Adnan Muhtadi

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A versatile Product Manager professional with over 5 years' experience with enterprise-level and consumer-focused technology solutions. Champions supportive and collaborative team environments to effectively realise business objectives with proven success in developing and implementing internal and consumer-facing IP.

- Project Management / Agile
- Service Delivery Management
- Metadata Schemas
- Microsoft Applications
- Smartsheet

- Power BI and Analytics
- SaaS Web Applications
- Enterprise Cloud Solutions
- JIRA/Atlassian administration
- Office 365

- Zendesk administration
- Service Now administration
- ITIL certification
- Training and Workshops
- Full Stack Web Developer

Relevant Work Experience

Feb 2019 – Jul 2020   **McCann Worldgroup – Product Manager – (Russell Square, London)**

- Identified and understood the product gaps in a user's journey, improved the user experience when working on the systems. Analysed product metrics and trends to identify reportable KPIs to track improvements in the product offering.
- Managed a global team consisting of 8 support engineers, 2 business analysts and a product manager - undertaking existing projects and new requests to improve the functionalities of the existing overall service.
- Worked closely with the product management team to define the product strategy, vision, design and usability.
- Managed third-party integrations and established strong third party and vendor relationships while recommending architectural improvements, design and integrations solutions
- Wrote user stories based on the requirements gathered from all the stakeholders. Collation of development requirements for QA and UAT testing of released functionalities.
- Improved global operational processes resulting in a 70% increased efficiency for the system workflow when users are operating on the system.
- Assisted with training and adoption of implemented systems and processes, drafting and provisioning release notes and operation manuals.
- Implemented Agile management framework by facilitating exercises such as sprint planning and leading team standups.
- Found gaps in existing internal processes to increase efficiency in the current working practice.

Jul 2018 – Feb 2019   **Giant Group – Project Manager/System Analyst – (Canary Wharf, London)**

- Direct management of 3 junior project managers, leading the team in continuous improvement of controls and implementation processes to reduce non-added value work.
- Owned the development of the product strategy and vision supported by internal and external analysis
- Managed product work with the screening team, to deliver a new system for screening external candidates. Documenting process flows, business requirements, project timelines and consulting in weekly stand-ups.
- Managed multiple projects concurrently while managing all communication with the client.
- Oversaw software developers' progress on applications and applied principles of Agile methodologies to keep projects on track

Sep 2016 – Jul 2018   **Hogarth Worldwide – Technical Project Manager – (New York, United States)**

- Lead the global implementation of a workflow management tool to standardize the working processes within the company across 20+ global offices.
- Worked collaboratively in an Agile product development team to plan project sprints and achieve project milestones.
- Managed project timelines and communicated with management staff and clients to ensure project progress satisfactorily.

Dec 2015 – Sep 2016   **Hogarth Worldwide – Service Delivery Engineer – (Soho, London)**
- Managed 9 Global Service Delivery Analysts conducting ongoing internal team meetings to set priorities and timely resolve outstanding issues and following up if the service is meeting expectations.
- Liaised with 3rd party support providers and participated in Major Incident Handling to ensure that SLA's and OLA's are adhered to regarding the customers and stakeholders.
- Monitored overall performance of services including service management, incident management, problem management and change management as well as the delivery performance within the ITIL structure.

May 2014 – Dec 2015   **Hogarth Worldwide – Application Support Analyst – (Soho, London)**
- Responsible for resolving all types of incidents relating to the bespoke systems that are reported to our online ticketing system (ServiceNow)/(Zendesk).
- Participated in Incident Management and recorded all investigation activities in the service desk tool.

Education and Qualifications

July 2020   **Full Stack Web Developer**

Nov 2017   **Service Design**
Have an understanding of the fundamentals of service design and identify the unique differentiators. Activities such as planning, organising and communicating to improve quality and interaction between stakeholders

Nov 2016   **PRINCE2 Foundation**
Covered the overall understanding, familiarity with the PRINCE2 vocabulary and capability to work as a member of a project management team.

May 2016   **ITIL v3 Foundation**
Covered the general awareness of the key elements, concepts and terminology used in the ITIL service lifecycle stages, the processes used and their contribution to service management.

Sep 2009 – Jun 2013   **University of Hertfordshire**
BSc (Hons) (SW) Information Technology (Web-Based Systems) – Upper Second Class (2:1)

Course Modules: Software Engineering, Programming Design, Computer Networks, Internet Technologies, Computer Systems Architecture, Data-Driven Systems, Digital Entertainment Systems and Web Application Development.

Interests and Achievements

2009   **Computer Science and Engineering Scholarship**
- Due to achieving exceptionally high grades and projects, I received a Science and Engineering Scholarship to study at The University of Hertfordshire

2006   **Assistant Fund Raiser**
- Raised money for The National Coaching Foundation as well as the Alzheimer's Society Campaign

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Hobbies and Further Competencies

Languages   Bilingual fluency in both English and Arabic
Driving   Full clean driving licence.
Travelling   Enjoy experiencing new cultures and countries, which has allowed me to witness and learn from some of the world's most beautiful and individual societies.

References

Available on request