Mir S. Ellahi - ***PgMP, PMP, PMI-ACP***

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**Summary:**

An accomplished, results-oriented program/senior project manager with more than 20 years of experience directing large scale programs/projects. Business strategist, plan and manage multimillion-dollar projects aligning business goals with technology solutions to drive process improvements, competitive advantage, and bottom-line gains. Recognized for ability to identify, design, and deploy innovative and diverse technologies that result in improved systems, increased production, and decreased expenses. Proven ability to resolve complex problems, quickly diagnosing and identifying risks & issues and determining the proper resolutions.

**Technical Skills:**

* State Government, PMO, Process management & improvement, Team building
* Strategic communication planning and implementation
* Hands on experience of SDLC, Infrastructure, COTS projects, from inception to completion
* SaaS, PaaS implementation in the latest technology cloud-based Salesforce environments
* Managed beginning to end application releases utilizing DevOps development practices
* Dot Net, Salesforce, COBOL, Java Scripting
* SharePoint, MS Project(online), Innotas, Microsoft 365, MS Team, MS flows, Power Apps, Oracle, MS SQL, DB2, SQL/DS
* Artificial Intelligence (AI), Expert Systems
* Mobile App development on cloud-based Salesforce environments
* QA, Release Management
* Legacy Systems (IBM Mainframe, AS-400) development & migration
* Wide-ranging experience managing SDLC programs / projects with Waterfall and Agile methodologies
* Accomplished the work activities of Programmers, Business Analysts, DBA’s and other Support staff
* Created Vision Documents, Business Case Documents, Project Charters, and Project Plans.
* Established and monitored projects, task schedules, budget, risks and ensured adherence to work deadlines
* Strong analytical, customer service skills. Possess ability to apply and/or interpret business concepts to solve problems and ability to work well with people at all levels.

EDUCATION

MS of Computer Software Engineering, National University of Sciences & Technology (NUST), Islamabad Pakistan, 1996

Bachelor of Engineering, National University of Sciences & Technology (NUST), Islamabad Pakistan, 1985

International Diploma in Computer Studies, Computer Data Systems (CDS), Islamabad Pakistan, 1990

Business Analysis & Design Course, Quaid-i-Azam University, Islamabad Pakistan, 1991

CERTIFICATIONS/AWARDS

Program Management Professional (PgMP) – 2014 (Active)

Project Management Institute – Agile Certified Professional (PMI\_ACP) – 2012 (Active**)**

Project Management Professional (PMP) – 2007 (Active)

PROFESSIONAL EXPERIENCE

**Laureate Education International Universities, MD, Nov 2019 – July 2020**

*Program / Project Manager*

* Leads and manages the IT Delivery for Enrollment to Graduation (E2G) Program.
* Manages program activities for business requirements, reporting.
* Work closely with other IT Delivery leaders to ensure consistency in approach and definition of key metrics.
* Develop relationships with development teams, IT Operations, Infrastructure, and other shared services teams.
* Executing program cutover activities by planning, collecting, maintaining and coordinating with different workstreams cutover plans with emphases to highlighting Milestones, cross-workstream dependencies, blackout and smoke testing periods.
* Ensure the defects goes through the defect triage governance process for evaluation and approval.
* Facilitate in coordinating the regression testing defect fixing and reporting from DevOps for the management.
* Enable agile in teams specifically Scaled Agile (SAFe).
* Develop teams with focus on mentorship, coaching and team growth.
* Manage program execution within assigned budgets.

State Highway Administration (SHA) Department of Transportation Maryland, MD Mar 2008 – Aug 2019

*Senior Program / Project Manager*

***Representative Projects – Developed in Salesforce & Dot Net Platforms, (Mar 2008 – Aug 2019)***

**SDLC Projects (Agile Implementation)**

**Dot Net Environments**

* Led strategic initiative of Maryland Department of Transportation (MDOT) Office of Real Estate System (OREMS) a $15M multi-year program and managed its design, development and delivery of numerous modules / sub-modules that supports the acquisition and disposal of SHA Properties needed for ongoing projects. The application modules were integrated with GIS (ESRI) to show the plats, parcels artifacts including shape and other related data, documents. The system was also integrated with MDOT mainframe Financial Management Information System (FMIS) for cash flow and other expense related data to update the project balances. The system was developed in Dot Net platform with Oracle backend with a team of 20-25 employees and contractors to perform Application Development, Operational Support, and Database Maintenance.
* Program managed the development and delivery of HR System a $10M multi-year program used by more than 3000 employees. The System helped MDOT Employees in keeping their transactions / records up to date in the areas related to employee history, discipline, vacant positions, position reclass, leave benefits. The HR System received daily employee updates from the MDOT mainframe system via Talend software routine to ensure provision of latest employee status and related information. The system was developed in Dot Net platform with MS SQL backend with a team of 20-25 employees and contractors to perform Application Development, Operational Support, and Database Maintenance.
* Program managed and delivered contract management tracking system a $10M multi-year program for entire State Highway Administration (SHA) Offices & Districts that tracked all the approved project tasks and activities throughout their life cycle till completion including invoicing & payments. The system was also integrated with MDOT Financial Management Information System (FMIS) to acquire amount paid to the vendors. The System was designed in Dot Net platform with MS SQL backend with a team of 12-15 employees and contractors to perform Application Development, Operational Support, and Database Maintenance.

**Cloud Environments (Salesforce)**

* Program managed the development and delivery of Outdoor Advertising and Junkyards Control Management System (OAJCMS) a $10M multi-year program. The program provided the Maryland customers, vendors numerous facilities & functions including acquisition process of new outdoor signs / junkyards permits & licenses, annual renewal of signs & permits and payment option. The system generates comprehensive documents including invoices, cover letters that are sent to the registered customers, vendors for annual renewal payments. The OAJCMS provides comprehensive query and reporting mechanism to show the progress of invoice payments due from customers, vendors with total receivables, remaining amount if any and overall revenue totals. This program generates significant annual revenue from the sale and renewal of outdoor sign permits & license fee. Lead a team of 12-15 employees and contractors to perform Application Development, Operational Support, and Database Maintenance. The system was developed in Salesforce PaaS platform.
* Program Managed the design, development and delivery of mobile inspection application on cloud platform that provides user friendly interface along with the numerous options of creating inspection questions database, inspections, checklist of inspections, dynamic selection of taking pictures, videos, work orders. The system design is very user friendly and includes meaningful icons to drive the logic flow between application functions. The system was developed in Salesforce lightning PaaS platform with the team of 10-12 employees and contractors. Provided application training to more than 200 employees.
* Program managed the design, development and delivery of annual budget program for State Highway Administration (SHA) Office of Information & Technology that prepares current fiscal year plus five years projected budget under Capital & Operations along with different other account heads including grants received from different resources. The system was also integrated with MDOT mainframe Financial Management Information System (FMIS) to acquire expenses related data to update the amount balances of different account heads, Blanket Purchase Orders (BPO’s), Purchase Orders (PO’s). The system was developed in Salesforce PaaS platform with the team of 15-18 employees and contractors.
* Program managed and delivered consultants tracking system for different type of consultants. The system provided approval process and annual renewal for consultants hired for State Highway Administration (SHA) Offices The system was developed in Salesforce PaaS platform with the team of 12-15 employees and contractors.

**Infrastructure related Projects**

* Delivered infrastructure related eFax migration project part of Maryland Department of Transportation (MDOT) for all the State Highway Administration (SHA) Offices effecting 3000 employees.
* Delivered infrastructure related Exchange Online migration project part of Maryland Department of Transportation (MDOT) for all the State Highway Administration (SHA) Offices effecting 3000 employees.
* Assisted MDOT-SHA PMO in establishing program / project governess and produced PMO standards, criteria’s, and project artifacts documentations / templates to standardize the processes.
* Established help desk, customer support L1, L2 & L3 processes to provide technical support to MDOT-SHA customers and used IBM Maximo to manage, control, process and complete the service requests.

**COTS related Projects**

* Delivered COTS product online Material Safety Data Sheets (MSDS) for the MDOT-SHA safety mangers regarding safe use of chemical and other hazardous materials in the field.
* Delivered COTS product Portfolio Management Tool “Innotas”, prepared cost & benefit analysis, a process for approval & purchase and implemented at the organization level for more than 1000 users.

**DevOps / Release Management**

* All the project releases were managed by using the DevOps practices involving the development, operations and deployment team members from beginning to end of the releases. Prepared the release detail documents, communication plan to inform the business users about release schedule to test, staging and production instances.

ENFORSYS SYSTEMS INC., Whippany, NJ Apr 2001 – Feb 2008

*Project Manager / Business Analyst Enforsys Application Implementation*

* Developed project plans and prepared roadmap regarding product implementation for clients.
* Worked closely with end users during the SDLC phases and completed the deliverables for a large, medium and small Police Departments.
* Worked in the JAD sessions to gather requirements for modules including CAD, RMS, Case Management with multiple incidents linking, Reporting. The System helped managing incident response (including 911), patrol units through CAD, allows customization of incident number format through RMS, full investigation management, multiple incidents linking through Case Management.
* Established QA department and provided comprehensive product testing.
* Implemented and supported the final product having at the Police Departments, Campuses with full mobile capabilities. Some significant capabilities included multiple-jurisdictional or single agency, library of fillable reports, flexible CAD configurations, Multiple agency dispatch.
* Provided CRM, training and operational support to the clients and managed resources.
* Coordinated operational activities amongst different departments and created reports helpful to ascertain product pricing and support contracts.

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