

Muhammad Yawar Javed

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Head of IT-Telecom-Projects- ITIL® AXELOS-UK| IT Project Management | IT Security | IT Infrastructure (ITIL-ITSM) | Advisory Board Member | Mentor to startups |

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Career Highlights in Diverse MNCs Experienced

- **HOD IT @ Aromarts** Sept 2016 – Present
- **HOD IT @ Asia Petroleum- Pakistan State Oil (PSO)** May 2010- 2016
- **Various Global IT Infrastructure-Project based Roles @ Shell** Pakistan July 2006 May
- **System Engineer @ Comsat** Jan 2005-June 2006



SKILLS SUMMARY

- A Goal-oriented, Creative, and Certified IT & Project Management Professional **with Over 15 years of MNCs experience in Oil-Gas-Petroleum, Manufacturing, FMCG & Energy Sectors** in developing, consulting, designing, and Seamless implementation of Database Management & ERP, Digital Transformation, IT Infrastructure (ITIL-ITSM), IT Governance & Compliances, IT Strategy, SDLC, Information Security & Operations Management as an IT Project & Service Delivery Manager with a **100% Accident – Free Safety Record.**
- **Fast promotions & Award Winner:** throughout the employment career.
 - **Excellent track record of managing a portfolio of IT (Telecom) Middle East South Asia MESA Projects.**
 - **Expert in developing & prepare Continuous Operational Excellence Learning Programs**, modules, and videos for on-premises & online learning also developed strategies for learning opportunities for everyone
 - Expertise in yearly business-driven ICT business including **Gap analysis, SWOT, SLAs, and SLOs.**
 - **Strong intellectual abilities and Zealous about solving problems using systematic approaches.**
 - **Ability to learn new technologies and willingness** to learn how to shape them.
 - Ensuring that Support Activities across the organization are effective and efficient and that Production Support efficiency meets customer satisfaction and adherence to service level agreements SLAs.
 - Evaluation, Cost Analysis, Estimation, Negotiations, and RFP.
 - Business & Financially Savvy includes Budgeting, Assets & Infrastructure to maximize **Cost Savings & Agility.**
 - Experience in **CX (Customer Experience Management).**
 - Expert in Business Operational Brilliance & Continuous Improvements.

Academic Qualification

Certified Professional Engineer PE Electronics & Telecom-2012-PEC (Pakistan Engineering Council).

Bachelor of Engineering (B.E) (2004) **CGPA 3.52 (Position Holder)**

Sir Syed University of Engineering and Technology- Pakistan.

Five Merit Scholarships during Studies at Sir Syed University of Engineering and Technology- Pakistan.

Certified ITIL Information Technology Infrastructure Library.

Certified ISO 9001-2008 Quality Management.

CORE COMPETENCIES

Leadership | Strategic Thinker | Continuous Improvement | Engineering Entrepreneur | Analytical Skills

Career Experiences

Aromarts Pvt Ltd www.aromarts.com.pk



HEAD OF DEPARTMENT- IT-PROJECTS

Sept 2016 - Present

Currently working as HOD– IT coupled with hands-on experience along with technical management and leadership exposure. Contribute to the development of Project Management and Revamping of IT infrastructure, IT Strategy, Cloud Networking, Digitalization, Compliance & Governance, ERP Oracle to Database Management & SAP Migration that supports the expansion & development, growth, and performance of the Company business. Accountable for the complete lifecycle of the System Engineering process SDLC.

Develop and manage technology consulting and transformation as a Project Head. Experience in all business functions HR, finance, Supply chain, Admin and Operations. Design and execute delivery team actions in operations in an agile style. Achieves the System engineering activities.

Organize and conduct sessions for seamless implementation and Synchronize across all stakeholders and assist with internal and external communication.

Managing and preparing Budgets (CAPEX/ REVEX) and the procurement and tender/BOQ documents. Superintend IT Audit assignment.

Develop and retain required processes for the ITIL service management system and implement policies, and procedures & delivering awareness sessions.

Project Management: Meeting with stakeholders to make communication easy and transparent regarding project issues and decisions on services. Synchronization within the Project team for IT Infrastructure Service Delivery and to key stakeholders.

Roll out an enterprise-wide data governance agenda, focusing on improving data quality. Broadly identifying Risks that might impact on the achievements of business Objectives.

Develop and manage process design, change management, strategy, competence roadmap development, operations, and end-to-end technology implementation.

Business benefits from new initiatives and focus of business transformation agenda.

Asia Petroleum Limited www.asiapetroleum.com



Pakistan State Oil www.pso.com.pk

HEAD OF DEPARTMENT- IT - PROJECTS

MAY 2010 – JULY 2016

APL is a joint venture of Pakistan State Oil (Pakistan), Asian Infrastructure Limited (Hong Kong), VECO International Inc. (USA), and Independent Petroleum (Kuwait).

Responsible for the development, planning & management of all Operations & Project Management of IT infrastructure, SLA (more than 100 vendors), technical services, ERP implementation, Operations, Risk Management, feasibility & coordination of all activities associated with Systems, Data Governance and Compliance Management, Networks, Operations, Planning, budgeting, Disaster Recovery. Accountable for the complete ifecycle of the System Engineering process. **Ensured compliance with IT Policies, Security Standards and strengthen**

Project Achievements @ Aromarts:

Consecutive Received FIVE (5) Performances based Awards:

Successfully Implemented all IT Projects within timelines i.e. ERP System ORACLE, SAP,

Revamping Complete IT Infrastructure,

Designed & developed IT Audits & IT Policies & Procedures,

Continual Infrastructure Improvements Plans and Successfully implementation. Business Continuity Plan & DR Site.



Project Achievements @ APL-PSO:

Received Award: Overall Revamping IT Infrastructure

IT Project Management 2010-2011 of HO& Plant.

Received Award: Implementation of Business Continuity Plan 2011-2012.

Developed and Implemented IT Audits, Policies and Procedures for Helpdesk &, Request Management, Service Level Agreements,

<div><div><div>Shell Pakistan-Worldwide</div><div>www.shell.com</div><div></div></div><div><div><div><div><u>VARIOUS IT Global/Regional IT & Telecom Infrastructure Roles –</u></div><div><u>JULY 2006 – MAY2010</u></div></div><div><div><div>Key Service Responsibilities</div><div>Responsible for swift & smooth IT Operation & Project of Shell Infrastructure all over Pakistan.</div></div><div><div><div>IT & Telecom Management</div><div>Looking 27 Network Sites, 100 Stake holders/Vendors, 3 Data centers, 2 IVR servers, 200 IP Telephony, 10 Subordinates and more than 4000 users all over Pakistan with diversified technological needs. Customer's and other stakeholders' needs and HSE risk assessment plan, Telecom Sites, IP telephony & Data Centre upgrade, rolling out key Global SAP National and International Up gradation. Call Center setup - IVR servers & backend Power/IT infrastructure.</div></div><div><div><div>Project Management</div><div>Developed and Managed work jointly with the PDA (Project Design Authority) and Design Authority (DA) approval with concerns. Accountable for the project's complete lifecycle of the System Engineering process, and stakeholder functional and non-functional requirements. Understanding of the end-to-end RFP process (RFP, Response, Proposal, Client Presentation, Scope of work, and Execution).</div></div><div><div><div>Strong communication skills, especially around breaking down complex structures into digestible and relevant points for a diverse set of clients and colleagues, at all levels.</div><div>Track milestones and schedules; inclusive of status, dependencies, achievements, risks, and other issues. Maintain Project Management documentation.</div></div><div><div><div>Custodian of IT Infrastructure Service Delivery:</div><div>Responsible for day-to-day 24/7 IT Operational & Service Delivery, including overseeing IT Networks & System Administrators, and Service Desk team.</div></div><div><div><div>SAP ERP Implementation:</div><div>Successfully Implemented G SAP Global SAP of 27 cities.</div></div><div><div><div>G SIP IT Infrastructure Readiness Project:</div><div>One of my core responsibilities was successfully supervising the GSIP (Global SAP infrastructure planning & delivery of 27 Sites with complete IT Infrastructure.</div></div><div><div><div>Governance Management</div><div>Develop and Implement business Continuity planning policies, procedures, KGI's & KPIs.</div></div></div></div></div></div></div></div></div></div></div></div></div>	
<div><div><div><div><div>COMSETS LTD</div><div>(United Arab Emirates)</div></div><div><div>SYSTEM ENGINEER -</div><div>JAN 05–JUNE 06</div></div></div><div></div><div><div><div>Worked in Engineering Practices, and technical systems along with technical support teams. Manages the System engineering activities for the related level. To ensure the availability of Systems, Network & telecom Hardware HW and Software SW connectivity as well as inventory in stock. Calibration, testing, and maintenance of electronic field devices managed Engineering hardware & Expertise in ELOS (Electronic Logic Operating System) and IMS.</div><div><div><div>References</div><div>It will be provided upon request.</div></div></div></div></div></div></div>	
<div><div><div><div><div><u>Business Continuity Plan Manual with DR Strategies and technical Solutions according to company's goals.</u></div><div><div><div>Developed Disaster Recovery DR Site and Procedures.</div><div>Implemented ERP and Computerized Maintenance Management System CMMS.</div></div></div></div><div><div><div><u>Achievements @Shell:</u></div><div><div><div>Successfully Implemented GSAP Global SAP of 27 cities. Pakistan.</div><div>Successfully Completed IT/Telecom Readiness GSIP Infrastructure Relocation Project of 27cities-Pakistan.</div></div></div></div></div></div></div></div>	
<div><div><div><div><div><u>Achievements @ Comsets:</u></div><div><div><div>Promoted as an Area Sales Manager due to good IT & Telecom technical skill.</div></div></div></div></div></div></div>	