

DANISH MANZOOR

Lecturer

Department of computer science

College of science

Northern Border University

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STATEMENT OF PURPOSE

I have both industry and teaching experience. I have around 8 years pure industry experience and 10 years teaching, and information technology related operational experience in university.

I have around (8+10) years of experience as a project management and service delivery, vendor management, ITIL implementation on internet related technologies, various middle-tier and RDBMS environment for **GE** (General Electric). I have extensive project co-ordination experience involving design and development, managing deliveries. Rich Experience in leading and managing teams. Worked as Associate Project Manager, Team Lead, Module Leader, and Developer. I demonstrate team abilities and a loyal work ethics. I am a good team player as well as Lead and Manager.

I have also worked for CMMi SVC v1.3 implementations in project. Prepared & maintain Service Project Manual, Risk assessment sheet & CTQ sheet. I have represented Organization during the CMMi final assessment as FAR member (SVC Engg.) for CMMi SVC v1.3. The Organization has been assessed at CMMi SVC Maturity level 3.

I have experience for handling of both kind of project related to development service model and support service model. I have followed the full life cycle for both the model. It is briefly described below.

Publications and Research Papers – 12 publications in various international journals

<https://scholar.google.com/citations?user=XRfiPIQAAAAJ&hl=en>

Specialization in subjects –

Web Programming

Application Programming

Object Oriented Programming

Application Development

Artificial Intelligence

Cloud Computing and Governance

Data Science

Teaching and Professional Experience

- June 2013 to Till Date: Technical Lecturer Northern Border University Arar Kingdom of Saudi Arabia.
- April 2006 to June 2013: SDG SIPL Noida as an Associate Project Manager (GE Corporate Consultant).
- June 2005 to March 2006: HCL Technologies (NIC) Noida as an Assistant Programmer (Software Engineer).
- Oct 2004 to April 2005: Java Point (Hyderabad) as a Project Trainee.

Employee-Personal

Teaching and Professional Experience as a Role

- IT operation and teaching – **8 Year**
- IT operation university – **2 Year**
- Project Management – **2 Year**
- Project Leader/Team Leader/Technical Leader - **2 Year**
- Software Engineer/Programmer - **2 Year**
- Software Trainee/ Software Engineer - **2 Year**

Experience in Development and Support Service Model: It starts from proposal to final signoff. It includes below life cycle.

RFP (Request for Proposal) Creation, Project Plan Creation, SAW (Statement of work) Signing, Kick Off the Project, EPO (Enterprise Project Office Following for Development and Support Model Phases), Staging Deployment, UAT Signoff (TG3), Production Deployment, GO-NOTGO, Final Signoff (TG4)

I have implemented and followed the lifecycle of the EPO (Enterprise Project Management Office) for all the projects under my supervision.

Experience in Northern Border University (NBU): Since I joined the university I developed and managed the several applications for various deanship and college of the northern border university. These applications are web based and can be used from anywhere after following certain authentication workflow.

Certification

- **ITIL V3 Foundation Certified**
- CMMi SVC v1.3 member
- Six Sigma Green Belt Trained

Industry Focus

- Service Delivery
- Project Management
- ITIL Implementation

SUMMARY OF PROFESSIONAL EXPERIENCE

Specialties

- Project Management (Service Delivery Implementation and Coordination)
- Requirements Gathering
- Team Management & Leadership
- Client Communication
- Functional Verification

Skills Summary

Project Management Tools and Methodology	:	EPO (Enterprise Project Management Office)
Special Skill	:	Project Management (Service Delivery and Coordination, EPO Implementation), ITIL Implementation, Client interaction Onsite-Offshore Coordination
Programming Languages	:	Python, C sharp, Java, C, C++
ITIL Tool	:	Service-Now, Idm
Internet Technologies	:	ASP.NET Platform, J2EE, JavaScript, XML, HTML , SharePoint, Vignette Application Portal7.2, Liferay5.2 Portal
Databases	:	Oracle, MY SQL, PostgreSQL
Operating Systems	:	Win Server and client
Servers	:	IIS, TomcatX.x

SIGNIFICANT PROJECTS: (in reverse chronological order)

1:-

Project Name	:	Lecturer (Technical)
Client	:	Northern Border University
Duration	:	June 2013 – Till Date
Role	:	Senior Developer
Environment	:	ASP.NET, Java J2EE
Team Size	:	5
Description	:	

I am working as a senior developer in digital transformation department under Deanship of Information Technology of Northern Border University

Projects and Module:

- Digital transformation department Project and Application

Responsibilities:

- I am responsible for the implementation of various application and their modules from different deanship and college in E- Service department.

2:-

Project Name	:	GIS (Global Infrastructure Service) Service-Now
Client	:	GE (General Electric)
Duration	:	Jan 2011 – June 2013
Role	:	Project Lead/Associate Project Manager
Environment	:	Service-Now.
Team Size	:	9

Description :

ServiceNow helps organizations transform the way IT delivers business value to end-users. Born in the cloud in 2004, Service-now.com was the first to offer IT Management software as a service (SaaS). ServiceNow to provide the IT 3.0 platform those visionary CIOs depend on to transform their businesses.

ServiceNow develops and delivers a comprehensive suite of cloud-based services for enterprise IT management. For a single low subscription price, ServiceNow customers have access to nearly 20 native applications built on a Employee-Personal

common, extensible platform. ServiceNow supports all common ITIL processes including incident, problem, change, request fulfillment, service level management and others.

Delivered from the cloud, ServiceNow releases new services and features to customers at no additional cost. As the first vendor to deliver the social, mobile and completely intuitive user interface users expect, ServiceNow is pioneering a new breed of IT for enterprise customers.

Projects and Module:

- Compass: - Compass is your one stop shop for CIS' Configuration Management. It used for to update CI attributes and/or related lists (contacts, DL's, IP addresses, etc.). It used to view a list of CI's that you own, support, or can approve CI changes on
- InsideGIS :- InsideGIS is a platform for the managing the all the Infrastructure services of GIS-CIS.
- Change Management: - Change management is used to open and manage the change request for CI.

Responsibilities:

- Tracking daily status with the team leads/team members
- Attending the weekly calls and reporting the work performance status to Geo Partners & Stake holders.
- Reviewing status reports, controlling process output documents to identify and manage project opportunities and threats.
- Define & Review Statement of Work & Other contractual agreements.
- Scheduling & Allocating the Tasks to the team members
- Resource Planning and Backup Policy
- Check the business case and requirement and implement the business solution
- Process management and improvement

Education

- Masters in Computer Application (M.C.A) from BundelKhand University, Jhansi, India.
- Bachelor in Computer Science (B.Sc. Computer Science) from Allahabad University Allahabad, India.
- Master in Library and Information Science Allahabad India.

Personal Details

Iqama No	:	2347928117
Passport No	:	W1574683 (18-10-2032)
Date of Birth	:	10-10-1979
Gender	:	Male
Nationality	:	Indian
Marital Status	:	Married
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References : Available on request
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Employee-Personal

