

Core skills • Project / Program Management • Agile / Scrum Management • Risk /Client Management  
January 2013 Harvard  
January 2004 Software Engineering Aptech  
January 2001 Bachelor of Commerce Commerce Mumbai, Maharashtra Mumbai University  
Project Manager

Project Manager - AT&T

Skill Details

TESTING- Experience - 63 months

ORACLE- Experience - 6 months

SQL- Experience - 6 months

AUDITS- Experience - 6 months

CLIENT MANAGEMENT- Experience - 6 months

Company Details

company - AT&T

description - Thunderbird program is a One-Stop-Test-Shop catering to AT&T's Enterprise-wide business critical

Sales Express: An iPad & Browser based Mobile Sales application used by Sales Representatives & Service

ESIGN: Allows customer to sign and AT&T to countersign digital version of contract document

AMPD: Enterprise billing application through which AT&T offers new and emerging billing products to the Bu

BEST: Business Solution application which performs consolidated billing and reporting for CRU Billing and R

BIZCOMP: Comp Engine for business that supports the commission calculations for Enterprise Business an

FAST: Provides rate discounts to eligible Schools and Libraries

CXMT: Lets customers manage their Centrex line and feature arrangements of their services without going t

Key responsibilities

• Manage and lead all aspects of Transition / Pre-Transition comprising multiple vendors

• Transition Drill down sessions, Forward/Reverse Shadow phases and Reverse Presentation

• Transition Documentation & signoff of SMP & System Appreciation Document etc

• Measure & track testing metrics scorecard as part of Vendor Quality Index (VQI) initiative of AT&T

• Measure and track operating metrics like Onsite Subcon Index, Offshoring Index, Leakage Index, Utiliza

• Manage, Track and Submit Project Monthly Financials & Invoicing

• Ensure 100% compliance to client / organization's quality and security processes, policies and SLAs

• Plan, manage and mitigate Risks

• Achieve Automation targets and SLAs using ConformiQ, Selenium & Oscar Tools

• Participate in proposal preparations to expand revenue and new business developments

• Manage & Track Work Allocation, Resourcing, Issue Resolution and Testing activities for the project

• Ensure Monthly Delivery / TL9K Metrics and CSL-KMs are submitted on time

• PMR, Internal Quality / Security Group, SQA, Quality Gates and external Ernst & Young / TL9K Audit

• Share weekly highlight reports, Project Health Report and regular Dashboard Reporting activities

• Prepare CSAT action plan for the team

• Prepare and implement Business Continuity Plan for the project

• Timely conduct of Business Continuity drills like Call Tree, Table Top and Project Rehearsal

• Comparative analysis, Root Cause Analysis and Defect Prevention exercises for ST, E2E and UAT

• Coordinate with Resource Management, Quality, Learning, Security, PMO and Business Unit

• Sub-Contractors and Rebadged (Ex-AT&T) staff management

• Participate in external technical interview / hiring drives for new engagements

company - Esaya Software India Pvt Ltd

description -