



Adil Sajjad

SERVICE DELIVERY MANAGER

Profile

Champions the Service Delivery with over 12 years experience in project Management , development and Coordination. Have a strong understanding of projects and ensures that appropriate and up to date controls, processes, documentation, and procedures are in place and followed. Aggressively pursue a career, that allows to utilize the experience and provide an opportunity for advancement through learning and mastering new skills.

Employment History

Service Delivery Manager , NetSol Technology , Lahore

AUGUST 2023 – PRESENT

- Contribute to achieving SLA targets by delivering high quality services
- Provide clarification between customer and other stake holders
 - Serve as the primary point of contact between NETSOL and KPGOV
 - Establish and maintain relationships, both internal and external, in support of account and client needs
 - Help in Developing processes and implementing them
 - Coordinate all activities on behalf of NetSol ensuring for all services requiring immediate support
 - Liaise with all internal service delivery teams to ensure a consistently high level of service.
 - Ensure the client was notified as soon as possible of any possible disruption to services under the agreement.
 - Served as the primary escalation point to the Service Desk for any issues or points of direction.
 - Assist internal development and QA teams related to issues reported and support the management without impacting SLA's
 - Assisted the client's IT executives and other senior management as appropriate in their planning activities.

Lead Business Analyst/Product Owner, NetSol Tecnology, Lahore

JUNE 2022 – JULY 2023

- Assist team in developing conceptual design, UX/UI. scope of work and project plans
- Ensures adherence to standard Scrum practices to continually improve the team's performance.
 - Provide coaching and support and drove Agile/Lean practices to deliver value across the organization
 - Directed daily stand ups with Scrum team including developers, QA testers, and product managers

MIS Coordinator , Swiss Agency for Development and Cooperation, Peshawar

JULY 2018 – MAY 2021

- Managing SDLC for Develop project baselines, and ensures the delivery of final project deliverables
- Track project schedules and work item progress in management tools and development environment
 - Conduct status meetings (scrums) with development and SQA teams to monitor progress of Project.

Details

Peshawar
Pakistan
+923219054021
p050064@nu.edu.pk

Links

[Linked in](#)

Skills

Leadership and Teamwork

Critical thinking and problem solving

Fast Learner

Customer Service

Creativity

Decision Making

Ability to Multitask

Adaptability

Effective Time Management

Ability to Work Under Pressure

Ability to Work in a Team

Leadership Skills

Project Management

Creative Problem Solving

Analytical Thinking Skills

Customer Relationship Management

IT Service Management

IT Project Management

Hobbies

Cooking, Poetry,Plants
Hydroponics, Green Energy

- Set project timelines and kept teams on task to complete milestones according to schedule.
- Translated business goals, feature concepts, and customers' needs into prioritized into product
- requirements and use cases.
- Collaborating with the sales, marketing, and support teams to launch new features on time and within budget.
- Identifier, escalate and remove impediments for the scrum team

IT Coordinator, Tourplanner.pk, Islamabad

FEBRUARY 2017 – JUNE 2018

- Coordinate with project manager and guide software designers and programmers in accomplishing projects objectives
- Apply logic and analysis in directing and executing project operations
- Monitor the entire phases of project cycle and ensure quality and outstanding performance of products
- Prepare project calendars and modify schedules as necessary
- Perform staff performance evaluations and participate in project meetings and review IT products

Network Engineer, AL Reem Hospico, Al Ain

AUGUST 2016 – FEBRUARY 2017

Cannon Delft DI PACS management, maintenance and troubleshooting

- Development of PACS policies and guidelines
- Vendor selection, negotiation and management
- Financial assessments and cost estimates
- Management of the project installation
- Integration of employee training on the system

Web Developer, NEXT, Peshawar

JUNE 2013 – JUNE 2016

- Determining functional specification and design and developing solutions
- Developing advanced database driven websites & systems including E-Commerce
- Back end development and maintenance of websites using PHP and MySQL
- Working in a data analyst role and with business intelligence applications

System Administrator, Khall Telecom, Dubai

JUNE 2001 – JANUARY 2013

- Perform installation, maintenance and tuning of server and operating systems
- Perform installation, maintenance & support of servers; hardware software
- Provide operational support for servers and our website
- Manage support new technologies as adopted by the business

Network Technician, Rehman Medical Institute (RMI), Peshawar

JUNE 2010 – JUNE 2011

- Configuring and installing various network devices and services (e.g., routers, switches, firewalls, load balance, VPN, QoS)
- Performing network maintenance and system upgrades including service packs, patches, hot fixes and security configurations
- Perform network maintenance and system upgrades including service packs, patches, hot fixes and security configurations
- Monitor performance and ensure system availability and reliability
- Monitor system resource utilization, trending, and capacity planning

Languages

English

Urdu

Pashtu

Education

BS Computer Science , National University of Computer and Emerging Sciences, Peshawar

JUNE 2005 – JUNE 2010

- visual C++ , C#.net, Java Eclipse, VB.net, Pro-log,
- MS Visio, PL/SQL
- Web Development: HTML, XML,CSS, Java Script, Front Page,
- ASP.net, PHP, Ajax

World Bank Project, To improve the GoKP's e-Government functionality, Peshawar

AUGUST 2022 – PRESENT

To improve the GoKP's e-Government functionality and equip them to facilitate administrative processes in a 37 government departments. This component will finance activities related to business process mapping, automation of government administrative processes, and provision of the requisite ICT equipment and infrastructure for implementation

Swiss Government Project, (WGKP) Improving Water Governance in KP, Peshawar

AUGUST 2018 – AUGUST 2022

To contribute to improved practices of water resource management across different sectors and to a better provision of water, increasing the social resilience of vulnerable communities in KP. The team developed state of the art GIS based Billing system which increased the revenue of KP GOV up to 50%