you ride, UZBKWAY is the newest touring app offering local tours or a create-your-own route feature. Customers can find bike rental locations no matter where they are for outdoor fun. Use UZBKWAY to go site-seeing, bar hop, restaurant hop and find hidden treasures. UZBKWAY helps customers support local business owners by offering local community discounts. Get a meaningful ride out of your rental with UZBKWAY and download the app today.

**Role:** Project Manager

**Responsibilities:**

- Planning the activities and delegation of teams.
- Monitor progress and managing deliverables.
- Establish Regular Meetings.

**Title:** CSMS - Citizen Services Monitoring System

[Apr' 2021 to Jun' 2021]

**Client:** CDMA, Govt of Telangana, Hyderabad (India)

**Environment:** PHP, Laravel, MySQL, Ajax, XAMPP

**Location:** Hyderabad

**Description:**

The citizen portal delivers public services such as the payment of basic services like electricity, water, and gas and property tax. The portal must serve as a platform to report community issues and empower citizens to play a

significant role in resolving infrastructure problems in their neighbourhoods. Once a complaint is raised, a workflow in the backend system should route requests to the appropriate government agency, display requests in a dashboard, and analyse request patterns. Citizens must receive a tracking number and a push notification at each stage until the problem is resolved.

**Role:** Project Manager

**Responsibilities:**

- Client interaction for CRs, enhancements and bug fixing.
- Allocating and monitoring the tickets raised by support team to the concern team.
- Track and report on progress to top management.

**Title:** Binaaya

[Sep' 2018 to Sep' 2020]

**Client:** UDC (United Development Company) - Qatar

**Environment:** PHP, MySQL Server, JSON

**Location:** Hyderabad

**Description:**

Binaaya is a full-service community management product. It provides comprehensive services to owners and tenants. In addition to core facility services, Binaaya provides a broad collection of specialist facilities and services. This system maintains buildings and manages assets through preventative maintenance, negotiation and supervision. It operates in the areas of financial and administrative management, risk management and compliance, claims management, meetings, and dispute management. It can prepare annual operating budgets, issue service charge invoices, collect service charges and optimise the utilisation of funds to efficiently operate the building.

**Role:** Team Lead

**Responsibilities:**

- Requirement gathering from onsite team.
- Apply project resources according to the approved project plan.
- Assure that all team members understand their roles and accept their responsibilities.
- Track and report on progress to top management.

**Title:** Filling Level Alert Solution

[Mar' 2018 to Aug' 2018]

**Client:** Imdaad, Dubai-UAE

**Environment:** Dot Net Framework, SQL, Urbiotica API, JSON, Power BI

**Location:** Dubai – UAE, Hyderabad - India

**Description:**

This system is used to monitor the levels of sewage water tanks remotely. It uses latest generation wireless monitoring systems that captures and distributes real-time information that makes the Internet of Things a reality. It provides real-time & analytics information using Integrated APIs from Urbiotica. This system shows the information measured by Urbiotica sensing system in real time and its evolution in time, in a user-friendly way. Based on the data, alerts can be sent to the appropriate users in the form of email, SMS or Notifications. Data is represented effectively to the client with different charts and graphics.

**Role:** Team Lead

**Responsibilities:**

- Coordinating with the onsite business and infrastructure team.
- Track and report on progress to the top management.
- Keep all stakeholders informed of progress and issues.

**Title:** Smart Approvals for Internal Staff

[Jul' 2014 to Dec' 2015]

**Client:** Dubai Port World (DPW)

**Environment:** Dot Net Framework, Web Services, MySQL Server

**Location:** Dubai – UAE, Hyderabad - India

**Description:**

DP World is desirous of developing an application for the exclusive use of its employees. The application serves as a single platform for approval activities from the Rostima, Intranet, Maximo, AFE applications. The application is accessible from iPhone and Android. The existing applications are integrated through webservices to middleware applications. This application will be accessed by the users through their handheld devices including iPhone and Android mobile phones. The application should be available in a private app store and access to be provided only to the authorized DPW employees.

**Role:** Team Lead

**Responsibilities:**

- Requirement gathering at client place.
- Apply project resources according to the approved project plan.
- Assure that all team members understand their roles and accept their responsibilities.
- Track and report on progress to plan to top management.
- Keep all stakeholders informed of progress and issues.

**Title:** mPark

[Jul' 2013 to Jun' 2014]

**Client:** Mawaquif-Dubai

**Environment:** Dot Net Framework, Web Services, SQL Server

**Location:** Dubai – UAE, Hyderabad - India

**Description:**

mPark is a novel mobile application that facilitates users of car parking to pay their parking fee through their mobile devices. The users can register their vehicles either from the website or mobile apps. The customer will take out the ticket from the ticket spitter installed at the entrance of the car park. Then the boom barrier will open for the customer to enter the car parking area and park in appropriate bay. The user can then enter the 6-digit code into the mobile apps. Before the customer exits the car park, he will reopen the apps and press "EXIT". The system will calculate the amount to be paid. The customer can confirm by pressing "PAY NOW" or exit the screen.

**Role:** Team Lead

**Responsibilities:**

- Requirement gathering and working with design team.
- Involved in System Construction.
- Troubleshooting & debugging.

**Title:** BCM Cloud

[Dec' 2010 to May'2011]

**Client:** NonVerba Information Systems

**Environment:** Dot Net Framework, Web Services, SQL Server

**Location:** Chennai, India

**Description:**

BCM Cloud is a revolutionary step in the global BCM industry as it now allows people to access BCM tools in an "On Demand" mode. This portal enables companies to subscribe to the cloud for an annual subscription along with a periodic rental fee for functional modules depending on what is required. The BCM Cloud environment therefore enables you to immediately access a business impact analysis and planning module along with any other optional modules purchased for a fixed period of time. Once this period expires, users can access the system for free in read and print only mode until they are ready to re-activate for full functionality at a later date.

**Role:** Team Lead

**Responsibilities:**

- Requirement gathering and working with design team.
- Involved in System Construction.
- Troubleshooting & debugging.