**Sambernet Chellappan**

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**Objective:**

Resourceful IT project manager skilled in IT leadership and strategist; Building Teams, Inspiring Excellence, Drive Accountability, and Generating Results. I have worn many hats in my career, Healthcare/Medi-Cal POS system design[MITA], Developer, DBA, Business Analyst, Technical Lead, program manager, Enterprise and Infrastructure Architect, ISO, Data Center Manager, manager of Applications Operations, and Program Manager. As a result, I have a unique ability to manage multi-disciplinary ITprojects and navigate complex challenges. Customer service excellence is always in the forefront of my objectives. My passion is building top performing teams and empowering them to support departmental business goals. Lots of people have big ideas; project execution is what matters, and I provide effective execution. Oversee the crossover, eligibility unit, provider operations, CAMMIS [Medi-Cal] technology design team and claims processing operations team. Expertise in coordinating diverse POS and Mobile POSproject teams and resources to complete objectives.

**Education:**

**Bachelor of Engineering** (**Electronics**), Kolhapur *Institute of Technologies*, Kolhapur.

**Bachelor of Science (Mathematics)***, Christian college*, Marthandam.

**Master of Business Administration,** University of Phoenix [In progress].

**Highlights:**

Profound knowledge in project management methodologies, SDLC,Team leadership, creative and innovative engineering and software life cycle, Mainframe and Cloud. OutstandingTechnical and project management knowledge in secure PC Payment solution and Secure cloud-based, PCI DSS-compliant hosted payment solution.Advanced knowledge in the POS hardware &software, Mobile payment technologies using EMV, NFC and QR.Proficient in the software development lifecycle and project management methodologies (e.g. waterfall, Agile, scrum), Resource planning, Scheduling, program management, Requirements gathering, Processimprovements.Profound knowledge in the software’s like MSproject [MSPS],ALM,Power BI, PPM,Visio, Confluence,PPMC,MS office and Jira.Managed the IT project including developing business and technical requirements, goals, metrics, cost, scope, schedule and deliverables.

**Certifications/Trainings:**

* PMP & CSM Training completed and certification in progress.
* Mainframe administration and development training –EDS, CA
* Healthcare POS application training.
* PMP and SCRUM master Training –Xerox, CA
* LAN-A practical approach- BIT’S, Kolhapur
* Microsoft certification –NIIT, Bangalore
* VeriCentre 2.0-SQL/ORACLE/MSDE Training–VeriFone (Hewlett Packard ), USA
* ACP-50/70, Smart view Training-Telematics, Inc, Singapore
* Nevada Training –Net-kit solutions, USA
* Verix development Training –VeriFone, Inc USA
* Nurit Control Center Training- VeriFone, Inc USA
* Diploma in UNIX administration-Indian Institute of Hardware Technology Ltd, India Training.
* Netkit works server and portal administration training-Netkit solutions, USA.
* Mainframe and administration training-EDS, USA.
* POS [Vx/Mx-Series training]-VeriFone.

**Work Experience:**

Organization :**HP/DXC Technology,Roseville,CA**

Position : Senior IT Project Manager

Period : Sept 2016– June 2019

**Responsibilities: -**

* Lead several state IT complex project(s) from beginning to end, from initial proposal through completion.
* Worked closely with other internal and external stakeholders and handled multiple related IT projects.
* Provided the clients with innovative solutions, analytical studies, cost-benefit analyses, or other researchand managed projects to help accomplished their business needs.
* Manages internal as well as external resources with a team size around 30 people
* Worked closely with IT consultants, cloud solution architects and cloud engineers in translating IT strategic goals, roadmaps, and business requirements into future state architectures designed to leverage the cutting-edge functionality delivered through commercial and private cloud service providers.
* Build the technical requirements, goals, project plan working with the team, schedule assignments, monitor, and ensure successful delivery and implementation.
* Lead the proposal response effort based on requirements from the customer to coordinate estimated level of effort and pricing to include all costs for the project: labor (with subcontractors/state vendors), software, hardware or other costs as appropriate.
* Coordinates and integrates project tasks, milestones and activities into a project plan and schedule.
* Developed and maintained strategic plans; assessing policy needs and developing policies to govern IT activities
* Handled developing the project closeout schedules, cost and time estimating,resource planning and execution of the project.
* Worked within the defined SDLC to create artifacts, conduct gate reviews, and obtain approvals
* Profound knowledge of CMMIPS system [TPF, ETS technology, Bluemix, Security Gateway etc.]
* Ability to multi-task and prioritize things,participates in software, budget or other types of change control processes.
* Strong analytical skills and ability to learn quickly and independently
* Advanced computer skills using Microsoft Project, Word, Excel, ALM, Power BI,PPMC,and Microsoft project [MSPS] PPM,VISIO and PowerPoint.
* Over steered multi-functional teams and be responsible for timely execution and completion of tasks
* Tracked risks and issues, and determine appropriate mitigations and escalations
* Conferred with project personnel and bring in technical personnel to identify and resolve problems
* Managed project closeout scope and prepare project change requests for CMIPS account
* Worked with Organizational Change Management to ensure end user readiness
* Managed Microsoft Project schedules and track project milestones and deliverables Coordinates complex IT contracts to ensure compliance with state policies and procedures on a continuous basis.

Organization : **iGen Technologies, Danville,** CA

Position : Program Manager – POS/Mobile applications [CAMMIS]

Period : December 2015 to August 2016

Responsibilities:

* Managing the development teams for various POS and Mobile POS software projects across all the phases of development monitor and make timeline.
* Perform the full range of management tasks related to personnel management, development and retention. Recruit, develop, mentor, evaluate, and motivate subordinate staff
* Proficient in project management concepts, principles, practices, and processes for developing and maintaining project management plans, schedules, risk and issue analysis, and work processes used throughout an IT project life cycle especially in IT infrastructure support.
* Worked on the Seattle,FAST1,USPS and FAST2 projects with different clients [Microfocus, HPE and LH vendors]
* Assess employee performance by routine evaluation of their work; establish performance criteria and complete periodic individual staff development plans and appraisals.
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* Proficient in project management concepts, principles, practices, and processes for developing and maintaining project management plans, schedules, risk and issue analysis, and work processes used throughout an IT project life cycle especially in IT infrastructure support.
* Ability to develop and lead teams and staff with diverse technical backgrounds
* Expertise is driving delivery of multiple large, complex system replacement and Legacy IT programs on time and within budget
* Worked tactfully with all levels of management, staff, contractor’s vendors and program/project stakeholders.
* The ability to exercise good judgment and make timely and effective decisions while maintaining diplomacy, tact, and professionalism
* Strategic Planning, Tactics & Process Re-Engineering.
* Experience in planning, organizing, communicating, team leadership, thoroughness, decision making, analytical thinking and leadership
* Trained and mentored various IT, DHCS, help desk and OTech staff and contractors assigned to the project.

Organization : **Xerox,** West Sacramento, CA

Position : Manager **–DHCS IT projects [Department of Healthcare Services]**

Period : March 2011 to November 2015

**Responsibilities:**

* Manage the entire POS Medi-Cal hardware, software and Network projects, development program, testing, Support and operations.
* Supported Public Health, Allied Health, Managed Care
* Proficient in successful launching, directing and managing of large-scale programs for VX-520 and Omni series.
* Reducing the per capita cost of health care for DHCSin 2010 using on the fly download technologies
* Assess employee performance by routine evaluation of their work; establish performance criteria and complete periodic individual staff development plans and appraisals.
* Manage the several external and internal Development vendors and projects for the Terminal development projects.
* Manage the N-2 Upgrade team for the software upgrade team
* Mange the VX-520 and Omni development/Engineering team.
* Work with the customer, product marketing and sales to create the SFD [Requirements].
* Oversee different software releases and defects management with the development teams.
* Manage the technical publication team to develop the product manuals and project TST documents.
* Manage the support and POSdevelopment and QA testing team.
* Oversee multiple POS Medi-Cal engineering projects across all the phases of development monitor and make timeline.
* Worked with several internal engineering and product marketing, IT and sales team to deliver the projects in time.
* Manage the resources in the DHCS datacenters and helpdesk
* Handled the HIPAA development projects for the eligibility, Pharmacy, CHDP, FPACT and Medi-Services suites [share of cost etc.].

Organization : **VeriFone, Inc**,ATL, GA

Position : Senior Advanced Software Engineer /PM

Period : May 2010 to Feb 2011

**Responsibilities:**

* Managed and implemented thePay ware products like Pay ware connect, Payware mobile, Pay ware SIM, Payware PC,PC Charge, Pay ware direct and Payware Transact
* Managed resource and capacity planning for retail and Medi-Cal projects
* supported development and software quality assurance to ensure optimal progress and product stability for end users
* Trained team members on development process and Set and adjusted project milestone.
* Coordinated with customer to gather requirements and manage expectations
* Proficient in implementing, integrating and supporting download management system-VeriCentre Enterprise system for Health care /credit/debit/EBT applications like Softmed/Softpos/Verix/VMAC and POS operating system worldwide.
* Proficient in Deploying, testing and supporting all POS devices,**Omni (3200/3300/3750), VX (510/520/570/680/820/810) and MX series of POS devices** for several local and international banks, ISO organization and Health care Institutions.
* Deployed and Maintained thousands of VX and MX series of POS equipment’s in several customer places like banks.
* Training the customers globally for VX and MX series of terminals and other software’s like VeriCentre /Verishield/VSP/Payware Transact and Payware gateways.

Organization: **Electronic Data System (EDS)**, **Hewlett Packard Company**, Rancho Cordova, CA

Position : Project Manager/SVR Support developer-III – DHCS IT projects [Department of Health care]

Period : March 2008 to April 2010

**Responsibilities:**

* Managed multiple POS Medi-Cal programs and projects from conception [SFD, TSD, SIT and TST] to the implementation. The few of the large-scale program that I have handled are SDN8044, DTSNet kit works ProjectCHDP POS ProjectSDN 07048 Download Project-DHCS.
* Managed different Implementation of several DHCS and OTech /DTS projects for POS devices like Omni 3300 application (Softmed) and VeriCentre download for POS Medi-cal software releases, which involves development, testing (QA), download and deployment etc.
* Oversee the development of the X12.4010 development and testing team.
* Oversee the Deploying, testing and supporting team to deploy approximately 16,000 Omni series of POS devices for the California Medi-Cal providers for Verix and Softmed application.
* Managing a POS helpdesk escalation and other project groups to work with DHCS and OTech/DTS (department of technology) for their projects and internal software product management.
* Work closely with the internal engineering project team, customers, providers, external partners and corporate resources.
* Supported the helpdesk tier2 and tier3 calls and CRM databases.
* Handled the design of the BIC cards for Eligibility and FPACT transactions.
* Handled the migration project of HIPPA X12.4010 to X12.5010.

Organization :**VeriFone, Inc,HP Company**, Rocklin, CA

Position : Technical support engineer- POS Medi-Cal technology [CAMMIS]

Period : Feb 1998 to Feb 2008

**Responsibilities:**

* Expertise in configuring and programming the VeriFone POS terminals (**Tranz, Omni, MX and VX series**) for various suites like Eligibility, pharmacy and other EBT transactions.
* Provided timely problem resolution for all CAMMIS software’s **Veritalk, VeriCentre, Softpos, POS applications, NCC** and database/client-server systems.
* Worked on the **embedded programming for the POS and its operating system like Verix, VMAC etc.**
* Worked and supported with third party software like **Payware suites** with VeriFone’s download management databases (SQL, Access and Oracle) and download engine
* Implemented the following download management system projects worldwide for the **VeriCentre Enterprise software 1.0/2.0/2.2.2**. The entire system has been implemented and maintained in various well-known international Banks and other customer places very efficiently.

Organization :**Wipro Info tech Ltd** (RCS Technologies)

Position : Senior System Engineer

Period :Dec 95 to Jan 98

Products :UNIX, SVR3.2, Netware 3.12, and Windows

**Responsibilities:**

* Maintaining IBM COMPATIBLE Micros on MS Dos, Windows, UNIX AND Netware Platforms
* Maintenance of peripherals like DMP and line printers and Provided 24x7 technical support, testing and debugging as an onsite engineer
* Administrated and maintained SCO UNIX servers and line printers for hundreds of Wipro customers.
* Installing and supporting Wipro servers across multiple operating environments.
* Responsible for in-house engineering technical support, for testing network connections between Net Worker server and clients.