

Wasim Mohammed

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PROFESSIONAL SUMMARY

Experienced IT professional with a background in both Project Management and IT Service Management. Proven track record in coordinating tasks, managing schedules, and facilitating effective communication among team members. Skilled in administrative duties such as planning, reporting, monitoring project performance and stakeholder engagement to achieve objectives and enhance overall operational efficiency.

WORK EXPERIANCE

Administrative Assistant

June 2024 – Sept 2024

Ontario Centre Of Innovation (OCI)

Toronto, Canada

- Assisted Program Manager in managing and governing collaborative projects between university research teams and Industry start-ups
- Monitored the performance of projects through reviewing their progress and final reports and conducted follow ups on overdue reports and revision requests.
- Scheduled meetings between program manager and project team (Applicant, Contributors and other stakeholders).
- Provided guidance and assistance on project report submission and helped resolve any issues the Stakeholders are facing with this process and good project practices.
- Conducted weekly review on the status of all the projects running within the program and compiled the data in highlight reports for program manager and director.
- Maintained clear and updated project and process related documents in SharePoint with controlled access privileges.
- Aided both Program Manager and Director with any Ad-Hoc requests involving the Access OCI Portal.

Sr Consultant (PMO)

Sept 2021 - Sept 2023

KPMG

Bangalore, India

Engagement 1: To manage projects within a Renewable Energy Portfolio for an Oil and Gas conglomerate.

- Collaborated with Project Managers to analyse project requirements, durations, and budgets, provided periodic reviews and reports to assess project progress until its closure.
- Organized daily stand-ups with the project team to discuss updates and address any impediments and ensuring key achievements and lessons learned were documented during the project closure phase.
- Securely organized and updated project-specific documents, artefacts, standardized templates, and cost trackers in a centralized repository such as SharePoint and Confluence.
- Worked with resource management teams to onboard necessary project resources and tracked their hours dedicated to respective projects within the portfolio.
- Created purchase orders and monitored vendor invoices to prevent payment delays, collaborating with the finance team to post any necessary accruals.

Engagement 2: To assist in building an interactive dashboard for CIO and establishing a PMO office for a prominent Pharmaceutical client in-order to monitor and manage IT projects using project management concepts and methodology.

- Assisted in gathering project requirements and identifying key stakeholders, resources, risks, and pain points.
- Evaluated the client's current technology setup and processes, creating a comprehensive gap analysis report and developing detailed project plans.

For CIO Dashboard Build:

- Designed KPIs in collaboration with the CIO and development team, ensuring data integration and presenting a prototype for client feedback.
- Coordinated progress tracking, regular stakeholder communication, and project closure activities post-deployment, including asset and document handover.

For PMO Setup:

- Developed a Project Delivery Framework, documentation templates, and a secure repository for project records.
- Help conduct knowledge transfer sessions, provided guidance throughout the project life cycle.
- Compiled a comprehensive PMO Handbook as a key reference.

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Project Coordinator DXC Technology

May 2019 – Aug 2021
Bangalore, India

Program: Data Centre Transformation

- To Manage infrastructure projects with a focus on decommissioning legacy configuration items as part of a bigger program to revamp an existing IT infrastructure for a major banking organization.
- Tracked and reported project progress to stakeholders following the agreed-upon communication plan.
- Managed Change Initiation, Planning, and Scheduling using ServiceNow for decommissioning Configuration Items. Conducted CAM reviews and Chaired Change Advisory Board (CAB) reviews for planned changes, ensuring ticket quality and process adherence.
- Maintained clear and updated project and process related documents in SharePoint with controlled access privileges.
- Aided delivery managers in resolving any recurring issues during decommission procedures and documented findings.

Server Support Operations IBM India Pvt Ltd

May 2010 - Aug 2015
Bangalore, India

- As a shift lead, remotely managed and oversaw client infrastructure operations, conducted team briefings to review daily activities, provide updates, and encourage work efficiency.
- Installed Microsoft server patches, performed health and post-build checks, scheduled reboots, and conducted remote troubleshooting and coordinated with third-party vendors for hardware replacement.
- Planned and communicated change ticket progress to clients and cross-functional teams. Conducted post-implementation reviews, chaired Change Technical Review, CAB, and ECAB meetings for urgent RFCs.
- Provided weekly and monthly quality metrics, scorecards, and server compliance reports to Senior Management as part of team KPIs. Maintained documentation on Change Management policies, procedures, and templates.

EDUCATION

- **MBA (Project Management)** **2015 - 2016**
University of Bradford (School of Management) (United Kingdom)
- **B.E. (Computer Science)** **2006 - 2010**
PA Collage of Engineering (VTU Board) (India)

Certifications:

- PRINCE2 Foundation and Agile Practitioner
- ITIL Foundation
- Level 7 Management Consulting (CMI)

SKILLS

- Project Management
- Documentation and Reporting
- Vendor and Resource Management
- Stakeholder Engagement
- Data Analysis
- IT Infrastructure and service Management

Tools Proficiency:

- **Project Management** - Jira, Trello, AccessOCI
- **Reporting** - Microsoft Office Suite (Word, PowerPoint, Excel, Outlook)
- **Ticketing** - ServiceNow ITSM and ITBM, Workday.
- **Communication** - Teams, Skype, Zoom, WebEx, Google Meet, Lotus Notes.
- **Repository** – SharePoint, Confluence, One Drive, Google Docs