**Abdul Jabbar Sheriff**

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**Career Summary:**

Business Analyst with 11+ years of experience in the Banking and Financial Services industry, specializing in financial analytics, process optimization, stakeholder engagement, and cross-functional project execution. Adept at gathering business requirements, creating actionable insights through data visualization, and driving strategic initiatives using Agile and Scrum frameworks. Certified Scrum Master and Six Sigma Green Belt with a proven track record of transforming complex data into compelling narratives that guide business decisions.

**Academia:**

* Graduated Bachelor’s in Computer science Aug 2008 – April 2011 from K.S.R College of Arts and Science (Periyar University, Salem, India)
* **Certification**:
  + Certified [Professional Scrum Master 1](https://scrum.org/certificates/1220996) In the month of May 2025 by Srum.org.
  + Lean Six sigma Green Belt certified in the month of September 2014 through TCS Skill build.
  + Lean Six sigma Yellow Belt certified in the month of November 2011 through TCS Skill build.

**Core Competencies:**

* Agile (Scrum and Kanban) & traditional delivery coordination, Transition from traditional to Agile method
* Conduct Sprint planning, Scrum Ceremonies and Server leadership to resolve impediment for the teams
* Budget & resource planning and forecasting, Project planning and scheduling
* SLA/KPI and progress reporting, Maintain risk log and mitigation plan
* Process Migration & Transition
* Business Continuity Planning and Disaster Recovery processes
* Data Analytics, Data Visualization & Data-Driven Approach
* Risk Management & Compliance
* Change Management & Strategic Planning
* Productivity tools: MS office, Advanced Microsoft Excel, Visio, SharePoint, JIRA, Essbase Hyperion, Oracle Smart View, IBM mainframes/UCD & Business Intelligence Tools

**Professional Experience:**

* **Organization: Wells Fargo US (Feb 2025 – Present)**

Sr. Financial Analyst (Corporate Finance - Expense Analytics and Allocation).

* + Led operational reconciliation projects, translating business strategies into actionable initiatives for new recon build
  + Partnered with product owners, system architects, and end users to define business and operational requirements
  + Analyzed end-to-end business processes and system gaps, identifying data sources, interfaces, and logic flows; designed solutions that improved reconciliation accuracy and control efficiency
  + Authored detailed Business Requirement Documents (BRDs), data flow diagrams, and system impact assessments; coordinated and executed User Acceptance Testing (UAT) for reconciliation tools migration
  + Streamlined reporting through automation and dashboard creation using Excel and Power BI, cutting manual effort by 25%.
  + Presented expense trends and insights to finance managers to support forecasting and quarterly business reviews.
  + Ensured data integrity and compliance with internal controls and financial policies.
* **Organization: Wells Fargo India (Sep 2019 – Dec 2022)**

Financial Consultant (Corporate Finance - Expense Analytics and Allocation).

* + Strong working knowledge on forecasting/budgeting by allocating costs to the different lines of business using tools MS excel, MS access, Fast, Essbase, SharePoint and power Bi.
  + ﻿﻿Collaborate with other LOB partners on financial analytical reports including monthly financial results, preparation of recurring management reports, monthly budget transfers and forecasting support.
  + ﻿﻿Delivering different ADHOC, MIS reports weekly and monthly to perform variance analysis and provide business commentary with high-level accuracy.
  + Understanding the business objectives and preparing PowerPoint presentations on different aspects such as business administration, business performance & business strategies monthly and quarterly as per the management requirement.
  + ﻿﻿Highly skilled in financial modeling, data-driven decision-making, cross-functional collaboration and communicate effectively with stakeholders / state partners.
  + ﻿﻿﻿﻿﻿Partnering with Business analysis finance teams across different horizontals on strategic planning to accomplish the goals of Enterprise Analytics & Allocations leadership team.
  + ﻿﻿Deliver ad-hoc analytical support to various line of business questions related to Forecasting / Budgeting, Key performance indicators (KPI).
  + ﻿Work collaboratively with state partners and leadership teams on scalable business development requirement gathering for the new software application enhancements.
  + Coordinating with technology team on bridging the process gaps in forecast application enhancements for better datamining and data visualization.
  + Analyze the Business Requirements and work with the Development Team in understanding project status details of Functional and Non-Functional technical requirements in FAST application (internal application).
  + Understanding the best practices, Streamlining Test Requirements using analytical and problem-solving skills.
  + Creating well versed documentation on Testing to improve user experience (Test Scenario, Test Case, Test Data, Defect Report, and Test Metrics).
  + Application enhancement testing with use cases in UAT before deployment also familiar with Software Development Life Cycle and Software Test Life Cycle, Help with Application execution and expansion.
* **Organization: Tata Consultancy Services Ltd (Aug 2011-Sep 2019)**
* **July 2016 - Sep 2019 Business financial analyst/ Assistant Manager:**
  + Analyze financial, operational, and process data to identify trends, risks, and opportunities for improvement.
  + Elicit, document, and validate business requirements from stakeholders and translate them into actionable user stories or functional specifications.
  + Perform cost analysis, forecasting, and budgeting to support strategic decision-making and resource planning.
  + Act as a liaison between business stakeholders and development teams, ensuring accurate and timely communication.
  + Develop detailed documentation including business requirement documents (BRDs), process flows, use cases, and data models.
  + Support User Acceptance Testing (UAT) by creating test cases, validating results, and ensuring alignment with business expectations.
  + Lead and support process reengineering and automation initiatives, leveraging my domain expertise in Banking & Cards.
  + Monitor and report key performance indicators (KPIs) and provide insights to stakeholders for better operational efficiency.
  + Facilitate daily stand-ups, sprint planning, sprint reviews, and retrospectives to ensure smooth Agile ceremonies
  + Coach team members, stakeholders, and leadership on Agile best practices, fostering a culture of continuous improvement.
  + Track and manage team velocity, sprint burndown, and overall delivery metrics using tools like JIRA and Confluence.
  + Ensure teams adhere to Scrum values and principles while adapting frameworks to the organization's needs
  + As a transition manager helped team to migrate from Tier I city to Tier II city as part of cost reduction.
  + Coordinate and manage geographically distributed teams across centers and cross border geographies
  + Streamlined reporting through automation and dashboard creation using Excel and Power BI, cutting manual effort by 25%.
  + Presented expense trends and insights to finance managers to support forecasting and quarterly business reviews.
  + Ensured data integrity and compliance with internal controls and financial policies.
  + Maintaining skill matrix and ensure proper backup for each critical resource
  + Monthly, Quarterly and Annual budget and forecast preparations
  + Periodical Progress report to Managers, clients and other as per agreed policies
* **July 2014 – Jul 2016 Senior Process Associate (BPS Team Leader):** 
  + Being a team leader started to handle team of 57 associates for the North Americas cards collection & recovery operations
  + Handling client calls, queries and complaints with day to today team activities.
  + Training the new joiners on the card’s products and collection/recovery process.
  + System entitlements review and working on new entitlements request as per team requirements.
  + Preparing PowerPoint presentations on weekly as well as monthly team performance improvements.
  + Owning overall functioning of projects, identifying improvement areas and implementing adequate measures to achieve customer success satisfaction.
  + Having feedback sessions with team on process improvements and working on feasible solutions.
  + Handling the team MIS, training juniors/new joiners and created detailed Process flow documentations.
  + Planned and successfully executed Business Continuity Plan across locations.
  + Being a senior process associate cross trained in various queues & portfolios across cards products.
  + Being the Quality analyst for the team responsible for the team’s Quality metrics and meeting the SLA.
  + Having feedback session with team and individuals on quality improvement and suggestions.
  + Monitoring and Ensuring on the overall team’s TAT with appropriate metrics/SLA on BAU as well as on ADHOC volumes.
* **Aug 2012 – Jul 2014 Process Associate:**
  + Started working credit cards program called CCG which is a collection payment program for the customers with good credit score.
  + Validation performed on customer to check the eligibility to enroll into program.
  + Having account setup for the program and maintaining the accounts till program end
  + Training new joiners across various processes with in team creating documentation for the same.
* **Aug 2011 – Aug 2012 BPO trainee:**
  + Worked in cards process called APC, APC is the process of validating customer enquiries on the collection and recovery accounts received from customers/third parties on behalf of customers via mail / correspondence.

**Achievements& Recognitions:**

* 2 KAIZEN projects completed part of productivity improvement during the month of April 2014 benefit of $30,820 (~1.5 FTE).
* 1 Lean project completed part of process simplifying methodology during the month of December 2014 benefit of $11,546.
* Achieved 100% CSS (Customer Satisfaction Survey) score continuously 4 times during the tenure of team handling.

**Personal Attributes**

* Strong analytical and problem-solving skills
* Excellent communication and stakeholder engagement
* Detail-oriented and adaptable to fast-paced environments
* Effective in cross-functional collaboration and leadership
* Innovative mindset with continuous learning and improvement approach
* Brief knowledge in programing languages like C, C++, Core Java, Visual basic 6.0 and MS excel package which is essential to identify the opportunities in automation techniques.
* Languages Known: English (Read, Write and Speak), Tamil (Read, Write and Speak), Hindi& Urdu (Speak).