ANISH ALAVI

Project Manager

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CAREER ACCOMPLISHMENTS:

- Managing budget of 100 million dirham in Emirates NBD including resource allocation and other fixed bid costs
- Selected to act as Agile coach along with project management to enhance team productivity in Emirates NBD
- Promoted on fast track as Senior Manager in Habib Bank for an outstanding dedication towards the deliverables
- Managed the account opening support for PAN Pakistan with 5 team members along with other projects for one year (5000 accounts opened on average daily) in Habib Bank
- Designed (along with tech team) and implemented call center solution in Habib bank to reduce the agent utilization by 25%
- Implemented the new account opening solution across the Habib bank to bring the account opening TAT from 5 days to 2 days

AREA OF EXPERTISE

- Project Implementation using Agile and
- Waterfall methodology and documentation
- Process Optimization, transformation and simplification
- Core Banking Migration and System Implementation
- Supplier management
- Agile methodology implementation
- Software Development Life Cycle (SDLC)
- Stakeholder management
- Integration of reports with Power BI
- Business Requirement Analysis
- Analytics analysis
- Mobile banking
- Web banking

SKILLS

- Budgeting
- Business strategy
- Technical documentation
- Process management
- Risk analysis, evaluation and management
- Project management software proficiency

TOOLS

- MS office
- MS Project
- Jira
- Visio
- Project Online
- Primavera
- MS Teams
- Confluence
- AMANA

WORK EXPERIENCE

Project Manager/Agile Coach, Emirates NBD, Dubai   Aug 2022– Present

- ❖ Working alongside product owners and Delivery leads, to help deliver the on-time delivery of projects, Risk management and stakeholder management in an Agile manner
- ❖ Scheduling and facilitating scrum events, including sprint planning sessions, backlog grooming, daily scrums, sprint reviews and sprint retrospectives
- ❖ Maintaining the scrum team's capacity plan, scrum board, sprint backlog, velocity charts and burn-down charts
- ❖ Responsible for cost analysis, budget and schedule over run for the projects assigned and for the whole tribe (100mn budget)

o **Major Projects and Achievements**
o *Digital Account Opening for KSA on mobile and Web platform*
➢ Working with the team to prepare documentation and implementation, facilitating the UAT and closure of the project

o *Apple Pay – Credit Card for KSA on mobile platform*
➢ Liaising with VISA, Network Integration and internal stakeholders to conduct testing, deployment and documentation of the project

o *New credit card product launch on web and mobile banking platform*
➢ Acting as a bridge between the vendor an cross functional department to implement the project as per the plan and scope, conducting UATs and completion of documentation

o *Adobe Analytics and Target implementation on Website and App*
➢ Assessing the team, communicating and guiding the internal and external stakeholders towards the right Agile scaling methodology. Maintaining the product backlog. Responsible for product delivery end-to end

Program Manager, Habib Bank Limited, October 2019 –Aug 2022

- ❖ Managing client expectations, developing a detailed project plan, defining the scope of the project, resource allocation and managing product backlog
- ❖ Motivating and leading the team to avoid conflicts and bring them together to create a successful product/software/process
- ❖ Designing and managing the dashboards for tracking the project and milestones along with reporting the key achievements
- ❖ Holding steer cos and presenting the data to C level management
- ❖ Transformation of processes with the focus on optimising customer experience, reducing cost over heads, decreasing turnaround time
- ❖ Responsible for the implementation of processes/software to comply the Anti Money laundering (AML) guidelines issued by the State Bank of Pakistan and other regulatory projects

EXPERIENCE IN BANKING DOMAINS

- Branch operations
- Branch banking
- Digital banking
- Mobile banking
- Payment operations
- Consumer banking

CERTIFICATION AND TRAINING

- Project Management Training – PMI, 2017
- Strategy Planning and Execution – LUMS REDC, 2020
- Project Management Foundation Training – IBA Karachi, 2021

EDUCATION

- **MBA** – Queen Mary, London University (to be completed in Dec 2023)
- **MS Engineering Management** – NED University of Engineering and Technology, 2012

o Major Projects and Achievements

o *Core Banking Implementation*
➢ Program initiated by the bank to revamp the core banking platform. The team was formed to liaison with the business, finalize the requirement in the shape of BRD, conduct testing and help in smooth transition to the new system

o *RAAST – Pakistan's instant payment system - Regulatory Project*
➢ Deploying the end-to-end project and liaising with State bank. Conducting the Testing and preparation of project documentation.
➢ Achievement – Pakistan's first P2P instant digital payment system contributing positively to GoP's aim of Digital Pakistan.

o *Digital On-boarding - Regulatory Project*
➢ Implementing the solution for account opening on tablet and website. Linking with the Centralised operations, branch banking, consumer banking, branch operation, legal, marketing and Compliance to complete end-to end project. Formation of User manuals, helpdesk creation, conducting User Acceptance Testing and closure of the project
➢ Achievement – 1000 + accounts were activated in 2 months

o *Account Opening through Artificial Intelligence*
➢ The project was initiated in line with the strategic initiative of the b introduce automation and reduce the turnaround time in account openin the project to form the strategy, aligning the teams, forming th performance indicators, testing scripts and shortlisting the vendc procurement and IT
➢ Forming the necessary documentation for the project including requirement document (BRD), Request for proposals (RFP), Risk log, Issue log, communication plan and User Acceptance Testing (UAT) testing scripts
➢ Achievement – It would enable the bank to decrease the 50% of account opening TAT and improve customer

o *E- PRC (Proceed Realisation Certificate) Digitization and verification - Regulatory Project*
➢ Implementing the complete project, conducting User acceptance testing with business, State Bank and IT
➢ Making the project plan and other documentation. Creating user manuals for call centre agents and providing training to the stakeholders on the closure of the project
➢ Achievement – Helped bank to conform the Regulatory guideline

o *Re-carding of Credit and Debit cards - Regulatory Project*
➢ HBL Conducting the UATs, managing the documentation, coordinating with operations and business along with managing the stationery and delivery issues and provide reporting to the State Bank.
➢ Managing end-to end communication and implementation of the project along with the cross functional teams, State bank and vendors such TCS
➢ Achievement – Helped bank to abide by the State bank regulation.

Product Manager, Bank of Khyber   March 2018 – September 2019
- ❖ Coordinate internal resources and vendors for the flawless execution of projects
- ❖ Ensuring that all projects are delivered on-time, within scope and within budget
- ❖ Developing project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility
- ❖ Ensure resource availability and allocation
- ❖ Develop proper project documentation and tracking the progress of the project
- ❖ Use appropriate verification techniques to manage changes in project scope, schedule and costs
- ❖ Report and escalate to management as needed
- ❖ Manage the relationship with the client and all stakeholders
- ❖ Perform risk management to minimize project risks

- o Major Projects and Achievements
  - o *Core banking Implementation – Treasury*
  - ➢ Requirement gathering from the business
  - ➢ Acting as the point of contact for the vendor and IT
  - ➢ Conducting the end to end testing with the business

  - o *Adams Islamic Treasury Automated System*
  - ➢ Led the project management with third party vendors for the implementation of the project
  - ➢ Analysing the reporting requirement needed for state bank and implementation of the same with the vendor
  - ➢ Conducting UAT along with the business user to verify the automation of the workflow
  - ➢ Formation of detail project documents including project plan, requirement document and functional specification document
  - ➢ Achievement – Bank could be able to view the automated workflow including dashboard and reports

  - o *Service Centre System Manager*
  - ➢ Hands on experience in forming the incident and service request workflows for different type of complaints
  - ➢ Formation of Service catalogue including Service level agreements and operation level agreements with the different stakeholders
  - ➢ Designing and integrating the reports with Power BI
  - ➢ Achievement – Helped bank to improve efficiency and to facilitate the logging of ticket for Incident and Service Requests

  - o *Swift Upgrade 7.2*
  - ➢ Coordinating with the vendor to comply with the Swift upgrade guidelines
  - ➢ Assisting the teams in conducting User acceptance testing and closure of the projects
  - ➢ Implementing the swift control guidelines in the system
  - ➢ Achievement – The Bank was able to comply the SWIFT principal guideline to upgrade the version

  - o *Auto RTGS – STP Project*
  - ➢ Implementing the end-to-end project as per the State bank's guidelines
  - ➢ Formation of documents as per requirement of state bank, aiding in conducting audit
  - ➢ Managing SBP, bank's stakeholders and Vendor coordination for implementation, integration, UAT, document submission to SBP
  - ➢ Achievement – The Bank was able to deploy the RTGS which was driven by SBP, helping in reducing the TAT of transactions

Project Manager, Curve Technologies Pvt. Ltd.   July 2017 – March 2018
- ❖ Create and maintain comprehensive project documentation
- ❖ Meet with clients to take detailed ordering briefs and clarify specific requirements of each project
- ❖ Delegate project tasks based on junior staff members' individual strengths, skill sets, and experience levels
- ❖ Track project performance, specifically to analyse the successful completion of short and long-term goals
- ❖ Meet budgetary objectives and adjust project constraints based on financial analysis
- ❖ Develop spreadsheets, diagrams and process maps to document needs
- ❖ Planning, monitoring and documentation of projects including managing resources and providing trainings

- o Major Projects and Achievements
- o *Reconciliation Application Project in UBL*
  - ➢ Formation of project documentation, planning, monitoring and conducting the UAT
  - ➢ Achievement – This system helped the Bank to conduct reconciliation activity in automated manner

Project Manager, Pronet Pvt. Ltd.   *October 2014 – March 2017*

- ❖ Determine and define project scope and objectives and understanding the client's needs
- ❖ Align or hire resources needed to reach objectives and manage resources in an effective and efficient manner
- ❖ Prepare budget based on scope of work and resource requirements and present o C-level management
- ❖ Track project end-to end, develop and manage a detailed project schedule and work plan
- ❖ Provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress
- ❖ Manage contracts with vendors and suppliers by assigning tasks and communicating expected deliverables
- ❖ Utilize industry best practices, techniques, and standards throughout entire project execution
- ❖ Measure project performance to identify areas for improvement

o **Major Projects and Achievements**

o *Faysal Bank Call Centre Upgradation Solution*

- ➢ Implementing the end-to-end Avaya Call Centre solution along with the principle (Avaya).
- ➢ Managing the outsourced resources and conducting the UAT. Hiring and training the resources as per need
- ➢ Ensured that industries best practices are followed, and up to-mark reporting features are given
- ➢ <u>Achievement – Bank was migrated to new system which helped them to create more reports, new IVR menus assisting them to increase their Service level</u>

o *PSO Contact Centre Solution*

- ➢ Handling the documentation and planning the Project. Presenting project status presentations.
- ➢ Ensured security best practices and regulation as per the compliance and external security requirement
- ➢ Achievement – Helped PSO to upgrade their system with new features which helped them to increase their efficiency

o *Deutsche Bank IP Telephony Project*

- ➢ Coordinating with offshore teams of Deutsche Bank regarding the completion of tasks and documentations
- ➢ Performed detail technical and functional analysis
- ➢ Communicating with the Deutsche bank's international team for conducting UAT and system cutover
- ➢ <u>Achievement – Bank was upgraded to the new system</u>

o *UBL ATM Hotline Project*

- ➢ Mobilizing the team to configure, dispatch and set-up the hotlines phones inside every ATM along with the necessary documentation required by the bank
- ➢ Responsible to look after the cost and budget for the project
- ➢ Negotiating best feature delivery, procurement and operational terms with Bank
- ➢ Ensured security practices, tracked work against project baselines and implemented sound risk management practices to identify, mitigate and manage projects risks
- ➢ <u>Achievement – UBL was able to deploy the hotlines on all ATMs helping in increasing the customer experience with the lowest possible cost</u>

Project Manager, Meritocracy   *May 2014 – September 2014*

- ❖ Coordinating with International Clients, making the Project Plan and other project related documents. Understanding the client's needs, forming the documentation. Delivering the projects related to bank's software's and animation projects. Hiring and managing the resources on the Project.

Project Coordinator, SharpImage   *May 2013 – April 2014*

- ❖ Responsible to make schedules, arrange resources and meet the deadlines of the project. Engaged in making the SOP for the teams. Dealing with technical team and delivering the campaigns, advertisement and animation projects on time.

Assistant Multimedia Producer, Prime HR (Dawn Media Group)   *November 2011 – April 2013*

- ❖ Designing and strategizing the campaigns. Responsible for managing the daily agenda and news flow. Have also done part time reporting and attended press conferences. Involved in forming in mood board and story boards.

Assistant Manager, Shahbaz Enterprises   *January 2010 – October 2011*

- ❖ Responsible for customer service complaints, including maintaining customer relationships and ensuring repeat customers by upselling products and services and taking care of any customer concerns or complaints.