

SHAMIM AKHTAR

IT Project Manager | Systems Lifecycle & Governance Leader |

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SUMMARY

IT leader with 10+ years across NGO, insurance and corporate environments. Owns the full software lifecycle (requirements, PRD/TRD, UAT, deployment, adoption) for CRM, ERP, REDCap and web platforms, backed by hands-on cloud and infrastructure depth (GCP, AWS, Windows/Linux servers). AWS Certified AI Practitioner. Previously posted at CRY, with first-hand knowledge of its programme and communications workflows.

EXPERIENCE

IT Project Manager | IAC Patrons Foundation, Kolkata Oct 2022 – Present

- Owned the end-to-end software lifecycle for 6 functions (Programme, HR, Finance, Fundraising, Communications, Operations), from need assessment to UAT, deployment and adoption, by running cross-functional requirement workshops and converting them into PRDs, TRDs, user scenarios and acceptance criteria.
- Improved data capture, process visibility and reporting by implementing and integrating CRM, ERP, REDCap and management systems with mapped data flows.
- Raised delivery accountability by introducing project tracking, milestone and ownership matrices, risk logs, vendor SLA tracking and documentation standards, making delivery audit-ready.
- Kept cloud services secure and resilient on GCP (asia-south2) with AWS-aligned planning by implementing access control, backup, disaster recovery and cost optimisation.
- Strengthened DPDP-aligned data privacy and system adoption by formalising SOPs, user training and post-deployment feedback loops.
- Built team capability by mentoring IT staff and coordinating vendors and internal stakeholders to close risks through corrective actions.

IT Manager | Maklav Insurance Brokers Pvt Ltd, Kolkata Jul 2022 – Oct 2022

- Sustained uptime for core insurance operations by managing Windows infrastructure upgrades, web server operations and Saiba server administration.

IT Assistant Manager | Ideal Insurance Brokers Pvt Ltd, Kolkata Apr 2016 – Jul 2022

- Cut network downtime by 80% through structured troubleshooting, preventive maintenance, vendor coordination and infrastructure monitoring.
- Led the CRM lifecycle from requirement definition to deployment for Sales, Claims, HR, Finance and Operations, by training users and stabilising post-deployment operations.
- Ran Saiba server, website operations, endpoint support and application rollouts under documentation-led IT governance.

Network Engineer (posted at CRY – Child Rights and You) | PCS Technology, Kolkata Apr 2015 – Mar 2016

- Kept programme and communications teams operational at CRY through day-to-day network, endpoint and user support, gaining direct exposure to NGO and field-facing workflows.

System Administrator | Test Frontier Pvt Ltd, Howrah Jan 2014 – Mar 2015

- Improved server response time by 40% and availability by 85% through infrastructure upgrades, monitoring, proactive maintenance, and tighter firewall policies.

SKILLS

Lifecycle & Delivery: Requirement gathering, PRD/TRD, UAT, change management, adoption, vendor and SLA management, SOP and audit readiness

Systems: CRM, ERP, HRMS, finance systems, REDCap (implementing since 2017), website operations, integration and data-flow mapping

Infrastructure & Security: Windows Server, Linux, Active Directory, Hyper-V, VMware, firewalls, backup and DR, DPDP Act awareness

Cloud & AI: GCP, AWS, Azure DevOps fundamentals, generative AI and responsible AI fundamentals

CERTIFICATIONS

AWS Certified AI Practitioner (AWS, May 2026) • Azure DevOps – Zero To Hero (May 2026) • AWS Cloud Architecture (Cognixia, 2019) • Industrial IoT on GCP (Coursera, 2020)

EDUCATION

MCA, Suresh Gyan Vihar University 2024

BSc, Infrastructure Management System, Sikkim Manipal University 2015

VOLUNTEERING

REDCap Platform Implementer, India Autism Center / Ratnabali Securities (2017 – Present) • IT Volunteer, Annapurna Food Service (2023 – Present) • IT Volunteer, Each 1 Feed 1 (2018 – Present)