



NAZRE IMAM

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PROJECT MANAGEMENT PROFESSIONAL

- **Proactive, performance-driven and experienced project manager offering 8+ years of success leading all phases of diverse technology projects;** Six Sigma Green Belt credential; overall 14 years of IT software industry experience.
- **Business strategist;** plan and manage million-dollar projects aligning business goals with technology solutions to drive process improvements, competitive advantage and bottom-line gains.
- **Excellent communicator;** leverage technical, business and financial acumen to communicate effectively with client executives and their respective teams.
- **Expert in PMI, Agile / SCRUM and waterfall project management methodologies.** Able to manage large project teams and known for high-quality deliverables that meet or exceed timeline and budgetary targets.
- **Distinction of handling clients of different culture** such as Porto Editora (Portugal), Jones & Bartlett Learning (USA), Pearson (USA), Group Anaya Digital (Spain), Cambium e-Learning (USA), Tanco Resort Brehad (Malaysia), County Councils Network (UK), Astro Group (Malaysia), Canon, IngVysya, StraCon, Sona Mobility, Lal PathLabs, FibCom, Pizza Hut, TATA AIG, MDI, etc.

Areas of Expertise

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|---------------------------|-----------------------|----------------------------------|
| ⇒ Agile/SCRUM Methodology | ⇒ Quality Control | ⇒ Negotiation |
| ⇒ Project Management | ⇒ Risk Management | ⇒ Strategic Planning |
| ⇒ Integration Management | ⇒ Quality Assurance | ⇒ Requirement Gathering/Analysis |
| ⇒ Change Management | ⇒ Resource Management | ⇒ Workflow Process Analysis |

PROFESSIONAL EXPERIENCE

RICOH INDIA / Polestar Consulting Pvt. Ltd., Mumbai, IND

2015–Till Date

Project Manager (On Site: Maharashtra Pollution Control Board)

Develop, review and ensure the appropriateness of value added solutions that focus on IT Service Management, Business Transformation and Governance based on ITIL best practices. The primary focus of IT Outsourcing/Managed Service Provisioning for holistic approach on the people, process, technology and information perspectives of providing integrated organization wide business solutions within the IT infrastructure across multiple Service such as Service Desk, Desktop, Network, Data Center/Servers, etc.

Mobiplazm, New Delhi, IND

2014–2015

Consultant

Short term consultant for startup company Mbiplazm in establishing the base of software business and IT infrastructure.

Hurix Systems, Mumbai, IND

2010–2014

Sr. Project Manager

Plan, execute, and finalize projects within triple constraints of delivering on time, within budget and scope objectives, including acquiring resources and coordinating efforts of team members in order to deliver projects according to plan. Identify, effectively communicate, and resolve project issues and risks. Develop risk mitigation plans. Effectively communicate project status to project stakeholders. Coach, mentor, and motivate team members, influencing them to take positive action and accountability for assigned work. Efficient in mapping business requirements by interacting with Senior Management, Vendors, Clients, Consultants & other multiple senior

stakeholders; has established high profit accounts with excellent levels of retention and loyalty.

Selected Accomplishments:

- Handpicked as preferred project manager for million-dollar project for two different clients from USA and Europe. Got repeat business of more than a million USD and renewed contract.
- Demonstrated outstanding leadership and superb project management skills, consistently got high score on Customer Satisfaction surveys during project initiation, monitoring, and closeout phases.
- Stepped up and successfully restored client confidence for at-risk project by building and deepening customer relationships and surpassing client expectations and advancing project status.
- Pioneered innovative team building and cross-functional project management techniques to expedite workflow, simplify processes, and reduce operating costs.
- Performed extensive reviews for prospective projects, gathering details utilized for pricing project services, and providing supportive documentation for RFP replies to sponsors.

**Diginatives Content Solutions, Gurgaon, IND
Project Manager**

2009–2010

Accountable to manage Juniors (a hitherto UK centric web based supplementary education product) as a global product and added a new localized India product. Collaborated with Solution Team, Client & Development Team Leaders to plan monitor & track progress of the development team efforts and defined the scope of change requests. Articulated project goals and scope, translated business needs into technical terms, prepared detailed work breakdown structures (WBS) and instilled shared accountability for achieving project milestones. Resolved numerous project issues including staffing shortages, tactical matters, scope creep and divergent business and user needs.

Selected Accomplishments:

- Steered efforts in handling 'Uniconvert' Flash Lite 2.0 Mobile Phone Application and received 'Judges Choice Award' from Nokia
- Efficiently managed & delivered 40+ Flash Lite 2.0 Mobile Phone Games and Flash Application/Utilities
- Led teams across broad technical and business disciplines. Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.
- Essayed a stellar role in conceptualizing & delivering an offline, LAN based school use product

**Teckinfo Solutions, Gurgaon, IND
Project Manager**

2006–2009

Promoted to project manager role to plan, schedule and execute all stages of enterprise software and system implementations. Assessed business implications for each project phase and monitored progress to meet deadlines, standards and cost targets. Drove impressive improvements across the business as a result of IT implementations. Excelled in guiding the work of technical teams. Helped Tech. writer in SRS documentation and delivery of an end product based on these. Proactively disseminating project information to all stakeholders. Identifying, managing and mitigating project risk. Responsible for recruitment, team building, staff development and training.

Selected Accomplishments:

- Essayed a stellar role in implementing a Customized Car Rental Solution on Intranet using Dot Net Technology, accessible through VPN (M10 & M30 box)
- Steered efforts in installing, implementing & customizing Windows SharePoint Services 3.0 for intranet use as a collaboration tool
- Efficiently designed & developed various call-center CRM applications and IVRS
- Significantly contributed in designing & managing the development of Online Reservation System for Car Rental Company and carrying out integration of its invoice module with Microsoft Axapta in collaboration with Wipro Team

- Played a vital role in handling the implementation & integration of various IVRS with CRM Applications

PREVIOUS EXPERIENCE

SPARSH – An Intelenet Company, Gurgaon, IND **as Deputy Manager** 2005-2006

Highlight:

- Successfully completed & delivered the e-Governance Project within the specified time frame and received appreciation from Mr. Snajeev Johari(GM-IT) for the same

Neonate Systems (P) Ltd., New Delhi, IND as System Analyst 2001-2005

Netlink Ranve InfoTech SDN. BHD, Kuala Lumpur, **Malaysia** as Senior Software Engineer 2000-2001

Rotas Impex (P) Ltd., New Delhi, IND as Software Engineer 1998-2000

PC-TECH, Alkhubar, **Kingdom of Saudi Arabia** as Software Engineer 1996-1998

EDUCATION

- Advance Honors Diploma In Systems Management (ASM) NIIT, New Delhi. (1993-1995)
- MA, L.N. Mishra University (1993)
- BSc, B. B Ambedkar University (1986)

AWARDS

- Conferred with Certificate of Excellence in Semester Q, NIIT
- Conferred with Certificate of Excellence in Semester R, NIIT

CERTIFICATIONS

- **Six Sigma – Green Belt,** LIC: 2014PCEP/SS/676, IIT, Delhi 2014
- **ITIL V3 Foundation Certification** (IT Services Management 20016)
- Distributed Component Development from CATS NIIT, New Delhi in 2000
- Web Application Programming from CATS NIIT, New Delhi in 2000
- Web Application Design and Development from CATS NIIT, New Delhi in 2000

PROFESSIONAL TRAINING & DEVELOPMENT:

- Project Management Professional (PMP) Certificate Course PMBOK 4th Ed. (2010), PMBOK 5th Ed. (2015),
- Persuasive Presentation from NIIT, New Delhi in 1995
- Communication that Works from NIIT, New Delhi in 1995

PROJECT MANAGEMENT TOOLS

- Microsoft Office Project 2007-2010, MS Office, MS Visio 2007, BugZilla, Jira, Basecamp, Cisco WebEx, GoTo Meeting

PERSONAL INFORMATION

- Passport No: M8532690
- Expiry Date: 24-05-2025
- Issue Place: Delhi
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