**Faiza Abdus Samad**

 Ottawa • +1-613-552-9717 • faizasamad0412@gmail.com • [linkedin.com/in/faiza-abdus-samad](https://www.linkedin.com/in/faiza-abdus-samad-bbb14a100/)

10 plus years experienced Project Manager worked in digital transformation, governance, business applications, process optimizations, financial planning & portfolio management using both waterfall and agile methodologies. Worked with multinational & multicultural teams in varied time zones delivering releases on B2B, B2C & Enterprise application for internal & external customers

**SKILLS**

* Programs management Stakeholder management
* Project management methodologies Budget planning & management
* Process optimization & improvement Resource management & optimization
* Adaptability & Team work Change Management
* Microsoft Project, Azure DevOps Microsoft Sharepoint, JIRA
* Governance

**PROFESSIONAL EXPERIENCE**

**IT Project Manager (Telenor Group-Norway ASA) 2019 – 2023**

Spearheaded end-to-end Agile project management life cycle for Strategic, Core IT, Customer-facing, Enterprise & Digital projects at Telenor

* Developed, tracked and managed project plans, timelines, budgets and the scope.
* Managed project documentation (e.g. Project Charter, BRD, SD, Risk Matrix and Mitigation Plan, Issue Register, etc.).
* Responsible for all project oversight, including planning, directing and managing development, functional & business resources, testing activities and setting customer expectation.
* Spearheaded delivery of B2C self-care App achieving 35 million MAUs as Agile Project manager.
* Successfully delivered 2 x B2B Apps for Point of Sale data across 150,000 Retailer with annual revenue of $6million.
* Achieved 80 percent increase in Customer enablement, satisfaction & rapid acquisitions to empower organization’s digital transformation journey.
* Ensured timely risk assessments along with mitigation plan.
* Led process re-engineering project to improve and consolidate end-to-end service processes; restructured communication flow among 4+ departments and cut down paperwork by 75% hence contributing towards process improvement initiatives.
* Took initiative to coach, mentor, and orient co-workers and actively support team-based developments.
* Coordinated with project staff and lead communication with stakeholders to manage expectations by sharing regular progress and updates by conducing regular status meetings with key stakeholders & steering committee meetings for key decisions.
* Identify, report and coordinate day to day resolution of issues on war footing basis, manage escalations.
* Provided the highest quality services possible to all external and internal clients while managing strong relationship with stakeholders.
* Controlled and closed projects against defined time, scope and budget while adhering to polices & processes.
* Leading financial management & manage project resources, remote & international including procuring project staff & Capacity.
* Hands on experience of JIRA for sprint planning, managing user stories, scheduling, issue tracking, task assignment and reporting.

**Digital & Finance Project Manager (Telenor Group-Norway ASA) 2015 – 2019**

Led Project Portfolio (PMO office), CapEx & OpEx Financial Management, Infrastructure Demand Management of $400M, IT Strategy & Workflows

* Managed financial aspects of projects including budgeting, forecasting and cost control for a portfolio of 15+ projects, with a total budget of over $800M annually.
* Conducted the cost optimization exercise resulting in $20M reduction in OpEx cost hence contributed towards company’s savings.
* Devised & Implemented IPROC (procurement) tool in liaison with finance department hence resulting in reduction of PR/PO issuance time from three weeks to 1 day hence achieving 95 percent efficiency in the process.
* Led & implemented Operational Framework for issue logging ,tracking, resolution, Email notification established, Pandora alerts implemented for NOC alarms bringing in 80 percent efficiency in process.
* Revamped the Application’s Architecture from old legacy to modernize architecture, revamped UI/UX user journey, optimized APIs, queries. Implemented reusable workflows & modules with enhanced security making the Application 80-85% more efficient, optimized & secure
* Devised & Implemented IPROC (procurement) tool in liaison with finance department hence resulting in reduction of PR/PO issuance time from three weeks to 1 day hence achieving 95 percent efficiency in the process
* Participated & facilitated in IT Strategy development with management.
* Designed and implemented workflows for financial processes.
* Forecasting and reporting of Infrastructure demand management.
* Managed Resource planning and budgeting

**Project Manager (Jazz Group-Orascom) 2007 – 2015**

* Executed & implemented full automation of end to end BTS Rollout workflow for the company along with the integration of reporting tool “Business Objects” hence achieved 80 percent efficiency in process, time & human resource.
* Managed coordination between various technical department & international vendors for the deployment of BTS rollout (Radio Network) solution.
* Performed System Administration, Data migration, configuration.
* Implemented Reports on Business Objects tool.

**EDUCATION**

* **Bachelors of Computer Sciences** - Comsats Institute of Information Technology

**CERTIFICATIONS & TRAININGS**

* Agile foundation - LinkedIn
* Prince 2 foundation - Business Beam
* Intermediate expert journey- agile - CrossKnowledge
* Business objects - GammaNetone
* IBM Cognos - IBM
* Culture of excellence, operationalizing values - Jazz
* PMP Training (35 PDUs)