

Shahid Hamsa

IT Project Lead | IT Delivery Lead | IT Application Lead

Certified Lean Six Sigma Black Belt | Microsoft Power BI Data Analyst Certified | Agile Scrum Foundation Certified | ISO 9001:2015 Lead Auditor



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Profile

Results-driven IT Project Manager and Delivery Lead with 13+ years of experience in enterprise application development, digital transformation, system integration, and IT service delivery. Proven expertise in leading cross-functional teams, managing end-to-end project lifecycles, and delivering ERP, CRM, .NET, SharePoint, and Power BI solutions aligned with business objectives. Certified Lean Six Sigma Black Belt, Agile Scrum professional, and ISO 9001:2015 Lead Auditor with strong capabilities in process optimization, stakeholder management, business analytics, and operational excellence.

Professional Experience

MASSAR SOLUTIONS PJSC, ABU DHABI, UAE - AUGUST 2015 – PRESENT

IT Project Lead / Senior Software Engineer | January 2023 – Present

- Leading enterprise application development and digital transformation initiatives using .NET technologies and SharePoint platforms.
- Managing multiple application delivery projects, ensuring timely execution, quality delivery, and alignment with business objectives.
- Designing and implementing Power BI dashboards and analytical reports to support executive decision-making and operational visibility.
- Coordinating with business stakeholders, users, and technical teams to define project scope, priorities, and delivery roadmaps.
- Mentoring development teams and promoting collaboration, knowledge sharing, and Agile delivery practices.
- Supporting process improvement initiatives and enhancing operational efficiency through automation and system optimization.

Software Engineer | March 2019 – December 2022

- Developed and maintained SharePoint Online and Office 365 portals integrated with enterprise business workflows.
- Delivered CRM and ERP-related solutions to improve organizational processes and operational effectiveness.
- Collaborated with cross-functional teams to gather business requirements and implement scalable application solutions.
- Applied Agile methodologies to support iterative development, testing, and continuous improvement initiatives.

System Integration Engineer | August 2015 – February 2019

- Managed integration and support of Oracle HRMS, ERP, CRM, EVR, and PMS applications across enterprise environments.
- Performed system monitoring, server maintenance, and troubleshooting to ensure application reliability and data integrity.
- Coordinated with users and vendors to resolve critical technical issues and improve system performance.
- Supported business continuity by maintaining stable integration and operational support services.

OLIVE TECHNOLOGIES, DUBAI, UAE

Software Developer | NOVEMBER 2013 – JANUARY 2014

- Developed communication and workflow solutions for Federal Electricity & Water Authority (FEWA).
- Delivered application enhancements within tight project timelines while maintaining quality standards.

ETHNIX SOLUTIONS, BANGALORE, INDIA

IT Engineer | NOVEMBER 2012 | SEPTEMBER 2013

- Designed software products, enhancing client satisfaction and market reach.
- Provided direct support to clients, ensuring timely resolution of feedback.

AITRICH TECHNOLOGIES, THRISSUR, INDIA

Software Developer | AUGUST 2011 – JULY 2012

- Developed and deployed Android-based business applications.
- Performed application testing, debugging, and maintenance to ensure optimal performance and usability.

Core Competencies

- IT Project Management & Delivery
- Application Management & Digital Transformation
- Agile & Waterfall Methodologies
- ERP & CRM Implementation
- Enterprise Application Development
- System Integration & Process Automation
- Power BI Reporting & Business Analytics
- Stakeholder & Vendor Management
- Team Leadership & Cross-Functional Collaboration
- Lean Six Sigma & Process Optimization
- Quality Management & ISO 9001:2015 Auditing
- Change Management & Continuous Improvement

Technical Skills

- Technologies & Frameworks: .NET, C#, Blazor, MVC, SQL
- BI & Reporting: Power BI
- Enterprise Applications: Oracle HRMS, CRM, ERP Systems
- Project Management Tools: Asana, Jira, Azure DevOps, SharePoint Online
- Database Management: SQL Server, MySQL, Stored Procedures
- Testing & Quality Assurance: UAT coordination, QA best practices
- Server Administration: SharePoint, Attendance Server (Timapaq)

Personal Details & Languages Known

Nationality – India, **Marital Status** – Married, **UAE License** - Yes

Languages - English, Hindi, Malayalam, Tamil

Education

Bachelor of Technology (B. Tech) Information Technology | Anna University, India | 2007 – 2011

Certifications

- Certified Lean Six Sigma Black Belt & Green Belt | CPD | 04-2026
- ISO 9001:2015 Lead Auditor - Quality Management System | CPD | 04-2026
- Microsoft Power BI Data Analyst | Microsoft | 06-2025
- Foundations of Project Management | Google | 09-2025
- Agile Scrum Foundation | HRD Trainings, UAE | 06-2023
- Programming in Blazor 5 (ASP.NET Core 5) | Koenig Solutions, UAE | 05-2022
- Advanced Relational Database and SQL | Coursera | 08-2025
- Business Analysis & Process Management | Coursera | 08-2025
- Version Control with Git | Coursera | 09-2025
- Introduction to AI | Google | 12-2025

Key Achievements

- Led end-to-end delivery of enterprise applications (.NET, SharePoint, ERP, CRM) supporting business and operational needs.
- Delivered Power BI dashboards and management reporting systems for executive decision-making and KPI tracking.
- Managed full project lifecycle including planning, execution, delivery, and stakeholder coordination across cross-functional teams.
- Developed and delivered internal and management-level applications improving operational efficiency and visibility.
- Integrated enterprise systems including Oracle HRMS, ERP, CRM, EVR, and PMS ensuring seamless data flow.
- Implemented process improvements through automation, Agile practices, and Lean optimization techniques.