

**MOHAMMAD REZAUL KARIM, CSM, Six Sigma Green Belt**  
469-954-6506 | [mkarim2000@yahoo.com](mailto:mkarim2000@yahoo.com) | Murphy, TX 75094

---

Results driven Technology leader with extensive experience in large companies running various complex projects/programs. Leadership quality to build teams focused on teamwork, agility, creativity, and profitability. Excels at being customer-focused, organized with priority and knowledgeable about business process improvements to better customer experiences as well as improve Operational efficiency. Able to motivate cross-functional teams to sustain high levels of productivity and accomplish challenging project timeline and goals.

#### **Summary of Qualifications:**

Agile Process development and optimization • Resource, Communication, Negotiation • Budget, Vendor Management and global Project/Program Management • Customer Management • Executive & customer communications • Release Management, Operational support system (OSS), Business support system(BSS) • Risk Management

#### **TECHNICAL SKILLS**

**Technologies:** AWS, IBM Enterprise Content Management Cloud (ECMC), Java, Java Script, .Net, Oracle, CI/CD, Kafka, Splunk, GitHub, Data Analytics

**Tools:** MS Team, WebEx, SharePoint, Jira, Rational, Service Now, Office 365, Confluence, IBM Case Manager (FileNet), Datacap, Enterprise Membership Workflow System (EMWS), Postman, Remedy, Cognos, CRM, IEX Total View, Pace, Norad

#### **PROFESSIONAL EXPERIENCE**

##### **Kaiser Permanente, Scrum Master Contract**

**March 2020 - Dec 2020**

- Manage SCRUM teams for product enhancements and technical debt using IBM ECM Cloud
- Lead and manage global scrum teams using scrum guidelines
- Partner with Business stakeholders and Product Owners to align requirements, backlog and sprint prioritization
- Utilize Service Now for software tools and access for new team members
- Utilize Service Now for change management
- Manage cross functional Story Dependency and prioritization
- Engineering and Sprint KPI (Key Performance Indicator) Management
- Assist Team with Jira & Rational Tool mapping which saves times for SIT Testing team and optimize the release management process
- Perform Data analysis for product gaps and potential product enhancements to meet customers objectives by working with Product Owners and key stakeholders
- Resource Management, budget tracking and forecasting
- Weekly status report for internal management
- Lead and Coordinate SCRUM of SCRUMS

##### **Deep Dive Services Inc, Technical Project Manager/Scrum Master TX Contract April 2019 - Feb 2020**

- Manage SCRUM teams for enhancements and defects for application development
- Resource Management, budget tracking and forecasting
- Weekly status report for internal management
- Coordinate SCRUM of SCRUMS
- Conduct SCRUM events
- Assist the Product Owner in managing the backlog and facilitating a healthy team dynamic when prioritizing and scoping

**AT&T, Technical Project Manager/Scrum Master TX****July 2015 - March 2019**

- Led Cross functional global team for multi year billing platform modernization
- Perform Data analysis for product gaps and potential product enhancements to meet customers objectives by working with Product Owners and key stakeholders
- Monitor software development lifecycle (SDLC) process for continuous improvements
- Cultivate business partner relationships to support strategic initiatives and drive revenue streams.
- Monitor and manage User Acceptance Testing as well as Production Validation Testing
- Prepare weekly project status report and shared with SCRUM team and Management
- Conduct SCRUM events
- Works closely with product owners and SCRUM teams to define Sprint scope and release planning

**AT&T, Technical Project Manager/Scrum Master TX****Jan 2010 - June 2015**

- Manage projects related to wireless network cell tower for SAQ team and Construction team
- Manage software related issues and upgrade related projects, focusing on Priority, Resource, budget, timeline and vendor
- Collaboration with various SCRUM teams consisting application development, network planning, engineering, operations for software development and successful Cell Tower implementation
- Led Team for End to End delivery on FileNet using AWS Cloud
- Identify problems, impediments, dependencies, and then facilitate quick resolution.

**AT&T, Technical Project Manager TX****Jan 2004 - Dec 2009**

- Manage and monitor Call Center monthly performance
- Collaborate and manage enhancement and defect related projects with Product, Application, Engineering and Operation team
- Worked with various IT Application teams to prioritize defects to assign it to sprint
- Collect new product capabilities and worked with product owner to ensure those are considered for product backlog
- Resource Management, budget tracking and forecasting
- Reduce 10% operational cost by optimizing the process
- Develop Key performance indicators (KPI) by partnering with Vendor review monthly

**IBM Global Services, Technical Project Manager TX****Dec 2001 - Dec 2003**

- Manage scope mainframe print jobs to distributive LAN project focusing on budget, resource and timeline
- Track and monitor Vendor KPI
- Manage customers communications, expectation and budget
- Manage project priority with internal and external team
- Weekly status report for internal management and customers

**Cunningham Lindsey, Technical Project Manager TX****Dec 1998 - Nov 2001**

- Manage communication between business, technology and customer to capture project requirements
- Manage project thru SDLC using Agile, Waterfall and Hybrid methodology
- Manage customers communication, expectation and budget
- Manage issue with prioritization
- Weekly status report for internal management and customers

**EDUCATION & CERTIFICATION**

- Bachelor of Science, Interdisciplinary Studies, University of Texas at Dallas, TX
- Six Sigma Green Belt Certification
- Scrum Master Certification