Jagan S Iyer, MSA (US Citizen)

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SENIOR PROJECT MANAGER PROFESSIONAL

US CITIZEN
(248) 412-1658
20 YEARS OF USA EXPERIENCE

MAIL ME ALL PROJECT / PROGRAM MANAGEMENT OR DELIVERY MANAGEMENT REQS ONLY AT
jagansrconsult@gmail.com
THEN CALL ME

I AM FROM CHICAGO BUT CURRENTLY NOT IN CHICAGO. I AM **AVAILABLE FOR TELEPHONIC OR SKYPE INTERVIEW** FOR ANY LOCATIONS BUT **DO NOT CALL ME FOR F2F POSITIONS**

NOTE- CALL ME FOR PROJECT / PROGRAM MANAGEMENT OR DELIVERY MANAGEMENT POSITIONS ONLY AND FOR A GOOD RATE.

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1ST THEN CALL ME FOR SURE

PORTFOLIO / ACCOUNTMANAGEMENT | ITIL | PROCESS MANAGEMENT

- ✓ Delivered large and complex programs/projects in J2EE, ETL, CICS, HTML5, CSS, COBOL etc., in the business domains of Banking, Insurance, Manufacturing, Health care etc.,
- ✓ Analytical, decisive thinker and natural leader with a deep insight into technical, business and operations and the ability to meet strategic business objectives utilizing innovative technical solutions that integrate people, processes, and technology including migration
- ✓ Ability to excel in a fast paced, high pressure environment and gain the trust and cooperation of staff, negotiate cost effective solutions and grow revenue thru strong client relationship
- ✓ **Special Accomplishments**:
    - o Saved 40% of licensing fees and reduced purchase of new hardware at TIAA-CREF by 70% by decommission of hardware after conversion
    - o Conceptualized and implemented the Upgrade factory model for GM within the organization to upgrade Sun OS and Oracle, which would save $4 Million per year
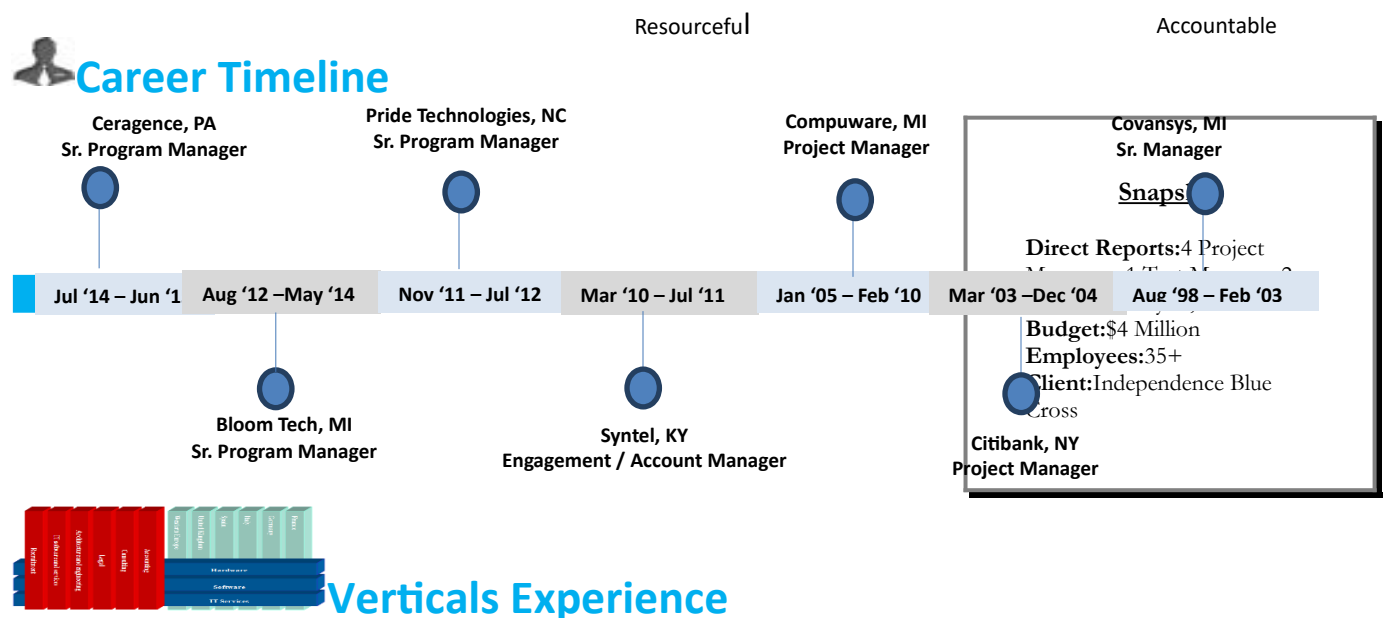
 Key Skills

 Soft Skills

Innovative

Collaborative

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IT Delivery
P & L
Budget Management
Team Building & Leadership
Continuous Process Improvement
ROI and Value added Solutions
Risk Mitigation in development & Migration
IT Portfolio Management
SOW
Strategy
PMP certified (2005-2015)

Resourceful   Accountable

Career Timeline

Ceragence, PA
Sr. Program Manager

Pride Technologies, NC
Sr. Program Manager

Compuware, MI
Project Manager

Covansys, MI
Sr. Manager

Snaps

Direct Reports:4 Project

| Jul '14 – Jun '1 | Aug '12 –May '14 | Nov '11 – Jul '12 | Mar '10 – Jul '11 | Jan '05 – Feb '10 | Mar '03 –Dec '04 | Aug '98 – Feb '03 |

Budget:$4 Million
Employees:35+
Client: Independence Blue
Cross

Bloom Tech, MI
Sr. Program Manager

Syntel, KY
Engagement / Account Manager

Citibank, NY
Project Manager

Verticals Experience

Banking, Information Technology Services / Consulting, Insurance, Manufacturing, Automotive, Healthcare

Work Experience # Work Experience

Jul 2014 to Current : Ceragence, Philadelphia, PA –

PROJECT /PROGRAM / DELIVERY MANAGER PROFESSIONAL

Joined the Program in Independence Blue Cross to successfully manage and execute many web (n-tier) and mobile projects

Provided program leadership and oversight for planning and prioritization of all activities
✓ Develop, implement best practices in areas like project Management (Agile Methodology), Risk Management, Change Management, document retention and post-implementation review
✓ Manage any internal and external relationship to ensure positive outcomes

- ✓ Establish schedules and priorities, status reporting, metrics, resource tracking, SOX compliance, unit progress, issue tracking
- ✓ Develop, monitor and review program budgets, verify expenditure (actual) vis-à-vis budgeted, explain variances
- ✓ Coordination with Production Support (Operations), Change and Release Management groups

> **Snapshot**
>
> **Direct Reports:** 8 Project Managers, 3 Test Managers, 2 Technical Architects, 1 DBA
> **Budget:** $7 Million
> **Employees:** 75+ for this conversion
> **Client:** TIAA-CREF

Aug 2012 to May 2014: Bloom Tech, Detroit Metro, MI –

PROJECT /PROGRAM / DELIVERY MANAGER PROFESSIONAL Bloom Tech was started, with the vision to become an industry leading IT solutions provider sought after by clients and admired by competitors.

Provided solutions in PMO, ITIL to clients of "Spider soft" and "Gravity solutions" of more than 70 resources

- ✓ SME to set up PMO to one of the clients of "Gravity Solutions" in Nashville, TN.
- ✓ Executed PMO operations and trained the resources to follow the repeatable, consistent process and procedures
- ✓ SME to implement and to train the resources in ITIL operation process, ITIL Service Design Process, ITIL Transition Process to one of the clients of "Spider Soft" in Detroit, MI

Nov 2011 to Jul 2012: Pride Technologies, Charlotte, NC –

PROJECT /PROGRAM / DELIVERY MANAGER PROFESSIONAL

Joined the program in TIAA-CREF to successfully execute the enterprise wide conversion of ETL tool from Informatica to DataStage which spanned over 26 applications and 12 departments

Providedprogram leadership and oversight for planning, and prioritization ofall activities,for executing the enterprise wide conversion. Maintained team synergy and conducted performance management for 75 employees including contractors and offshore team members

- ✓ Managed, as part of PMO, enterprise wide ETL conversion from Informatica to DataStage
- ✓ Extensive experience with infrastructure resources within the client, their customers, and hosted service providers
- ✓ Helped to reduce cost of contract by 10% by tactful development of SOW and negotiation with vendors
- ✓ Instrumental in development of budgets

Mar 2010 to Jul 2011: Syntel Inc., Louisville, KY - Engagement

PROJECT /PROGRAM / DELIVERY MANAGER PROFESSIONAL Recruited to execute the outsourcing of Enterprise wide Maintenance and Support (MnS) in Humana Healthcare in onsite-offshore model and also to establish process and procedure in sustenance mode

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Directed day-to-day operations of MnS. Worked with Client Management to establish the need for solution and process improvements

✓ Defined outsourcing MnS SOW with client worth $14 Million in 3 year
✓ The MnS model reduced the cost of existing maintenance by 20%
✓ The model provided corrective, adaptive, preventative and perfective maintenance including 24x7 supports for applications.
✓ Established and executed processes and proceduresaligning with client's need.
✓ Defined and implemented the Vendor Management work flow process for the client

Jan 2005 to Feb 2010: Compuware, Detroit, MI - Project Manager

Recruited to manage multiple projects and programs with their long list of clientele in Detroit Metro and around USA.

Provided leadership to GM, Chrysler, Comerica Bank(Continuous interface) to ensure thorough understanding, response of their varied / dynamic expectations and needs.

✓ Performed a comprehensive audit in Chrysler evaluate the existing processes and team members to identify, restructure and eliminate inefficient processes and performers; This brought to fruition a highly engaged, productive and cohesive group of professionals dedicated to professional excellence.
✓ Directed the vendor selection, planning, development (Scrum methodology), and implementation of a new packaged solution with interfaces, conversion and migration of data.
✓ Coordinated with hardware vendor for the hardware installations
✓ Migration planning and scheduling among Development, Analyst, QA, users and Production groups (Client).
✓ Directed a financial company GMAC (now Ally Financial) to implement ITIL Service support and training

> **Snapshot**
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> **Direct Reports:**6 Project Managers(4 offshore)
> **Sales:** $14 Million in 3 years
> **Employees:** 90+ for this engagement
> **Client:** Humana Healthcare

Early Career

Mar 2003 to Dec 2004: Citibank, New York, **NY** – **Sr. Project Manager**

Aug 1998 to Feb 2003: Covansys Inc., Farmington Hills, **MI - Sr. Project Manager**

Mar 1996 to May 1998: Al BankAl Saudi Al Fransi, Riyadh,

> **Snapshot**
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> **Direct Reports:**4 Project Managers, 1 Network architect, 1 Oracle DBA, 1 SUN OS
> **Savings:** $4 Millionper year
> **Employees:**50+
> **Client:**General Motors

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Saudi Arabia – **Project Manager**

May 1994 to Jan 1996: Cognizant, Chennai, **India** – **Project Manager**

Software Tools

MS Office, MS Project, MS Visio, CA-Clarity, MS SharePoint, Peregrine, Remedy, DB2, Oracle, PL/SQL, SQL, COBOL, SAP FICO, ETL tools, JIRA

Software Concepts / Framework

Big Data, Hadoop, MapReduce, Cloud Computing, ITIL, PMI, Agile, Waterfall, Scrum

Values

Energizing, Team work, Committed, Passionate, Accountable, Resourceful, Integrity

Education

Master of Science in Information Resource Management, MS Central Michigan University, Detroit Metro Center, MI, USA - 2005

Master of Science in Physics, MS University of Madras, Tamil Nadu, India - 1982
Bachelor of Science in Physics, BS University of Madras, Tamil Nadu, India - 1980