



Business Solution Specialist (Project Manager-IT/Digital Transformation)

Qatar Experience: 7+ Years, Total Experience: 10+Years

WORK EXPERIENCE

APPLICATION LEAD/SPECIALIST

Oct 2020

QTERMNALS (HAMAD SEAPORT)

- Current

Doha, Qatar

- Lead **digital transformation** initiatives recently at QTerminals, implementing enterprise applications like IBM Maximo Cloud, Oracle Fusion Cloud, Salesforce CRM, and refinement of container and non-container terminal operating systems, while ensuring improved productivity and seamless system integrations. With expertise in project management, solution design, and stakeholder collaboration, I oversee the enhancement and maintenance of 18+ software applications,
- Championing **innovative technologies** like RPA, AI and automate to achieve paperless operations and process efficiency. As a key liaison with management, vendors, internal and external stakeholders, I managed SDLC for diverse project models and delivered impactful solutions that align with business objectives.
- **Ongoing projects:** migrating on-premises software applications to Google Cloud, integrating the NCT system with customs for streamlined operations, implementing a centralized BI platform for enhanced data insights, and enhancing applications to support QTerminals Marsa Port.

Reporting to: Adnan Sultan, Head of Business and Solutions

Major Accomplishment:

1) Implemented IBM Maximo cloud (MAS): Maintenance, Asset, and Inventory modules, integrating with Oracle Fusion, and facilitating remote crane operations. Managed the complete product life cycle from procurement through go-live and provided post go-live support.

2) Oracle Fusion refinement for Procurement, Inventory, HR and Finance Modules: Q-Terminals procurement, inventory and Finance process transferred to advanced Oracle fusion

3) Salesforce CRM: Salesforce CRM at QTerminals streamlines customer management, enhancing sales workflows and communication. It centralizes customer data, providing real-time insights and improving service.

4) Digital Transformation at QTerminals has focused on eliminating manual tasks through innovative solutions. Key initiatives include the automation of finance reconciliation with RPA, establishment of a paperless environment, integration of online payment options, and the implementation of Gen AI for Human Capital Management (HCM) and chatbot in oracle fusion.

5) End-to-end integration of key software systems, including IBM Maximo with Oracle Fusion, Navis CTOS with Oracle Fusion, Customs, and Port Authority systems, as well as JADE TOS with online payment gateways and the vehicle booking system. Additionally, all software applications are integrated with a centralized BI platform for unified data insights and reporting.



MUHAMMED SHAFEEK TP



DOHA, QATAR



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TRAINING & CERTIFICATIONS

Project Management Professional (PMP)

- Agile Adapt- Digital transformation certified.
- Port Application and Integration Expert
- IBM Maximo and oracle fusion Application Techno- consultant
- CCNA Certified
- Navis Certified
- Lean six sigma- green belt



AREAS OF EXPERTISE

- Digital Transformation
- Cloud Application Solutions
- Project Management
- Application Maintenance
- Automation and Process Optimization
- Enterprise Software Expertise
- Software Integration
- Application Deployment
- Server Overseeing
- Configuration Management
- System and Software
- Product Commissioning
- Enterprise System Architecture

SYSTEMS & SOFTWARES

- Navis N4 TOS
- Oracle Fusion Cloud (HCM, Supply Chain, Finance, Inventory, and Maintenance)
- IBM Maximo / MAS
- Port Community System (PCS) Port Management Information System (PMIS)
- Salesforce CRM
- CAMCO AGMS
- VYDSYS Security Systems
- Emersion Reefer Monitoring System
- CHM Inspection System
- VYDSYS Secure
- Oracle ERP
- Vehicle Booking System
- IBM MEP/ PCS/ PMIS

VISA STATUS

Valid Qatar Residence

Visa Valid NOC

Passport: V8364117

Valid Qatar & India Driving License

EDUCATION

Bachelor of Engineering
Computer Science
& Engineering,
Anna University

Tamil Nadu, India

Graduated
April 2012

6) Centralized analytics (BI platform): Implementation of centralized analytics for in-house applications and Terminal operating systems

7) Remote crane: Integration between CTOS and Crane automation system for semi-automated vessel discharge, semi-automated vessel loading and Remote Crane operations.

8) Empty Container Inspection System: Inspect empty containers coming to terminals and invoice to line. The system integrates with Terminal operating system to enable live synchronization with inspection system and extract events for billing purposes.

9) Disaster recovery for Navis CTOS: Implementation of DR application for container terminal operating system in the separate data center away from the port. My role to install application in the DR data center and verify application and integrations.

10) Implementation of Automatic Genset Tracking System: Application to monitor, track and invoice genset system issued from the port. System has live integration with CTOS, so any manipulation issuance time and receive time is not possible.

11) QT Intranet: Project for implementing intranets application for all Qterminals employees, I was the PM of Qterminals side.

Administration, Support and Maintenance of the application:

- Navis CTOS application
- Oracle fusion application
- Emersion Reefer monitoring system
- AGMS application
- IBM Maximo
- Genset Application
- Master terminal Jade
- EIS and CIS Application
- CTOS-PMIS integration
- CTOS-PCS integration
- CTOS-Customs integration
- CTOS-External systems integration

PACKAGE LEAD
SALAM TECHNOLOGIES
Doha, Qatar

Mar 2017
- Oct 2020

Package Lead for Terminal Operating System (TOS) and Vehicle Booking System (VBS)

Project 1: Terminal Operating Systems and Vehicle Booking System (NAVIS)

Navis terminal operating systems are for controlling live operation of the container terminal, which includes pre-gate activities, gate operation, planning (yard and vessel), billing and storage. The TOS system implemented in the Hamad port have standalone functionality and integration with customs system, shipping line agent's system, finance system, automatic gate management system, PMIS, asset management system and PCS.

Reported To: Sydney Nederlof, Technical director.

- Lead project activities.
- To conduct daily meetings with stakeholders, send daily status report.



SOFT SKILLS

- **Bilingual Communication**
- **Experience in Hybrid, Predictive and Adaptive methods.**
- **Stakeholder management, Communication, Quality, Risk, Scope, Cost and Schedule management.**
- **Servant leadership**



LANGUAGES

English

Hindi

Malayalam

Urdu

Arabic



PERSONAL INTERESTS

- **Travel**
- **Tech Fest**
- **Sports**
- **Social Works**



PERSONAL INFORMATION

BirthDay
11/10/1990

Gender
Male

Marital Status
Married

Nationality
Indian

- Preparing project documents.
- Training: Coordinate training activities
- Data migration
- Lead implementation of integration with internal/external systems.
- Application configuration and maintenance in the server.

Project 2: Port Master System Integration

Salam technology was responsible for design, supply, development, installation, interface, coordination, configuration, integration, testing and commissioning of the 26 systems for the smooth functioning of the Hamad port, Qatar. My responsibility was to lead the testing and commissioning process of the software systems and report to the testing and commissioning manager. IBM Rational Quality manager and lean testing tools were used for test management and Zutec system is used for snag management.

Reporting To: Ian Justice, T&C manager.

Applications:

1) **VYDSYS Secure:** incident resource management system (IRMS) software for incident management, operation management, resource allocation, computer-based dispatch, and electronic log of the incident.

2) **Oracle ERP:** Finance, HR, process of the port will be handled using the application, access of the users will be restricted up on their role in the company.

3) **IBM Maximo:** Enterprise asset management system to manage the port assets, purchase processing and service request. All assets under the port will be managed in the system using the RFID tag labelling and payment of the purchase process will be carried out through the integrated ERP system.

4) **IBM MEP:** is the integration message exchange middleware system for 24x365 unattended operations, which provides quality delivery, high volume, and secure message exchange.

5) **GISTEC system:** Geographic Information System to capture, store, manipulate, analyze, manage, and present all types of port geographic data. Which provides spatial data entry, management, retrieval, analysis, and visualization functions.

6) **Port Community System:** is responsible for data exchange between external agencies and internal business process, this is the single point for the external business stakeholders to access services.

7) **Port Management Information System:** IBM developed applications for planning, control and execution of port operations including vessel calls management, billing, and statistical reporting.

8) **Vehicle Booking System** is to regulate the traffic flows of containers and heavy trucks to and from the port area and facilitate automation of the terminals.

Feb 2013
- Mar 2015

SOFTWARE ENGINEER IDENTITYMINE SOFTWARE Kerala, India

- Worked in a team of testers involved in testing the applications to ensure quality as per specified in the project/platform requirements documents.
- Participated in all levels of project implementation testing including functional, regression and performance and effectively communicate test results.
- Developed test plans and test cases based on project/platform requirements.
- Track and report bugs using Visual Studio Team Foundation Server and any other defect tracking software recommended by IdentityMine.
- Worked collaboratively with development and design team to resolve bugs.
- Daily status report and Experience in leading projects.