

Toufiq Ali

Clifton, NJ | +1 862 336 5503 | toufiqtaz87@gmail.com | [LinkedIn](#) | US Citizen

Senior Project Manager – Analytics Profile

Analytical and seasoned professional with MBA, PMP, and 12+ years of experience in driving IT transformation programs, leading sales processes, and analyzing financial systems while possessing expertise in Agile, Scrum, and Waterfall methodologies. Proven ability to advance proposal development for MM\$ projects and navigate the complexities of procurement. Adept at ensuring project alignment with client objectives and proficient in leading cross-functional teams toward achieving set milestones while meeting stakeholder expectations to increase business value and growth.

Areas of Expertise

<ul style="list-style-type: none">• Technical Program Manage• Planning & Execution• Procurement & Governance	<ul style="list-style-type: none">• Client Relationship Management• Software Development Life Cycle• Agile/Scrum & Waterfall Methodologies	<ul style="list-style-type: none">• Quality Assurance• Financial Compliance• Database Management
--	--	--

Career Experience

Infosys Limited **Nov 2018 – Present**

Principal Consultant – Delivery

- Consulted out to Bank of America (BOFA), Union Bank of Switzerland (UBS), Everest Reinsurance, & AlticeUSA.

Delivery Lead / Project Manager

Bank of America Merrill Lynch - Jersey City, NJ

April 2021 - Present

- Achieved a 95% on-time delivery rate for all project milestones by efficiently overseeing multiple complex banking technology projects in the financial services sector.
- Managed project lifecycle by deploying streamlined project management processes, contributing to minimizing timeliness by 20% and increase overall efficiency by 15%.
- Validated compliance with documented methodologies and established standards through PQRs.
- Implemented quality assurance measures to improve project quality by 30% and mitigate project conflicts by 25%

Associate Project Manager / Business Analyst

Union Bank of Switzerland - Weehawken, NJ

May 2020 – March 2021

- Spearheaded onboarding process for both internal and external stakeholders, guaranteed alignment with the BPM, managed expectations, and liaised with business partners/clients to gain essential clarifications.
- Collaborated with Technology and QA teams to ensure orientation and understanding of project vision by translating business requirements into a functional requirement.
- Managed small independent projects using strategic planning and execution to secure successful outcomes.

Project Coordinator / Scrum Master

Everest Reinsurance - Liberty Corner, NJ

April 2019 – April 2020

- Conducted stakeholder interviews, reviewed existing documentation, and analyzed processes to gather requirements
- Provide solutions, prioritized the flow of communication for project teams, and controlled product backlogs.
- Performed validation of features, priorities, and value propositions to uplift product relevance and market positioning based on competitive analysis and user requirements.
- Maintained a reports repository by meticulously documenting operational and functional attributes to furnish stakeholders with insights and strategic planning.

Business Analyst

Altice USA | Bethpage, NY

November 2018 – March 2019

- Ensured development teams adhered to core agile principles through iterative development and feedback loops.
- Utilized JIRA to break down Epics & User Stories into realistic test scenarios, facilitating thorough dev and QA phase.
- Coordinated risk & security testing for internal and external users in compliance with security protocols.
- Developed mock-up data models, UML flows and dashboards to manage reporting by using data visualization tools.

Business Analyst

Credit Suisse (USA) LLC | Morrisville, NC

August 2017 – October 2018

- Examined workflows and financial systems by performing in-depth cost/benefit analysis and documenting detailed system requirements for overall process improvement.

- Ensured robustness and reliability of software systems by [executing test plans and procedures](#).
- Leveraged [SQL queries](#) for [data validation](#) and maintained high-quality software deliverables.
- Secured timely implementation of initiatives through meticulous [progress tracking](#) and adherence to timelines.

Business Analyst

Integrated Telecommunications Oman SAOC | New Jersey

February 2012 – July 2017

- Fulfilled diverse roles in [Business Relations](#), [Product Management](#), and [Operations Management](#) simultaneously.
- Offered insights to [C-level management](#) for informed decision-making by utilizing a [data-driven approach](#) and reports.
- Led organizational [change management](#) efforts to minimize business impact during [acquisitions](#) and [transitions](#).
- Elevated [brand visibility](#) and [generated new business leads](#) through [managing events](#) while expanding market share.
- Added value by offering services, [executing strategic initiatives](#) to drive revenue growth.
- Optimized [network capabilities](#) and profitability through effective [negotiations](#) with key [stakeholders](#).
- [Spearheaded](#) Wholesale Voice Operations (WVO) and reporting team to explore [new leads](#) and maintained high standards of [service delivery](#) by executing meetings, cultivating a [collaborative workspace](#) with [international clients](#).

Project Coordinator

IPT Networks | London, UK

October 2009 – January 2012

- Organized [JAD sessions](#) with SMEs and stakeholders to define needs clearly and conducted a [GAP evaluation](#).
- Finalized [business requirements](#) from Network Operation Center stakeholders and Wholesale Account Managers, maintaining [product backlog](#) using [Rally](#).
- Utilized [Visio](#) and [SnagIt](#) to create [screen mock-ups and flows](#) for design feedback and [developed UML activity diagrams](#) through case templates for evaluations, facilitating transparent [communication](#) and [design](#) elements.
- Created [user guides](#) to reflect new system additions, transitioning from version 3.0 to version 4.0 of the iTest portal.

Additional Experience

Barclays, Project Lead Specialist

- Created and developed [web applications](#) enabling users to select policy tiers, obtain quotes, and retrieve existing quotes, [streamlining the process](#) of purchasing and managing insurance policies.
- Used [Unified Modeling Language](#) and [Rational Rose](#) to develop [use cases](#), [activity diagrams](#), and [sequence diagrams](#).

Al Zaman Group of Companies, Investment Associate

- Partnered with [investment bankers](#) and regulated prompt communication with Head office and vendors in the UK and Europe to meticulously [examine investment portfolio data](#).
- Facilitated [acquisition process of Samatel](#), contributing to [account reconciliation](#) and [HR policy](#) implementation, concurrently reviewed [financial models](#), [projections](#), and [market news](#) to assess future investment potential.

Technical Proficiency

ERP Systems: Oracle, MS Dynamics

Database Management Systems: MS SQL Server | **Operating Systems:** DOS, Linux, Windows, Mac OS

Diagramming & Screen Capture Tools: Visio, SnagIt, Lucid | **Content Management Systems (CMS):** Adobe CQ5

Issues & Task Tracking Tools: Agile Central, Confluence, PPRT 2.0, JIRA, AML, FIGMA

Microsoft Office Suite: Word, PowerPoint, Excel, Project, SharePoint

Business Intelligence & Analytics Tools: PowerBI, Collabra, MicroStrategy, Tableau

Operating & Business Support System: iXTools/iXLink, SaaS, ODINE (VROS/VOSS), SipHive

Cloud Computing Platforms: Amazon Web Services (AWS), Google Cloud, Microsoft Azure

Education/Certifications

Master of Business Administration (2011), University of Wales Institute, Cardiff, Wales, UK

Bachelor of Arts Honors in Business Studies (2009), University of Wales Institute, Cardiff, Wales, UK

Generative AI for Project Managers, Project Management Institute

Introduction to Generative AI, Google Cloud Skill Boost

Project Management Professional (PMP), Project Management Institute (Exp 2025)

SAFe 5.0 Product Owner/Product Manager, Scaled Agile

Professional Scrum Product Owner, Scrum.org

Information Framework, TM Forum

ICT Business Management, Global Satiro – Sparkle: Telecom Italia TIM