

SAFDAR SHAIK

Project Manager | Program & Portfolio Leadership | Agile Delivery | Global Cross-Functional Teams

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PROFESSIONAL PROFILE

- **Project Manager, Delivery Leader & Agile Practitioner** with 13+ years of IT experience, including 6+ years leading end-to-end software delivery, Agile/Hybrid execution and cross-functional teams across global customer environments.
- Proven experience driving **project and Agile delivery** through structured planning, sprint execution, backlog refinement, release planning, dependency management, risk mitigation and delivery governance.
- Improved **resource utilization by 20%** through capacity planning, workload balancing and cross-project resource alignment, strengthening delivery efficiency and team allocation.
- Reduced **average release cycle time by 15%**, from approximately 12 weeks to 10 weeks, through dependency management, release governance and disciplined Agile execution.
- Delivered measurable operational impact, including **60–70% fewer incidents** through an IoT solution and successful delivery of a live event platform supporting **15,000+ attendees with 100% on-time delivery and zero P1 incidents**.
- Experienced in **facilitating collaboration between customers, business stakeholders, product and technical teams, and leadership**, improving transparency, resolving delivery challenges and maintaining focus on predictable project and team outcomes.

DELIVERY & TECHNOLOGY LEADERSHIP

Delivery & Project Leadership	Project & Program Management Agile, Waterfall & Hybrid Delivery Governance Project Planning & Execution Release, Risk, Dependencies & Issue Management Resource & Capacity Planning Portfolio Coordination Global Cross-Functional & Stakeholder Management Business Requirements UAT Coordination
Scrum & Agile Practices	Scrum Kanban Sprint Planning Daily Scrum Backlog Refinement Sprint Review Retrospectives Impediment Management Continuous Improvement Team Facilitation Change Management Servant Leadership
Performance & Governance	KPI & Delivery Metrics Portfolio Reporting Executive Dashboards Power BI
Technology, Tools & AI	Android/iOS Mobile Applications REST APIs IoT Solutions AWS/Azure Exposure CI/CD Exposure Jira Confluence MS Project Smartsheet Azure DevOps Adobe Workfront Screendragon HIVE Slack Microsoft Teams Google Workspace ChatGPT Claude Microsoft Copilot Gemini Kimi.AI

PROFESSIONAL EXPERIENCE

Project Manager | Omnicom Media Group | Hyderabad, India | Feb 2023 – Nov 2025

- **Led project, program, and portfolio delivery across 10+ client accounts**, establishing delivery governance across SLA adherence, resource planning, financial tracking, scope, dependencies, and performance, improving leadership visibility and delivery control.
- **Improved resource utilization by 20%** through capacity planning, workload balancing, and cross-project resource alignment, enabling more effective allocation of delivery resources across the portfolio.
- **Reduced average project release cycle time by 15%, from ~12 weeks to 10 weeks**, through dependency management, release governance, and disciplined Agile execution, improving delivery speed and release predictability.
- **Strengthened executive decision-making and portfolio transparency** by presenting Power BI dashboards and delivery/financial insights to Directors and the CFO, enabling clearer visibility into engagement status, resource utilization, financial performance, and delivery priorities.

- **Improved financial predictability and delivery governance** through pipeline management, timesheet governance, billing forecasts, engagement tracking, and proactive management of ownership and dependencies across the multi-client portfolio.

Senior Program Analyst | WebAppClouds LLC | Hyderabad, India | Sep 2021 – Sep 2022

- Led delivery of the **ISSE Mobile App** for the Professional Beauty Association (USA), supporting **15,000+ attendees** with **100% on-time delivery** and **zero P1 production incidents** during the live event.
- Established delivery discipline through **sprint planning, backlog refinement, dependency management, release planning, and delivery governance** across distributed teams.
- Directed end-to-end delivery of **customer-facing software products**, coordinating product, technical, and customer stakeholders across the delivery lifecycle.
- Strengthened executive stakeholder confidence through **transparent communication, delivery metrics, proactive risk mitigation, and structured status reporting**.

Project Manager | VMAX E-Solutions India Pvt. Ltd. | Hyderabad, India | Mar 2021 – Aug 2021

- Led delivery across **Government, Healthcare, and Automotive Services projects**, managing scope, schedules, risks, dependencies and stakeholder coordination across multiple initiatives.
- Delivered a **Bed Management System for Gandhi Hospital** during the COVID-19 second wave, enabling **real-time bed allocation and operational coordination** during a critical healthcare period.
- Delivered a **Citizen Services Monitoring System for the Government of Telangana**, improving **service visibility, governance and citizen engagement**.
- Managed delivery of **Garage Pro (Kenya)**, an automotive services and mobility platform connecting **customers, garages and service providers**.

Team Lead | SMT Mobility Solutions Pvt. Ltd. | Hyderabad, India | Oct 2013 – Feb 2021

- Progressed from technical delivery to **delivery leadership**, managing enterprise, SaaS, IoT, parking, and Strata-focused technology initiatives across international customer environments.
- Delivered the **Filling Level Alert Solution (UAE)**, achieving a **60–70% reduction in operational incidents** over a six-month post-deployment measurement period through real-time IoT monitoring and proactive maintenance.
- Led delivery of **Binaaya (Qatar)**, digitizing community and property management operations across multiple business functions.
- Delivered **Smart Approvals (UAE)** for DP World, streamlining enterprise approval workflows through secure, mobile-first automation.
- Managed delivery of **mPark (Dubai)**, a mobile parking payment platform covering the workflow from ticket entry through automated barrier exit.
- Delivered **SStores (UAE)**, a scalable digital commerce platform for fashion and lifestyle retail.
- Institutionalized **Jira across the organization**, improving sprint visibility, delivery predictability, and governance maturity.

IT Consultant | Independent Contracts | India / International | May 2011 – Sep 2013

- Managed independent delivery and development engagements across **Healthcare and E-commerce**, maintaining hands-on technical and delivery capability.
- Coordinated development and integration teams for **Actora Health (USA)** across telemedicine, laboratory services, and medicine-delivery workflows.
- Delivered key capabilities for **Educate.ie (Ireland)**, an educational publishing e-commerce platform, including **role-based access control, discount logic, and reporting features**.
- Built experience in **client coordination, requirements understanding, solution delivery, and technical execution**, providing a strong foundation for subsequent delivery leadership roles.

Software Engineer | NonVerba Information Solutions Pvt. Ltd. | Hyderabad, India | Sep 2009 – May 2011

- Developed **enterprise applications and SaaS solutions**, following structured SDLC practices and coding standards.
- Contributed to **BCM Cloud**, a Business Continuity Management SaaS platform developed for a confidential UK client.
- Improved application quality through **defect analysis, root-cause resolution, and production support**, strengthening application stability and release quality.

KEY PROJECTS

Selected projects demonstrating delivery scope, ownership and business impact.

ISSE – International Spa & Salon Expo App | Professional Beauty Association, USA

Impact: 15,000+ attendees | 100% on-time delivery | Zero P1 incidents during live event

Tech Environment: Android, Kotlin, iOS, Swift, Laravel, PHP, MySQL, Firebase, REST APIs, AWS, Git, CI/CD, Jira

Filling Level Alert Solution – IoT | Imdaad, Dubai

Impact: 60–70% reduction in overflow incidents | Response time improved from hours to minutes

Tech: .NET MVC, SQL Server, Urbiotica APIs, IoT, Power BI, JSON

Binaaya – Community & Property Management | United Development Company, Qatar

Impact: Digitized finance, assets, compliance and reporting operations

Tech Environment: PHP, MySQL, Jira, Reporting Dashboards

Smart Approvals – Enterprise Workflow Automation | DP World, UAE

Impact: Faster approval cycles through secure mobile-first workflow automation

Tech Environment: ASP.NET, C#, SQL Server, iOS, Swift, Android, Kotlin, Web Services

CSMS – Citizen Services Monitoring System | Government of Telangana

Impact: Improved transparency, stakeholder engagement and milestone predictability

Tech Environment: PHP, Laravel, MySQL, Web UI, Mantis, Reporting Dashboards

Bed Management System | Gandhi Hospital, Hyderabad

Impact: Faster bed allocation | Reduced manual coordination delays | Improved operational visibility

Tech Environment: Laravel, Android, iOS, APIs, AJAX

(More Projects & Details: safdarshaik.com)

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Agile Scrum Master (EXIN)
- Agile Project Management Professional (Atlassian)
- Agile Project Management with Jira Cloud (PMI)
- Project Management Foundations (PMI)

EDUCATION

- **Master of Science (M.Sc.) – Computer Science** | Sri Venkateswara University