

Firdous Hamdulay

Associate Project Manager

Project Coordinator

IT/Software Industry



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Building B2, Unit – 412
International City,
Dubai



Contact
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Personal Details



Date of Birth
15th June 1984



Nationality
Indian

PERSONAL STATEMENT

Well qualified and dedicated professional with over 14 years of experience working as a Associate Project Manager/ Coordinator, Project Delivery, Product Testing, Sales and Marketing, Key Customer Account Management across diverse organizational domains.

A key learner, planner, strategist, dedicated and highly energetic person who thrives in collaborative teamwork and enjoys pulling together a collaborative pool of skills with effective communication

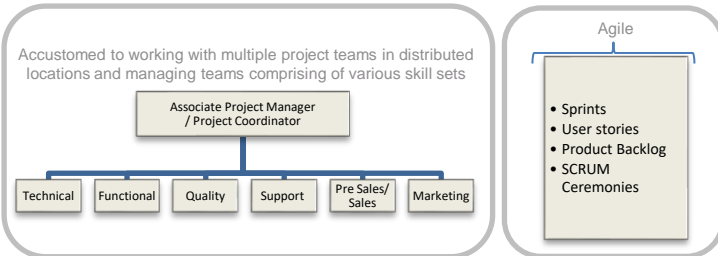
Fosters a lively and professional work environment with commitment to excellence, innovation, and customer

EXECUTIVE SUMMARY

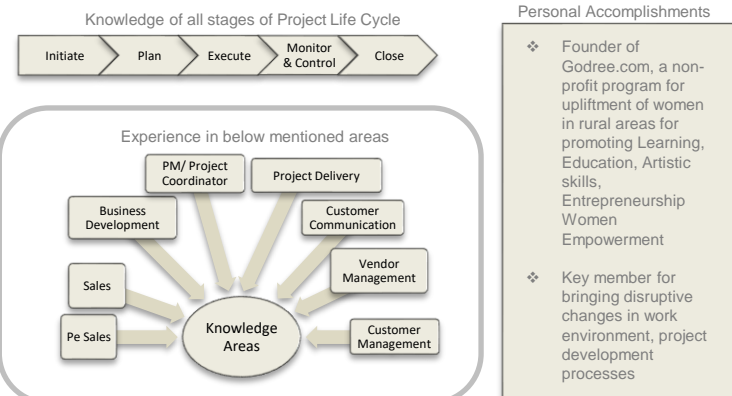
- Project Management/ Project Co-ordination
- Customer management
- SCRUM techniques/ Artifacts
- Vendor management
- Agile projects
- Excellent presentation skills

KEY HIGHLIGHTS

- Able to work with Product Owners / Project Managers to create and prioritize user stories; mentor squad members in agile framework (SCRUM)
- Proficient in Scrum techniques and artifacts (such as definition of done, user stories, backlog refinement and product backlog)
- Strong experience in delivering agile projects (planning, execution, and team management) in the context of Software Engineering
- Customer focus professional: ability to interpret and analyze customer requirements
- Experience in end-to-end sales life cycle. Demonstrated abilities at delivering revenue growth, and market penetration as a business partner for Training services
- Past experience in understanding Business logic points- efficiently completing the user requirements and converting into Standard Coding, Documentation, Product Scalability, Product Efficient, Code Testing and Reusable Coding
- Capable of creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members
- Onsite (Germany) experience as UAT Coordinator for Billing Module (iMedOne product)



CORE SPECIALITIES



SKILLS & CAPABILITIES

01. Software

Customer Focus
Project Coordination
Project Management
Interpersonal Skill
Team Management
Vendor Management



02. Knowledge

- SDLC
- Waterfall Model
- Agile Method (SCRUM)
- Software Development
- Business Development
- Sales
- Pre – Sales
- Marketing

EDUCATION



- Bachelor of Engineering 2006
June 2006 – 66%
University of Pune
- Diploma (Computer Technology)
June 2003 – 78%
Maharashtra Board
- SSC
March 2000 – 74%
Maharashtra Board

WORK EXPERIENCE & CAREER GROWTH



- olive intocraft
Jan 2020 – Present
Associate Project Manager/Coordinator
- Asiatech Business Solution FZE
Aug 2017 – Dec 2019
Associate Project Manager/Sales/ Marketing
6 years & 1 month
- SEERAH
March 2016 – May 2017
Business Partner
- Agivetta
March 2016 – Jul 2017
Associate Project Manager/Sales/ Marketing
- TietoEnator
Jan 2007 – March 2014
Senior Project Engineer

MAJOR PROJECT HANDLED

Region	PROJECT	ROLE
UAE	Odoo ERP Implementation for reputed Waste Management Company	Project Coordinator
GERMANY (3 months)	i1Billing Interface, iMedA, Statistics (Billing System for German Hospitals)	Project Coordinator/ Senior Engineer
INDIA	Patient Management System (Billing System for German Hospitals)	Software Engineer

RESPONSIBILITIES

- Assisting Project Manager in the planning, scheduling, and tracking of project timelines, resources, milestones, and deliverables using Agile Framework(Scrum)
- Managing multiple project teams in distributed locations
- Prioritization between New Development vs Maintenance in co-ordination with PO & PM
- Communicate and continually manage project expectations with team members and other stakeholders in a timely, clear, and concise manner
- 1-1 with team members to understand their issues/concerns; focus on strengths and devise improvement actions as applicable
- Identifying & Managing project dependencies and issues/risks and communicate to appropriate IT project manager.
- Proactively managing changes in project scope, schedule, resources, and budget
- Building, developing, and growing business relationships vital to the success of any assigned projects
- Presentations & Demonstrations for Customers
- Vendor management
- Customer management
- Enhancing the overall customer base through various digital media methods including social media, brand development & management, pipeline management, market mapping, Provided complete solutions to customer business requirements. Drove Deals from Opportunity, Identification, Validation, Qualification to Closing
- Developing new accounts and expanded existing customer accounts
- Developing strong business relationships with customers for repetitive as well as retained services of project and resource needs

HOBBIES & INTERESTS

