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## Profile summary

- 6+ years of Experience in Business Analyst \ Scrum Master
- 3+ years of experience into System Administration \ IT Analyst
- 1+ years of Experience into IT and Scrum Trainer \ Consultant
- Professional Scrum Master, ITIL, SQL, MCP, MCITP, MCSE, OilSim, and OFS3

## Certifications

- Professional Scrum Master – Certified 2017
- Microsoft Certified Systems Administrator – Certified 2011
- Microsoft Certified IT Professional – Certified 2011
- Microsoft Certified Technology Specialist – Certified 2011
- Managing and Maintaining a Microsoft® Windows Server® 2012
- SQL Database – Certified 2015
- ITIL Foundation – Certified 2016

## Skills

- Expert in Business Analysis and Stakeholder management
- Strong exposure into Global Software Implementations
- Strong written and verbal communication including evaluating business process, requirements gathering, interviewing stakeholders, developing clear and precise documents and applying to assigned projects.
- Excellent Decision-making, leadership and time-management skills.
- Proven analytical, presentation skills, critical thinking, problem solving skills with exceptional ability for time management in a fast-paced environment and ability to prioritize task.
- In-depth knowledge of software including: Microsoft Office tools, MS SharePoint, ALM Serena Business Manager, Ms Project, SQL Server Administration, Excel, and Service Now, Visio.

- Good understanding of Software Development Life Cycle (SDLC) – Waterfall and Agile Methodologies
- Excellent analytics result oriented, problem solving, critical thinking, organizational and a team player.
- A strong motivated, attention to details, work independently and understanding of project management and business analysis methodologies.
- Efficiently working with remote/offshore development and QA teams using online conference tools – Skype Lync, Team Viewer, and Live Meeting.
- Ability to Liaise, brainstorm and contribute to a positive team environment through determination, integrity, teamwork, relationship building, collaboration and open communication.

## Experience

### **Scrum Trainer and Agile Consultant (December 2019 to current)**

- Working on information technology field to help businesses and organizations develop technological systems and solutions.
- Helping to determine the best way for an organization to move forward with its technology.
- Was responsible for a major IT project to co-ordinate, develop, manage, and monitor IoT devices.
- Provided Global Classroom and Online Training and Coaching as requested from the client.
- Successfully provided global trainings on Scrum, SDLC, Agile, Business Analysis, Software testing, QA and Stakeholder management.
- Mentoring individuals and helping them learn and grow their Applications and projects.
- Assisted various organizations in setting up Scrum as their Application release management system.

### **Schlumberger Global Services – February 2014 to November 2019**

#### **Business Analyst / Scrum Master**

Dubai - Pune

- Provided complete support for E-sales and marketing applications and complete release management through Scrum.
- Built strong partnership and elicited problem details with stakeholders of varying levels of technical knowledge.

- Lead a team to overhaul the design and documentation of application migration along with change release Manager and Software development team which paved way to a 20% increase the application performance.
- Recorded, tracked, and documented around 300 Service Desk problem and incidents of almost 80% of successful processes and moved them to Wiki within 4 months.
- Managed the enhancement and delivery of 2 critical business applications while contributing towards 70% of Schlumberger's global revenue through 2017.
- Liaised with developers and architectural team to manage and maintain data flow, disaster recovery, system upgrades and patches, regression testing via ITSM Support tool and Application Lifecycle Management tool. (ALM) and MS Visio.
- Quarterly Cross Skill Training provided to other IT teams on new features implemented on E-Sales application through Knowledge Transfer.
- Collaborated with the Business Process Manager, Stakeholders to review and approve detailed application changes, functional specification documents to deliver on business priorities before entering into production environment.

### **Abu Dhabi Investment Council - IT Support Analyst - April 2013 - December 2013**

**Al Bahr Towers, Abu Dhabi (UAE).**

- Served as a 2nd level/support analyst receiving escalated problem from first level support.
- Served as System Engineer in Renaming, updating and revoking user and computer accounts through windows active directory.
- Supported over 750 users from different departments remotely via telephone (60%) and in person at their physical locations (40%)
- Provided on-site technical support for desktop PC/Laptops, Printers, updating current infrastructure and deploying new software in person, desktop remote connection, automation and Team viewer.

### **Détente Technologies Pvt Ltd – IT System Admin - June 2009 - May 2013 (4 years)**

**Hyderabad Area, India**

- Served as the first point of contact for customers related technical support assistance and IT inquiries through walk in, phone, email and via Manage Engine, BMC Remedy, and Service Now.
- Troubleshoot resolution and recovery for hardware/software problems on basically Microsoft products.
- Assisted in administering deliveries and asset categorization of IT products, accessories and deal with IT suppliers.

- Set-up complete computer systems for new employees, from image to employee desk.
- Support included Active Directory, Exchange, Network setup and All IT issues.

**Dell International Services - Technical Support Expert - Dec 2007 - June 2009**  
**(1 year 7 months)**

**Hyderabad, India**

- Responsible for delivering all aspects of IT technical support to customers by interpreting problems and providing necessary support on Dell's hardware, software, networks and systems.
- Suggested corrective procedures for known hardware problems, such as configurations, performance, downtime or diagnostic problems.
- Answer hardware, product installation, upgrade, configuration, and startup questions about DELL PCs- supported hardware products from DELL - provided hardware management utilities.
- Answering inbound and outbound calls. Especially software, hardware, network connectivity and troubleshooting.

**Education**

- Global Infosys Hyderabad, AP – India  
Diploma in computer applications, Computer Science · (2009 - 2010)
- Karnataka University ( KSOU ), Mysore – Karnataka India  
B.com · (2003 - 2006)

**Personal Details**

Date of Birth	07 April 1983.
Marital status	Married
Languages known	Hindi, English, Kannada, Telugu, Arabic (basic)
Nationality	Indian