

Afroze Shaikh

Senior IT Project Manager (PMP, PMI-ACP, AZ-104, AZ-900, CSPO)

Address: Abu Dhabi UAE

Phone: +971-55-8675062

E-mail: afroze.saifan@gmail.com

LinkedIn

<https://www.linkedin.com/in/afroze-shaikh-74398b11>



PMP and PMI-ACP certified Senior IT Project Manager with 15+ years of experience leading digital transformation, technology portfolio governance, stakeholder engagement, vendor management, and enterprise project delivery.

Proven track record of partnering with business leaders to translate strategic objectives into technology initiatives, drive business value, building vendor relationships, and oversee end-to-end delivery of complex programs across government and semi-government organizations.



Technical Profile

- Business workflow analysis and Workflow design
- MIRO Board
- Confluence
- MS Project
- MS Visio
- Talend ETL



Competencies

- Digital Transformation & Process Automation
- Project & Program Management
- PMO Governance & Portfolio Management
- Stakeholder & Executive Management
- Business Analysis & Requirements Management
- Product Ownership & Agile Delivery
- Vendor & Procurement Governance
- Technology Strategy & Roadmap Planning
- Business Process Improvement
- Risk, Issue & Change Management
- Data Analytics & Performance Reporting
- Cross-Functional Team Leadership
- Service Delivery & Operations Management
- Data Privacy & Regulatory Compliance



Work History

Oct-
2025-
Current

Senior Project Manager - Digital Transformation **Abu Dhabi Quality and Conformity Council(ADQCC)**

(Outsourced Through International Development Company Manpower Supply)

- Liaise with business stakeholders across multiple sectors to identify, prioritize and deliver strategic digital transformation initiatives aligned with organizational objectives.
- Lead business discovery workshops, requirements elicitation sessions and process assessment activities to translate business needs into technology solutions.
- Act as the primary liaison between business units, technology teams, vendors and governance committees to ensure successful project delivery and business value realization.
- Lead the Employee Productivity Dashboard initiative, establishing the productivity measurement framework, defining enterprise transaction models and governing onboarding of systems - internal and external.
- Facilitate stakeholder workshops to define productivity metrics, transactional touch points and business performance indicators across multiple business functions.
- Manage end-to-end project lifecycle activities including project planning, governance, sprint management, risk mitigation, stakeholder communication, user acceptance testing and go-live approvals.
- Coordinate with business owners, system custodians, vendors and technical teams to validate business requirements, define data requirements and ensure solution alignment with business objectives.
- Lead requirements discovery and future-state process design activities for enterprise governance initiatives including Business Continuity Management (BCM) digitization.
- Support vendor evaluations, technical assessments, RFQs, scope definition, SOW reviews and SLA governance activities to ensure alignment with organizational requirements.
- Prepare executive presentations, project governance reports, business cases and strategic recommendations to support decision-making and portfolio prioritization.
- Ensure compliance with organizational governance standards, project management methodologies and change control processes.
- Drive stakeholder engagement and obtain approvals, sign-offs and executive buy-in throughout the project lifecycle.

July-2022-
Oct 2025

Senior Business Application Project Manager **Department of Culture and Tourism – Museums Shared Services, Abu Dhabi**

(Outsourced Through International Development Company Manpower Supply)

- Oversee the successful delivery of programs composed of multiple interrelated projects, ensuring integration and alignment of outcomes.
- Monitor interdependencies, risks, and cross-team issues to maintain program integrity and delivery consistency.
- Coordinate with cross-functional stakeholders to ensure the program roadmap aligns with organizational needs and expectations.
- Assist with program-level planning, budgeting, reporting, and benefit tracking.
- Provide insights into project health, risks, and alignment with strategic goals.
- Support decision-making through data-driven analysis of portfolio performance.
- Contribute to and documentation of project management frameworks, templates, and best practices across the organization.
- Ensure compliance with internal governance processes, PMO standards, and change control procedures.
- Mentor and support project managers in best practice delivery and tools adoption.
- Lead the full project lifecycle across multiple high-stakes projects, ensuring they adhered to predefined scopes, goals, and deliverables.
- Implemented robust project management practices, leading to the on-time, on-budget delivery of project milestones.
- Managed cross-functional teams, enhancing collaboration and efficiency. Established and nurtured strong relationships with stakeholders, and team members, significantly boosting project alignment and satisfaction rates.
- Led data protection initiatives, including GDPR and PDPL compliance, conducting thorough privacy assessments and maintaining Record Of Processing Activities.

**Feb-2022-
July-2022**

Business Application Project Manager

Louvre Abu Dhabi Museum (Department of Culture and Tourism), ABU DHABI

(Outsourced Through International Development Company Manpower Supply)

- Directly lead strategic and high-impact projects within the portfolio when required.
- Develop and maintain detailed project plans, timelines, and resource forecasts.
- Manage the entire project lifecycle from initiation to closure, ensuring adherence to scope, timeline, cost, and quality.
- Facilitate regular project status meetings, risk assessments, and stakeholder updates.
- Developed and maintained detailed project documentation and communications, providing regular status updates to highlight progress and potential issues related to schedule, resources, costs, and risks.
- Assisted in vendor evaluation to ensure alignment with project requirements. Fostered strong relationships with internal customers and vendors, facilitating effective communication and requirement gathering.
- Managed resource planning and allocation, ensuring optimal team

collaboration and project progression. Directed project teams in executing tasks aligned with business and technical specifications.

- Prepared essential documentation including Scope of Work (SOW), Service Level Agreements, Tender Plans, Requests for Information (RFIs), budgetary reports, and Business Requirements Specifications, ensuring all projects adhered to stringent compliance and reporting standards.
- Conducted quarterly vendor evaluations to assess performance across key metrics such as SLA adherence, responsiveness, cost-effectiveness, and service quality.

May-2021 -
Jan-2022

Senior Consultant

PWC Middle East, Abu Dhabi

- Orchestrated comprehensive project planning, scheduling, and coordination, ensuring effective project oversight and alignment with client objectives.
- Engaged directly with clients to understand both functional and nonfunctional requirements, detailing system specifications and user stories to accurately capture business needs.
- Leveraged extensive knowledge of Agile practices, including Scrum and Kanban, to optimize project workflows and team dynamics.
- Created and reviewed comprehensive test cases to cover all business scenarios, established system performance criteria, and validated software releases to ensure they met customer expectations.
- Identified and analyzed problematic areas, providing strategic recommendations and solutions to enhance system functionality and client satisfaction.

Projects Undertaken:

1. Led the implementation of the **Clearance of Fines service for tourists** on the TAMM platform, enhancing visitor experience by enabling seamless online payment and resolution of fines through a unified government service portal.
2. Led the implementation of the **Clearance of Goods service for sea ports via TAMM**, enabling efficient settlement and clearance of import goods.

Mar-2017 -
Feb-2020

Senior Project Manager

Techno5 Solutions, Pune

- Lead client projects from initiation through completion, ensuring delivery is on time, within scope, and meets quality expectations.
- Translate client business needs into detailed project plans, timelines, and deliverables.
- Apply industry frameworks and best practices tailored to the client environment (e.g., Waterfall, PRINCE2).
- Directed extensive project activities including planning, scheduling, and

coordination, ensuring all projects adhered to the highest standards of management.

- Applied industry-standard techniques such as data flow modeling, workflow analysis, and object modeling to meticulously gather and articulate client requirements in detailed system specifications and user stories.
- Fostered strong client relationships, effectively capturing both functional and nonfunctional requirements to outline clear project objectives and key success factors.
- Authored and reviewed test cases covering a broad spectrum of business scenarios and established stringent acceptance criteria for system performance, ensuring deliverable quality.
- Oversaw and refined project and operations KPIs and SLAs, enhancing planning efficiency and operational accountability.

**Feb-2015-
Feb-2017**

Senior Project Consultant

Bureau Veritas, Abu Dhabi

- Frequently supported clients in a Business Analyst capacity, working closely with business and technical stakeholders to elicit requirements, validate assumptions, and define solution scope aligned with operational needs.
- Translated business problems into clear process workflows and user journeys, using tools like Visio, Miro to develop visual representations that facilitated decision-making and stakeholder alignment.
- Conducted requirements-gathering workshops, stakeholder interviews, and impact assessments to ensure that business needs were accurately captured and translated into functional specifications for delivery teams.
- Defined and documented end-to-end process maps, system interaction diagrams, and integration workflows, bridging communication gaps between IT and non-technical stakeholders.
- Collaborated closely with the sales team, providing detailed specifications and requirements to facilitate accurate and competitive pricing proposals.
- Managed daily project activities and resource allocation, chairing project management team meetings to ensure project coherence and on-track delivery.
- Demonstrated a keen understanding of the interdependencies between technology, operations, and business needs, leveraging this insight to drive project success.
- Applied functional expertise to design solutions that address client objectives while adhering to industry best practices.
- Performed technical reviews of audit reports related to ISO 9001, ISO 14001, OHSAS 18001, and HACCP, ensuring compliance and maintaining high standards of quality and safety.

Apr-2014-
Nov-2014

Project Consultant

FOHMICS, Abu Dhabi

- Owned the full project lifecycle, ensuring successful delivery from initiation through to deployment. Managed multiple initiatives, both major and minor, simultaneously, demonstrating strong project leadership and execution.
- Served as the internal quality control checkpoint for projects, actively managing ongoing quality control and addressing quality issues to ensure adherence to standards.
- Defined Statements of Work and project specifications for goods and services, overseeing external vendor relationships and enhancing project communication and collaboration.
- Developed and managed all facets of project engagements, including planning, resource allocation, budgeting, and change management, ensuring robust project governance and stakeholder satisfaction.
- Utilized Microsoft Visio to create detailed business models and flowcharts, clarifying project requirements and streamlining process documentation.

Key Projects:

- **GASCO Quality Assurance Inspection Process (GSIS):** Led the quality assurance project, improving inspection processes and enhancing operational efficiency.
- **ADNOC Corporate Website:** Managed the development and deployment of the corporate website, focusing on improving user experience and compliance with industry standards.

Apr-2010-
Feb-2014

Technical Support Consultant

Allscripts Healthcare Solutions, Pune

- Led the end-to-end implementation of the Sunrise Clinical Manager (SCM) platform for a healthcare client, overseeing project planning, vendor coordination, system integration, testing, user training, and go-live support.
- Worked closely with clinical stakeholders and IT teams to ensure workflow alignment, regulatory compliance, and successful adoption of the platform across departments.
- Ensured adherence to HIPAA guidelines and health data privacy best practices throughout the project lifecycle, including secure data migration, access control design, and patient confidentiality protocols.
- Played a key role in change management and end-user readiness, ensuring clinical and administrative teams were fully equipped to transition smoothly to the new system.

Other Notable Projects:

- **Lean Six Sigma Project:** Led initiatives to reduce follow-up call percentages and eliminate the Client Support mailbox, enhancing process efficiency and

client satisfaction.

- **Salesforce Implementation:** Spearheaded the organization-wide implementation of Salesforce, improving data handling and customer relationship management.

Sept-2008-
Mar-2010

Software Engineer

Syntel Private Ltd., Pune

- Provided comprehensive helpdesk support, resolving end-user issues promptly to ensure high levels of satisfaction.
- Monitored and managed IT service desk operations, prioritizing and processing support tickets based on urgency and impact.
- Handled the configuration, testing, and setup of new workstations and peripheral equipment, ensuring all hardware and software installations met company standards and user needs.
- Maintained accurate inventory records of all IT equipment, software, and licenses, supporting effective asset management and compliance.
- Documented internal procedures, significantly improving operational efficiency and consistency.
- Assisted with the onboarding of new users, ensuring a smooth integration into company systems and processes.



Education

Apr-2008

Bachelor Of Engineering (B.E.): Electronics Technology

Walchand Institute of Technology - India



Affiliations

- Project Management Institute
- Data Management Association (DAMA)



Languages

- English
- Arabic (Beginner)
- Hindi



Certifications

- PMP Certification no. 11850132
- PMI Agile Certified Practitioner (PMI-ACP)
- Certified Scrum Product Owner(CSPO)
- Oracle Autonomous Database Cloud 2019 Specialist
- Azure Fundamentals AZ-900
- Azure Administrator AZ-104
- ITIL V3 Foundation
- ITSM Foundation

References to be provided on request.