SYED KHALIL
MBA, CSM, CSPO, CSP, ITIL, LSSGB
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Phone: (225) 754-2833

PROFESSIONAL SUMMARY

Results-oriented, high energy, proactive consultant with 15+yrs experience, specializes in developing business blueprints and architecting business and IT solutions. Possesses strong project management and business analysis background focused on requirements gathering, process redesign and analytical reporting. Well versed with project management and multiple SDLC methodologies. Experience in the areas of strategic business and systems development, action planning and enterprise wide project execution. Worked on program assessments to improve business efficiencies and re-engineered organizations while managing cross-organizational and multi-disciplinary development teams comprised of IT, businesses, vendors and consultants for application development from inception through deployment. Self-starter, excellent team player focused on functional and technical analysis as well as leadership skills with strong customer focus, relationship management and communication.

PROFESSIONAL EXPERTISE

- Six Sigma & ITIL implementation
- Continuous Process Improvement
- Enterprise Application Integration
- IT Strategy & Enterprise Architecture
- Procurement and Contract Management

- Methodologies (PMI, Agile Scrum)
- Business Process Improvement
- IT Governance & Control
- Business Continuity Planning
- Configuration/Change Management

PROFESSIONAL EXPERIENCE SUMMARY

- Lead & managed multiple teams for numerous projects with different team structures and dynamics
- Experienced with multiple SDLCs methodologies
- Extensive interaction with stakeholders, gathering and documenting BRD, FRD, and Change Management
- SME Background in multiple industries (Oil & Gas, Media, Insurance, Banking, etc.)
- Detailed understanding of governmental projects at federal, state and local governmental level
- Certified Scrum Master & Certified Scrum Product Owner
- Worked very closely with Senior Management by conducting continuous project performance reviews & reporting
- Lead multiple large JAD Sessions & facilitated group interviews
- Strong analytical and problem-solving skills, capable of addressing relevant and significant facts, and recommending solutions
- Excellent communication, facilitation and mentoring skills
- Flexibility and adaptability skills in handling changing priorities requests and multi-task work environment
- Managed resource assignment and deployment by using Skill Matrix
- Dataflow analysis using use cases, dataflow diagrams and business process diagrams
- Extensive knowledge and experience of procurement process
- Created use case models and workflow charts in MS Visio, Ab Initio, iGrafix, etc.
- Conducted Requirement Gathering Sessions, Feasibility Studies, Impact Analysis, Cost/Benefit Analysis, and Risk Analysis
- Facilitated UAT sessions with stakeholders, senior management, and business users

EDUCATION

- Certified Change Practitioner
- Certified Scrum Professional (CSP) # 114334
- Certified Scrum Product Owner (CSPO) # 114334

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- Certified Scrum Master (CSM) # 114334
- Certified Six Sigma Green Belt
- ITIL Foundation # GR750196180SK
- MBA, Southern University, 2009
- BBA, Florida Atlantic University, 2004

TECHNICAL SKILLS

Methodologies:	ITIL, Waterfall, Spiral, Agile, Scrum, Prototyping, RUP, RAD, ETL, Mob Programming, Pair Programming, Extreme Programming
Operating Systems:	UNIX, Windows XP, Windows 7, Solaris, DOS
Databases	MS Access, MS SQL Server, DB2, TOAD, Oracle 8i/9i,
Programming	FoxPro, Lua, C++, C, SQL, PL/SQL, Java, Visual Basic 6.0, Visual Basic 10.0, VBA
Network Protocols	TCP/IP, SMTP, UDP
Web Technologies	Web 2.0, Microsoft FrontPage, XML, HTML, ASP, Dreamweaver
Tools	JIRA/SIM, Chime, Quip, Workflow Designer, iGrafix, Minitab, Clarity, IBM Cognos, HP ALM, HP Fortify, SharePoint, Team Foundation Server (TFS), SnagIt, Adobe Suite, Adobe Fireworks, TestTrack, Rational Test Suite, Test Director, Test Script, Win Runner, Load Runner, Rational Clear Quest, Clear Case, MS Visio (Swim Lane & State Diagram), MS Office, MS Project, MS Visio, Rational Rose, Rational Requisite Pro, Mainframe, Lotus Note, Outlook, Crystal Reports, SODA, QTP, SAP

Senior Business Analyst   **Feb'19 – Present**
BlinkAI, Austin, TX
Other Roles Maintained: Program Manager Project Manager, Product Manager, Change Manager, Product Owner, Business Analyst, Scrum Master
- Managed a team with a diverse set of talents for a smooth delivery of the portfolio
- Worked on strategies for marketing, sales and product development
- Weekly meetings with stakeholders on clear communication and transparency regarding project issues
- Documented risk analysis to the portfolio and developed mitigation plan if the risk is realized
- Utilized market research data; reviewing production and sales costs; anticipating volume; costing special and customized orders for pricing strategy
- Maintained management staff by recruiting, selecting, orienting, and training employees; and job results by counseling employees; planning, monitoring, and appraising job results.
- Maintained professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Conducted training/seminars/brown bag sessions/mentoring for the management staffs based on different level of commitment by the employee.

Senior Program Manager   **Oct'16 – May'19**
Amazon, Seattle, WA
Other Roles Maintained: Project Manager, Product Manager, Change Manager, Product Owner, Business Analyst, Scrum Master, Scrum Advisor
- Created process flow to stack rank numerous features by the business, using ROI as critical aspect in the stack rank

- Assisted expanding the extended customers for the product and defined the success criteria of the products and numerous metrics to measure the product through successful launch
- Monitored defect rate and utilized the defects data points to create better user story to be used in development for continuous improvement to the product
- Managed multiple workflow implementation Amazon Marketplace; increased efficiency for 500K sellers, eliminated more than 1 Million seller contacts per year
- Implemented and mentored Agile methodologies for 4 non-tech teams and 10 tech teams[SEP]
- Conduct daily scrum, and retrospective for multiple workflows (CSM & CSPO) through each WF development phase
- Created 20 wiki pages for sprint planning, daily scrum, product architecture, retrospective, and lesson learnt to reduce knowledge gap
- Worked with cross-functional teams (Product management, operations, engineering, quality assurance, associates, etc.) towards delivery
- Initialize change to enhance current process (methodology, process improvement, training, communication, etc.)
- Lead change management for major releases of the application
- Managed end-to-end delivery of the project from identifying to delivery
- Managed end-to-end delivery of the associate and seller facing workflows driving contact elimination and reduction in seller, vendor and Brand contact.
- Created detailed factory process with milestones for smooth delivery of the workflow through different phases
- Created Change Management Framework for Career Choice organization for better handling of change
- Create transparency for each of the group through weekly reporting on the workflow
- Work with Product Manager to define the BRD and define metrics criterion
- Create issues logs and manage their resolutions through all phases of the project
- Create Test Plan and Test Strategy for the project
- Own the process and workflows from kick-off thru development to NA & International Launch
- Worked on PRFAQ and multiple white papers for initiation of projects
- Org wide communication through weekly and monthly status reports

Project Manager   **Sep'15 - Oct'16**
USAA
Other Roles Maintained: Project Manager, Change Manager, Business Analyst

- Conducted sentiment and text analytics to document Voice of the Member (VOM), executed Failure Modes and Effective Analysis (FMEA), and created MSA, identified and documented the Risks and Controls (PRA & RCSA).
- Assisted in establishing the key performance indicators and business targets; created multiple presentations on in-flight projects for the Steering Committee.
- Facilitated sessions on Value Stream Mapping process maps to bring visibility in the process complexity and expose waste; provided monthly updates to the Process Improvement Center of Excellence.
- Led multiple teams in Insurance and Auto Claims continuous improvement process
- Developed intricate data models using Six Sigma methodology for Member Car Buying process
- Conducted multiple deep dive workshop on process improvement to document the process design
- Identified and documented critical processes and updated process maps to Level 4
- Developed data collection plan and data interpretation
- Supported in implementing potential solutions
- Assisted in establishing the key performance indicators and business targets

- Performed analysis of data quality
- Facilitated sessions on VSM (Value Stream Mapping) to bring visibility in the process complexity and expose waste

Agile Project Manager   **Oct'13 - Sep'15**
Baker Hughes
Other Roles Maintained: Project Manager, Change Manager, Product Owner, Business Analyst, Scrum Master

- Elicited requirements for creation of the digital product complete with acceptance criteria and functional capabilities
- Created bi-directional Traceability Matrix to trace each requirement throughout product development process and communicated to stakeholders of the user story completion
- Responsible for defining, documenting and publishing BRD, Functional Specifications, Business Rules, and UI specifications
- Implemented Agile for the offshore technical teams for transition of IT services knowledge transfer
- Developed centralized register for quick mitigation and strategic planning for all IT projects
- Project application reduced oil-well maintenance cost by $750K/year and increased profitability by $3Million
- Created the master Project Plan for the execution & tracking of milestones and deliverables
- Managed a team of 45 personnel
- Identified & created Risk Register for risk resolution mitigation plan for the project
- Supervised the application development
- Prepared documentations for implementation of Change Requests
- Authorized execution of project after approval from all stakeholders
- Supervised the development application & application maintenance
- Authorized execution of project after approval from all stakeholders
- Worked as a liaison between the client and the offshore technical team
- Supervised sanity testing before the iteration release of the codes to the client
- Managed JIRA release documentation for quarter releases
- Managed schedule of monthly & quarterly releases
- Created Authorization for Expense (AFE) and supplemental AFE in SAP for the project
- Supervised the selection of resources for different positions (Enterprise Architect, Solution Architect, Business Analyst, UI/UX Expert, developers, etc.)
- Worked as a liaison between the client and geographically located technical team
- Supported sanity testing before the iteration release of the codes to the SIT environment
- Utilized HP ALM to track requirements, test cases, bugs/defects, etc.
- Managed release documents for each iteration
- Created Design Document Review & documents for Gate review
- Co-Authored high level business and functional requirement specifications use cases diagrams, data flow diagram, workflow diagram and supporting documentation for business systems and processes.
- Implemented a high priority Business Process Management project to simplify the Business Requirements process - by identifying systems, resources and process changes.
- Negotiated with Management, Project Managers and Stakeholders on timeline, resources and solution planning.

Senior Business Analyst   **May'13 - Nov'13**
Florida Highway Safety and Motor Vehicles, Tallahassee, FL

Other Roles Maintained: Change Manager, Product Owner, Business Analyst, Scrum Master
- Created the project charter inception of the project, performed GAP analysis and refined further the requirements into BRD
- Utilized the expertise of the SMEs towards finalizing the requirements in alignment with the Department's business strategies, mission and goals
- Created Architecture designs & deliverables, identified risk sources and risk control management, and created issues logs and manage their resolutions through all phases of the project
- Led multiple projects utilizing Agile methodology as Scrum Master/Scrum Product Owner for FHSMV financial projects
- Presented weekly & monthly data and information to high level State of Florida financial officials
- Scrum Master to the projects assigned and lead the projects under Agile methodology
- Created the project charter from the inception of the project
- Analyzed the daily operations of the legacy system before the implementation of the new system for automation of multiple integral parts
- Gathered and analyzed requirements utilizing multiple requirement tools
- Utilized the expertise of the SMEs towards finalizing the requirements in alignment with the Department's business strategies, mission and goals
- Identified Risk sources and risk control management
- Worked closely to mitigate factors that may jeopardize the project
- Assisted the Project Manager in handling budgetary & resource allocations
- Created Test Plan and Test Strategy for the project

Senior Business Analyst   **Jul'12 - May'13**
Shell Oil
Other Roles Maintained: Project Manager, Business Analyst, Scrum Master
- Prepared BRD, use cases and network deliverables; created and maintained risk register and issue log throughout the project
- Managed geographically located Project Team to implement state of the art refinery monitoring application using Agile artifacts
- Led pilot project ($3.7 Million) for implementing new refinery monitoring application SEP
- Created and implemented Test Strategy for all downstream sites before implementation and supported testing and go-live activities
- Worked on daily operations of the project implementation in 3 refineries
- Gathered Requirements utilizing multiple requirement tools
- Prepared Stage Gate deliverables in accordance with Shell Project Delivery Framework
- Monthly presentations and status for Steering Committee
- Created information security documentation for signoffs
- Oversaw application modification request and development with teams in US & Malaysia
- Created issues logs and manage their resolutions through all phases of the project
- Worked with information risk management documentation and sign-offs

Senior Business Analyst   **Apr'11 - Jun'12**
British Petroleum (BP)
Other Roles Maintained: Project Manager, Change Manager, Product Owner, Business Analyst, Scrum Master

- Trained and developed 4 junior Business Analyst (BA) in different aspects of Project Management, JAD Sessions & requirement gathering with the stakeholders, & technical aspects of requirement gathering and Scrum methodology
- Implemented the IT Service Delivery model in all phases of business process improvement initiatives
- Initiated weekly project performance review to Senior Executives Management, the Project Management Office (PMO) and other Vendors on Legacy System transfer
- Conducted all responsibilities of a Project Manager for the migration site
- IT Liaison between the client and the vendors for embedded applications
- Conducted Impact Analysis of the all application remediation to achieve a better understanding of Cost/Benefit of the remediation.
- Coordinated all communication and Change Management throughout the project at the site
- Created and managed Deployment Management plans & documents
- Created Swim Lane deployment and State Diagrams using MS Visio to communicate and validate the potential design to the IT Global Initiative Team
- Supported the Service Delivery Manager (SDM) in the Identification, Analysis, Design, Planning and Implementation of business process improvement initiatives
- Elicited better understanding and streamlining the data gathering, conducted multiple JAD sessions for the creation of business & functional requirements.
- Initiated Extreme Programming (Agile XP) during JAD sessions.
- Utilized MS PowerPoint & MS Excel for multiple presentations of the analysed data
- Introduced the Concept of Cloud Computing to the client for all business-critical applications
- Recommended changes and remediation for the business-critical applications
- Personally handled the migration of Senior Executives
- Provided hands on training to users for Windows 7 in all Microsoft Office products
- Documented the process and communication data flow through different business units
- Identified key users and super users of unsupported (embedded) applications
- Documenting and assisting in all HSSE (Safety) issues for the progress of deployment at the client site.
- Worked closely with the UAT plan and supervised the UAT through successful testing
- Conducted various types of testing such as Functional testing, System testing, Performance testing, GUI testing, Usability testing, End-to-end testing, Regression testing, and User Acceptance testing

Business Analyst   **Jan'09 - Apr'11**
ICNA Relief, Baton Rouge, LA
Other Roles Maintained: Project Manager, Product Manager, Business Analyst, Scrum Master
- Conducted deep dive on Disaster Recovery Plan for EBRP
- Authored high level business and functional requirement specifications and supporting documents for business systems and processes
- Responsible to get the Business and Development teams to agree on the requirements stated in the Business Requirements Document
- Utilized JAD sessions in gathering requirements with diverse group of super users
- Highly involved with technical team to design database and user interface
- Conducted the development process using Agile Scrum
- Used Prototype methodology to create the first fully function prototype
- Conducted multiple Sprint Planning Meeting, Sprint Review Meeting, Daily Scrum, etc.
- Worked with Program Management, Project Managers and Stakeholders on timeline, budget, resources and solution planning for RFP's.
- Received $5 million CDBG funds allocated from LRA.

- Identified issues, their solutions, timelines, and documented them for customer and stakeholder meetings.
- Collaborated with federal, state and local governmental agencies for compliance.
- Worked extensively with the QA team for designing/writing Test Plan and Test
- Supervised and approved a complete set of UAT test scripts to ensure completeness of project
- Gathered client specific business requirements and translated it in a proper manner to the developers and ensured that these requirements were fully tested and implemented accordingly for each production cycle by creating Traceability Matrix.

Business Analyst   **May'04 - Nov'07**
Coastal Planning & Engineering, Boca Raton, FL
Other Roles Maintained: Project Manager, Business Analyst,
- Utilized Agile Scrum for Sprint Planning, Daily Scrum & retrospective
- Identified multiple additional stakeholders and governmental agencies
- Utilized the compliance issues from these governmental agencies as major requirements towards the development of the system/software
- Worked closely with the business owners to gather their financial needs.
- Organized information and developed business cases offering recommendations to our clients.
- Worked with Agile Methodology for requirements, technical specifications, design, and analysis and testing.
- Responsible for defining, documenting and publishing Functional Specifications, Business Rules, User Interface specifications and BRD-Business Requirements Documents.
- Designed Use-Case Models after understanding scope of the project and the business model and also prepared Mockups for statements and graphical invoices.
- Created Use Case specifications, business flow diagrams, Activity/state diagram and sequence diagram using, so the developers and other stakeholders can understand the business process according to their perspective with possible alternate scenarios.
- Utilized UML to map the process & data flow
- Facilitated and gathered requirements and created Use Cases by extensive requirement gathering sessions, user interviews and JAD sessions.
- Worked on different modules and process such as data mapping, payment processing, fees calculation, Interest on investment posting to accounts.
- Provided proper estimation of project and resources and reviewing cost, benefits and budget planning. Conducted milestone meeting to discuss the progress and desired quality of work.
- Played a key role on project issues such as release management, change management, scope control, and requirements prioritization.
- Worked extensively with the QA team for designing/writing Test Plan and Test Cases for the Unit/system/regression/User Acceptance testing.
- Supervised and approved a complete set of UAT test scripts to ensure completeness of the implementation and of the end-to-end functionality

PROFESSIONAL MEMBERSHIP
Member of Amazon Scrum Board, Seattle, WA, 2017-19
Vice Chair of Safety Czar Committee, Seattle, WA, 2017-1
President of the Toastmaster International (#5821), Tallahassee, FL, 2013
Member of Beta Gamma Sigma Business Honor Society, 2009
Member of the Institute of Internal Auditor (IIA), 2009
Member of National Black MBA Association (NBMBAA), 2008