

# Yassaha Ali

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## Profile

I am a driven project manager and Agile Facilitator, who is motivated to building and maintaining positive relationship as proven by client feedback. I take pride in all work that I do, and am always committed to delivering the highest quality. I have delivered a successful track record of full life cycle projects.

I am eager to develop myself, learn from those around me and share knowledge I gain. My experience as a business analyst and software developer have given me a range of skills from requirement gathering to testing that have provided value throughout my career.

## Work Experience

**Date:** November 2023 - May 2024

**Company:** SSI Schaefer

**Role:** CS IT Logistics Consultant

- Proactively communicate with customers in a professional manner to ensure delivery efforts are in line with their expectations.
- Act as SME (subject matter expert) for the customer in relation to SSI Schaefer IT solutions and the range of SSI logistics products
- Elicit requirements in workshops, document existing processes and specify solutions.
- Document As-Is and To-Be processes using appropriate tools including use case diagrams, process flow diagrams, and version control documents.
- Data analysis through query database using SQL to answer questions from stakeholders.
- Create requirement and functional specifications
- Configure SSI Warehouse Management Systems to meet customer requirements.
- Support of the IT QA department in creating the test concept and verifying the test results
- Provide consultancy and training to customers on the operation of our system.
- Support in meeting the performance-relevant acceptance criteria

**Date:** December 2022 - October 2023

**Clients:** Air Canada, NTT GN, AVASO Technology Solutions

**Role:** IT Support Technician

**Employment Type:** FREELANCE

This was a year out from full time work for self improvement and to stay along side my mother who had recently had a knee operation.

- Provide technical assistance for incoming queries and issues related to computer systems, software, and hardware.
- Respond to email messages for customers seeking help.
- End to End management of all Desktops, Laptops , Printers & Peripherals for existing and new devices covering installations and management
- Perform any Install, Move, Add or Change of IT assets
- Hardware management
- Management of all Software's installed on the devices.
- L1 support of all Business applications accessed by the end-user.
- Troubleshooting and installation of desktop/laptop OS
- Automated regular Desktop/Laptop management activities like disk clean-up, defragmentation, patch deployment, Anti-virus updates.
- ITIL process recommendations
- Hands-on experience in networking, routing, and switching
- Installation and testing of SD-WAN devices
- Testing of network links
- Performance review documentation

**Date:** Sept 2021 - November 2022

**Company:** Ford Credit Europe

**Role:** Software Application Developer

The Account Manager team delivers a work-ready suite of vehicle leasing management services for consumer and business customers.

- Working within a multi-skilled team delivering commercial software solutions.
- Working with Agile Scrum methodology
- Engineer production quality code in JavaScript to solve problems defined in User Stories
- Creation of User Stories in order to meet customer demands
- Facilitate paired programming sessions, Test-first Development, Test Driven Development
- Development and deployment to cloud platforms
- Making use of different micro-services.

Technology stack:

- Google Cloud Platform
- Kotlin/Java + Spring Boot
- React/Typescript/Javascript
- SQL and NoSQL databases such as PostgreSQL and MongoDB
- FOSSA and Checkmarx
- IntelliJ IDEA
- BluePrint/WebEx
- Docker

**Date:** Aug 2018 - Sept 2021

**Company: Ford Motor Company**

**Role: IT Project Manager & SCRUM Master**

- Responsible for managing IT project(s) and programmes within the UK along with Europe to successful conclusion (France Nanterre Office relocation, ePrime office/training room renewal, ePrime new build, Daventry WLAN & LAN refresh, Dagenham LAN refresh)
- Supervise a team of two Telephony planners and ensure regular reporting of performance
- Deliver business process changes and system solutions to the business in a cost effective and timely manner
- I had to ensure project communications are consistent with the size and profile of the project
- Assist, lead and maintenance of the production of project documentation, corporate reports and RAID log.
- Manage the implementation of allocated projects and programmes to agreed timescales and within budget (Budgets of up to £2.2M managed)
- Ensure that all appropriate project management standards are applied
- To report on (and manage) risks and issues associated with the delivery of the project or programme
- Hand over projects and programmes smoothly to the business and Operational Support teams
- Handle communications for the project in a manner consistent with the size and profile of the project.
- To ensure that any operational risks and issues are considered within the 'system' design.
- Maintain regular progress meetings and continuity with the relevant business owners, and if appropriate Steering Committees.
- Create and update project reports required by IT management to enable upward reporting on status/progress/budget/etc
- Production of project closure and lessons learnt reports, and if needed Project Implementation review(s).
- Manage, and execute quotation, RFQ, invoices, and Reconciliations via Ariba.
- Implementation of Agile SCRUM process methodology for management of Telephony projects, and PMO projects.
- Kaizen implementation and use of Rally tool for tracking, logging and creation of backlog.
- Feature, User story, sub-epic, epic creation.

**Date: Apr 2017 – Aug 2018**

**Company: Ford Motor Company**

**Role: IT Business Analyst**

The role is mostly business related (90%) with a small technical element (10%). I act as an active member of the Dunton Site management team, providing local on-site IT support to onsite customers, supporting local projects. Maintain communications, incident response and local IT security. Some of my specific responsibilities include but are not limited to the following:

- Perform troubleshooting of incidents, analysis, problem identification and service restoration for hardware, software and network components. Ensure incident resolution and coordinate with others

- Support Infrastructure projects as required (e.g. SPOF, 1GB to desk, LAN Upgrade, Conference Room improvements, etc.)
- Provide a knowledgeable site contact for ITO service providers for their planning, implementation and support of ITO services.
- Ensure appropriate communications between Site Management & business customers
- Implement ITO Deskside policies and encourage teams to follow ITO standards.
- Provide assistance with preparation for and response to ITO related audits.
- Manage consumption management of Deskside related hardware and software.
- Identify and document existing support processes.
- Identify process issues related to the provision of ITO services and work with the appropriate areas to resolve issues and develop process improvements.
- Produce monthly Client Health, Shared Disk and GPO metric and use the data to secure the IT environment.
- Attend process improvement team meetings and any other necessary support related meetings.
- Inventory Management and RMA (Return Merchandise Services), Cycle audits and data corrections.

**Date: May 2016**

**Company: Three Rivers District Council**

**Role: IT Support**

- Deployment of new computers and windows 7.
- Roll-out of MS Office 2013
- Migration of legacy software into a new environment.
- Mapping users onto new systems
- Creating documentation for installation of new software
- Troubleshooting issues and providing IT support
- Training of users on how to use new system
- Use of SCCM 2012 to achieve specific administrator tasks

**Date: May 2015 - January 2016**

**Company: Portland Resourcing**

**Role: Delivery Associate**

- Training regarding SAP modules and integration points. SAP terminology, functions of specific modules, and purpose of individuals at each level
- Understanding of the benefits of an ERP system in particular SAP
- Trained regarding Change Management, its impact on an organisation and personal level
- Quality interaction and engagement with people of many different technical and functional backgrounds
- Understanding of SaaS Products from Sales Force to Workday.
- Head hunting of senior stakeholders and client engagement

## **Education**

**Date:** Oct 2011 – Jul 2014  
**University:** Loughborough University  
Bachelor degree BSc (Honors): Human Factors Engineering  
(Ergonomics) 2:2

**Date:** Sep 2009 - Jul 2011  
**6th Form:** Queens' School  
A-levels: Maths [B]; Further Maths [C]; Chemistry [D]  
As: Physics [D]

**Date:** Sep 2007 - Jul 2009  
**School:** Queens' School  
GCSE: Maths [A\*], Stats [A\*], Double Science [A\*,A], English Lit  
[A], Sociology [A], English Language [B], Geography [B], Art [B],  
D&T:Graphics Products [C]

**Date:** March 2023  
**Qualification:** Prince2: Foundation  
**Certification:** GR656282625YA

**Date:** July 2023  
**Qualification:** Prince2: Practitioner  
**Certification:** GR657120806YA

**Date:** July 2024  
**Qualification:** Professional Scrum Master I  
**Certification:** <https://www.scrum.org/user/1446247>

**Date:** November 2021  
**Course:** Makers Coding course

**Languages:**  
**Fluent:** Urdu  
**Moderate:** Punjabi