Dhanya N. S.

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Certified Scrum Master with 9+ years of experience in the overall IT Industry. Experienced in handling Financial, AML and Document Management related applications.

SYNOPSIS

- Handled Project Management activities for Document Management System for First Abu Dhabi Bank, UAE.
- Involved in the Document Management System (OpenText) Upgrade implementation for Nine international region and UAE implementation.
- Exceptional Techno-Functional & Pre-Sales Knowledge of Financial Software for Exchange Houses, WPS and AML.
- Involved in pre-sales and customer training for exchanges in QATAR, OMAN UAE, JORDAN and BAHRAIN for the Financial/AML and WPS application.
- Regular interaction with CXO - level personnel within the company and Client side.
- Great balance of managerial, functional and domain knowledge skills.

Skill Summary

- In-depth knowledge of various software in Exchange Houses
- Capable of handling various aspects of a project right from initiation and demo, proposal preparation, project plan, implementation, hand-over and closure.
- Experience in interacting with people of multiple nationalities and across various geographies.
- Exceptional team management, interpersonal and communication skills
- QA experience in Financial applications for Exchange Houses

PROFESSIONAL EXPERIENCE

[Nov 2021 – April 2023]   First Abu Dhabi Bank, UAE

Scrum Master/ Project Manager

- Handled Document Management System Upgrade Program for Nine International regions
- Supported UAE region implementation mainly Business UAT
- Involved in business requirement discussions with Key stakeholders from various Business streams.
- Managed the Compliance, Data Privacy and Risk approvals to ensure the program rollout.
- Assisted team on the Business UAT sessions with 9 international regions (India, China, Singapore, Bahrain, Kuwait, Oman, France, USA and UK)
- Ensured the proper documentation of artifacts in a common repository.
- Managed the proper alignment of FAB and third-party employees.
- Proper tracking of team activities as per the agile framework.
- Ensured proper communication with the Vendor team.

[Dec 2013 – Oct 2021]   Distinct Infotech Solutions, Trivandrum & Dubai

Growth Path:

☐	Dec 2013 – Sep 2014	Business Analyst	DIS Trivandrum
☐	Sep 2014 – Dec 2016	Pre-Sales Manager	DIS Dubai
☐	Dec 2016 – Jul 2018	Manager, Projects	DIS Dubai
☐	Jul 2018 – Oct 2021	Product / Project Manager	DIS Trivandrum

As Product/Project Manager
- Project planning, scheduling and allocating the team
- Ensure the proper documentation and delivery as per the timeline
- Coordinate and review with business on the project requirements
- Demonstrate, obtain feedback and confirmation from the client on deliverables
- Prioritization of client requests
- Identify Project impediments and provide the required support to close them appropriately
- Review with team members on the project progress
- Conduct feasibility of new product features or change requests to enhance the application
- Communicate with clients on the project progress and new project development
- Provide application Demo as required by the Sales / pre-sales or Client

As Manager, Projects
- Demonstration of various products of DIS
- Key member of all the project initiations in the organization
- Project finalization and defining the project priority
- Communicating with the offshore office and management on project artifacts
- Ensure the timely implementation of projects.
- Team follow-ups and reviews
- Coordination between the marketing and operations departments.

As Sales / Pre-Sales Engineer

- To initiate sales
- Provide application Demo as required by the Sales / pre-sales or Client
- System Requirement Study
- Preparation of Software Proposals, Software Agreements, and Invoices
- To assign Responsibilities to the team
- Project Coordination

As Business Analyst

- To evaluate the functional process of the update provided by the Development Team
- Comparing the client requirement with the update from the development team.
- Understanding the requirement of the client
- Ensure the timely completion and update to the client

Feb 2013 – Dec 2013   Arackal Digital Solution, Trivandrum

Business Development Executive
- Generating new business leads
- Demonstration of medical application to doctors

- Client Support
- Manual testing of the application
- Enquiry management

Projects Handled End-to-end

- Document Management System (OpenText) implementation in FAB for Nine International regions.
- RAK Bank - Remittance project.
- Al Ghurair Exchange - Core Exchange Software and WPS.
- Al Fardan Exchange - Core Exchange Software and, WPS, HRMS & Payroll System.
- Leela Megh Exchange – Implementation of Anti-Money Laundering Application
- Mawarid Exchange - Implementation of Anti -Money Laundering Application
- System requirements discussion with Unimoni Kuwait, Unimoni Oman & Travelex Qatar

PROFESSIONAL TARGET FOR 2024

- **PMI – ACP**
- **SaFe Agile**

CERTIFICATIONS

- **Certified Scrum Master**   2021

PROFESSIONAL QUALIFICATION

Bachelor of Engineering from Anna University, Chennai, India   2012

PERSONAL DETAILS

Nationality	: Indian
Present Location	: Abu Dhabi, UAE
Languages Known	: English, Tamil, Hindi & Malayalam