

# Mansoor Ali A.

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## Information Technology – Service Delivery and Project Management

**Preferred Location:** Ahmedabad / Mumbai / Pune

### Professional Preface

- An innovative IT professional with **over 2 decades** of rich & extensive experience in spearheading operations related with **IT Service Delivery and Project Management**.
- **Currently associated** with **TNM Software Solutions Pvt. Ltd., Ahmedabad** as **Project Manager (Products and Projects)**.
- Proficient in collaborating with stakeholders to drive the project including reporting project status to senior management, including budgeting, forecasting and manpower planning.
- Deft in mapping business & project requirements; providing best solutions & definition scope to finalize projects.
- Experience on ASP.Net, C# (WCF & basic WPF), VB.Net, Oracle, web services, deployment, server / team management, database design, SQL server, SQL server analysis service and access as backend.
- Well versed in negotiating and developing partnership agreements with third parties and monitoring performance.
- Experience in assessing vendor as per the agreed frequency & issuing resolution if any for both the parties.
- Strong decision-making skills and the ability to prioritise and plan effectively. Skilled in managing teams to work in sync with the corporate set parameters & motivating them for achieving organisational goals.
- Possess excellent communication, interpersonal and relationship management skills.

### Core Competencies

Enterprise Resource Planning  
Office Automation  
Task / Issue Tracking

DevOps & Cloud Computing  
Enterprise Resource Planning  
Backup & Disaster Recovery Management

Knowledge Management  
ECommerce Website  
Supply Chain Management

### Areas of Expertise

#### Technical

**Hardware Platforms** : Dell Machines, IBM PC and AS / 400  
**Operating System** : Windows NT / Workstation 98 / 95, Windows '95, UNIX and MS - DOS 6.22  
**Scripting Tools** : ASP (VB Script & JScript) and ASP.Net  
**Front – End Tools** : Visual Basic 5.0 / 6.0, VB.Net and C#  
**Back - End Tools** : SQL Server 7.x / 2000, Oracle 7.x / 8.x MS - Access '97 and DB2  
**Database Packages** : FoxPro (2.5 and 2.6), Dbase (III+ & IV) Data Access Methods ADO, RDO, DAO and OO40  
**Concepts and Tools** : ActiveX Controls Designing, ActiveX DLL, VBA, COM, DCOM, OLE Software and Packages MS - Office 97  
**Network Tools** : Windows NT  
**Reporting Tools** : Crystal Reports 4.6 / 6.0

#### Functional

- Evaluating, organising and prioritising work within the overall project schedule.
- Coordinating & tracking various service delivery units across the organization; ensuring projects are delivered as per the schedule. Finding solutions to business problems and streamlining processes.
- Discussing client's requirements & solutions; following provided TAT and supporting client through implementation. Executing project and preparing implementation plan.
- Identifying opportunities to introduce service level management process automation, creation and implementation of IT Processes framework linked to improvement plans.
- Tracking corrective and preventative actions identified during process of incident and problem management.
- Interacting with client to freeze requirements. Conducting fit gap analysis and recommending appropriate configuration / customisation, in case of an identified gap between the requirement and the product's capability.

- Leading the team during client projects. Delivering solutions to meet client's expectations. Conducting cross functional testing and implementation.
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## Work Experience

**Since Jun'18 with TNM Software Solutions Pvt. Ltd., Ahmedabad as Project Manager Product**  
(Team Size: 10)

### Accountabilities

- Providing offering techno functional support to the team.
- Analysing projects and new technologies for upgrades / implementations.

### Architecture

Operating System : iOS, Android, Windows and Linux  
Front End : Dot.NET/NOPCommerce, AngularJS and NodeJS  
Server Side Script : C# and PHP  
Back End : SQL Server and various flavours

**Dec'16-May'18 with Sigma Solve IT Pvt. Ltd., Ahmedabad as Project Manager**  
(Team Size: 10)

### Accountabilities

- Handled entire day to day crisis for the projects running.
- Managed technological decisions.
- Communicated with clients and upper management for updates.
- Gave demo to the clients / upper management after completion of the phase in the projects.
- Visited client premises for understanding of the projects.

### Architecture

Operating System : iOS, Android, Windows and Linux  
Front End : Dot.NET / NOPCommerce, AngularJS and NodeJS  
Server Side Script : C# and PHP  
Back End : SQL Server and various flavours

**Feb'14-Nov'16 with HRP Software Pvt. Ltd., Bajwa, Vadodara as Chief Technology Officer**  
(Team Size: 40)

### Accountabilities

- Handled entire day to day crisis for the product and other projects running.
- Managed technological decisions and implemented them for better product support and usability.
- Examined data, used SSAS to fine tune business logic, calculations, and performance.

Project : Dealer Management System.  
Description : A product to enable the car dealerships automate almost all of their departments, i.e. service, parts, sales, accounts, and payroll. Automation of equipments is to be taken up in next phase.

### Architecture

Operating System : Windows NT and Windows 2000 Server  
Front End : VS 2010 WPF / C#  
Server Side Script : C#  
Back End : MS-SQL 2008 R2  
Components Built In : WPF, 3<sup>rd</sup> Party APIs, and C#  
Web Servers : IIS 6.0 / IIS 7.0

**Jan'12-Mar'13 with Zenith InfoTech, Mumbai (A product based company), Mumbai as Sr. Software Engineer**  
(Team Size: 5)

Project : BDR G12/TCloud.  
Description : A system level multidimensional application that uses VB 6.0, ASP, VC++, C# and SQL Server as back - end to achieve the target of controlling and managing the backup (IT) of the client, with disaster recovery, remotely. The backup and disaster recovery tools are hosted in-house and on co location, easing client from worrying about the backups.

### Accountabilities

- Backed up server at co - location, within a timeframe of less than 30 seconds.
- Analysed data with SQL server analysis service to fine tune queries and stored procedures.

#### Architecture

Operating System	:	Front End - Windows NT, Windows 2000 Server; Visual Basic 6.0, ASP, Windows API, WMI, etc
Server Side Script	:	VB 6.0, ASP (VBScript / Jscript)
Back End	:	MS - SQL 2000
Components Built In	:	VB 6.0 using API and C#
Scripting Tools	:	VBScript, JScript, JavaScript, and C#
Web Servers	:	IIS and SaazWebServer

#### **Jan'11- Dec'11 with Fusion Technologies Ltd., Ahmedabad as Project Manager** (Team Size: 40)

Projects: Small project based company working on freelance projects; & in house products for fixed clients

#### Architecture

Operating System	:	Windows, iOS, Android and Blackberry
Front End	:	C#, ASP.Net, iOS, xCode and Java
Server Side Script	:	C#, VB.Net (VBScript / Jscript) / PHP
Back End	:	MS-SQL 2000-2003, MySQL and SQL Lite
Components built In	:	C#/PHP
Scripting Tools	:	VBScript, Jscript and JavaScript
Web Servers	:	IIS / Apache

#### **Jan'10-Dec'10 with Dynamic Methods Ltd., Ahmedabad as Project Manager** (Team Size: 22)

Projects: Project based on group of people working on freelance projects.

#### Architecture

Operating System	:	Windows, iOS, Android and Blackberry
Front End	:	C#, ASP.Net, iOS, xCode and Java
Server Side Script	:	C#, VB.Net (VBScript / Jscript) and PHP
Back End	:	MS-SQL 2000-2003, MySQL and SQL Lite
Components Built In	:	C#/PHP
Scripting Tools	:	VBScript, Jscript and JavaScript
Web Servers	:	IIS / Apache

#### **Jul'08-Dec'08 with Auxano Technologies Pvt. Ltd., Mumbai as Project Manager** (Team Size: 9)

Projects: Content management, of LF, USA, which is 100 years old publishing house.

#### Architecture

Operating System	:	Windows NT and Windows 2000 Server
Front End	:	C# and ASP.Net
Server Side Script	:	C# and VB.Net (VBScript / Jscript)
Back End	:	MS - SQL 2000 / 2003
Components Built In	:	C#
Scripting Tools	:	VBScript, Jscript and JavaScript
Web Servers	:	IIS

#### **Jan'06-Jun'08 with Zenith InfoTech, Mumbai (A Product Based Company) as Project Leader** (Team Size: 5)

Product: IT Support 24 \* 7; a system level multidimensional application that uses VB 6.0, ASP, VC++ and SQL Server as back -end to achieve target of controlling and managing the infrastructure (IT) of the client, remotely.

#### Accountabilities

- Monitored systems; based on site (A group of systems).
- Tracking the patches installed on the systems.
- Scheduling the patch; and other system level settings through the portal.
- Examined patch data capture queries using SSAS.

#### Architecture

Operating System : Windows NT and Windows 2000 Server  
Front End : Visual Basic 6.0, ASP, Windows API and WMI  
Server Side Script : VB 6.0, ASP (VBScript / Jscript)  
Back End : MS - SQL 2000  
Components Built In : VB 6.0 using API and WMI  
Scripting Tools : VBScript, Jscript and JavaScript  
Web Servers : IIS and SaazWebServer

#### **Aug'04-Dec'05 with HiddenBrains.com as Project Leader (Development)**

#### Architecture

Operating System : Windows NT, Linux, Windows 2000 Server  
Front End : Visual Basic 6.0, ASP, ASP.NET, C#, etc  
Server Side Script : VB.NET, ASP (VBScript) and PHP  
Back End : MS-SQL 7.x/2000, Oracle 8 and MS Access '97/2000  
Components Built In : VB 6.0, ASP.Net, VB.NET and C#  
Scripting Tools : VBScript, Jscript and JavaScript  
Web Servers : IIS, Apache (Knowledge), WebSphere (Knowledge), etc.

#### Accountabilities

- Communicated with clients for new developments, requirements, and delivery.
- Assigned modules to the team members and completing system in time.
- Delivered the project to the client. Handled demo for the system developed.
- Understood the issues and solved them with the team.

#### **Nov'02- Jul'04 with Wise Systems, Ahmedabad as Sr. Software Engineer (Technical Lead)**

#### Architecture

Operating System : Windows NT  
Front End : Visual Basic 6.0  
Back End : MS-SQL 7.x/2000, Oracle 8 and MS Access '97 / 2000  
Components : VB 6.0  
Scripting Tools : VBScript, Jscript and JavaScript  
Web Servers : IIS

#### Accountabilities

- Assigned the modules to the team members and completed the system in time.
- Enhanced the features in product. Designed database and stored the procedures.
- Lead system designing team. Optimised code for better performance.
- Designed libraries for the system.

#### **Apr'01-Nov'02 with K - Bridge India Private Limited, Baroda as Sr. Systems Design Engineer**

#### Architecture

Operating System : Windows NT  
Front End : Visual Basic 6.0  
Web Tools : Active Server Pages  
Back End : MS - SQL 7.x / 2000  
Components : VB 6.0  
Scripting Tools : VBScript, Java Script and Jscript

#### Accountabilities

- Generated internal and external specifications. Designed database and stored procedures.
- Optimised team for better performance. Programmed the key level coding for the system.
- Done database manipulation code (ActiveX DLLs).

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#### **Previous Work Experience**

##### **TENURE**

Feb'00-Apr'01  
Feb'98-Jan'00

##### **ORGANISATION**

Worth Systems, Ahmadabad  
Associated InfoTech Limited, Ahmedabad

##### **DESIGNATION**

Sr. Systems Engineer  
Sr. Systems Engineer

Feb'96-Jan'98  
Feb'96-Jan'98

Syspro Systems, Ahmedabad  
Aptech Industries, Ahmedabad

Programmer (Part Time)  
Sr. Faculty

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## Certification

- Cleared MCP for MS-SQL Server 7.0 with 81%. Cleared ASP and Visual Basic Certifications from Brainbench.  
<http://www.brainbench.com/transcript.jsp?pid=1921279>.
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## Project Summary

**Product:** A product to manage the tasks of the car dealers with end-to-end process from selling to servicing, and reselling.

**Websites:** Different project based websites for repetitive clients.

**Human Resource:** A modular part of ERP developed in a way that can be implemented as a system or a part of entire ERP.

**Inventory Management:** An ERP module managing the inventory of the production house, from inward of raw materials to outward of the finished goods.

**Information System:** A knowledge sharing system designed to share information / technical skills across the group of selected audience.

**ARCA:** Backup management tool for the SMB's that includes the storage on cloud and virtualization of the backed up servers in case of server - down situation.

**SAAZ:** An infrastructure management system, easing the life of administrators (network, EDP, etc.) from day to day monitoring and maintaining the systems, against threats and disasters. The system enables the users to even control the servers remotely.

**IT Support 24 \* 7:** A web version of SAAZ, enabling 75% of the monitoring and maintenance over the web.

**Office Management System:** A module managing the office operations like attendance, leave, etc.

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## Qualifications

- Dot.Net, with extensive C# training (System level) from Synergetics, Andheri, Mumbai in 2012.
  - Active Server Pages from ACE Computers, Ahmedabad in 2000.
  - Higher Diploma in Software Engineering from APTECH, Ashram Road, Ahmedabad in 1997.
  - Diploma in Computer Applications from Jamsab Computer from Institute with distinction (A Human Resources Central Govt.) in 1989.
  - Schooling from Asia English School in 1989.
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## Personal Profile

**Date of Birth** : 29<sup>th</sup> October, 1972

**Linguistic Abilities** : English, Hindi and Gujarati