



Email Id: [Prasanna@intellyk.com](mailto:Prasanna@intellyk.com)  
Contact # 732-399-9510 ext. 108



## RAVI PATTAR

Senior Agile Program Manager/ Certified Scrum Master/ Certified PMP Manager

### SUMMARY:

17 years of IT experience currently working as Group Project Manager, Engineering/R&D with HARMAN Connected Services (a Samsung Company)

### Agile/Scrum/PMP

- Certified PMP, Scrum and Trained Lead SAFe Agilist (4.0) with proven competence in building, training Agile Scrum teams and facilitating Scrum Masters
- Extensive experience in Sprint planning and estimation, tools like Poker Estimation, KANBAN
- Hands on experience in Change management and accommodate new business requirements by prioritizing and performing impact analysis
- Involved in driving the team to achieve high velocity and burn down rates ☑ Conducted RTE activities across product lines
- Currently undergoing Nanodegree certification on Data Science using Python

### Technical Skills: Software Development/Management

<b>Platforms</b>	Microsoft, Java, Cloud enablement (Azure, AWS), Micro services, Native and Cross Platform application (Mobile, Web), Implementation, Support & Maintenance, Digital Transformation and Product Modernization; for global ISVs and Enterprises o Open Source: Core Java, Servlets, Spring, Hibernate, and PHP
<b>Microsoft</b>	MVC 5.0, 4.0, ASP.NET 2.0, ASP.NET 3.5, 4.5, .NET C#, Web Service, SQL SERVER 2013.
<b>Frontend</b>	JQUERY, Angular JS, Bootstrap, HTML 5, CSS, Java Script
<b>DB</b>	SQL Server 2008, Oracle 10/11
<b>Release &amp; Deployment tools</b>	GIT, JENKINS, ANT
<b>Project Management tools</b>	JIRA, Trello, MPP, Visio, Confluence, and SharePoint
<b>Manual test &amp; Automation tools</b>	TFS, Selenium Framework, Rational Robo

### Domain

- Expertise in business domains including Retail, Finance, Legal, ALM and B2C, catering to building grounds up applications to their maintenance.
- Acted as proxy product owner in the geo absence of Product Management team.

### Project Management/People Management

- Skilful in Conflict Resolution, Risk Identification and Mitigation and Performance Management & People Management
- Highly capable in multi-tasking and managing multiple projects for processing requirements from conceptualization to final delivery.
- Solid understanding of SDLC from Requirements Analysis to Post Implementation
- Extensive expertise in project planning, schedules, resources, cost & overall project management plan.
- High degree of collaborations & effective communication among stakeholders.
- Good knowledge handling releases and deployment via CI / CD.



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- Conduct Scrum ceremonies; daily stand up, backlog grooming, Iteration planning, Iteration close & Retrospection. Facilitated code reviews, created best practices knowledge base, and created Lessons learnt knowledge base at the end of each sprint & project
- Manage project budget, time lines, quality and P&L parameters

**EDUCATION: Bachelor of Engineering (Electronics & Communication) 1998,** .Karnataka University India

#### **PROFESSIONAL TRAINING AND CERTIFICATIONS:**

- Lead SAFe Agilist ~ PMP ~ Scrum professional ~Java Sun certification (2000) ~ TQMI Internal Auditor ISO 9001:2000 ~ Soft skills development

#### **PROFESSIONAL EXPERIENCE:**

**Client: NCR Corporation, Atlanta USA**

**May, 2017 to till Date**

**Role: Group Project Manager/Agile Program Manager**

**Project Description:**

It's a leading transaction based Hardware and software company

#### **Responsibilities:**

- As a Group project manager, I was responsible for delivery of the above requirements which was 25 people engagement and was spread across 4 different locations (Bangalore, OMAHA(USA), Atlanta(USA), Plano(USA))
- Responsible for acting as Scrum of Scrum conducting daily meetings to review the progress made by scrum teams and helping to resolve their impediments.
- Involve in techno/Functional discussions and coordinate with customer to provide right solutions and clarifications;
- Coordinate and manage CICD deployment & releases and dependency within different teams.
- Estimate work efforts for project sizing, and efficient work flow with risk free technical approaches.
- Guided & Coached teams with Agile / Scrum Processes, managed & groomed backlog.
- Administering the Jira board and presenting it to customer on alternate day basis.
- Managing project health through Process excellence team for providing better quality deliverables conducting code reviews, documents reviews and demos, Managing project budget, time lines, quality and P& L Parameters.

**Environment:** MDM, Core Java Servlets, DB Agnostic, SQL Server, DB2, HTML, JavaScript, Tomcat/Apache, WMS, .NET Framework 4.6, ASP.NET web forms. MSMQ, SQL Server 2008 R2, Pricing, Java Servlets, SQL Server

**Client: CitiXsys Inc, NY**

**November, 2015 to May, 2017**

**Role: Group Project Manager/Lead Agile Program Manager**

**Project Description:**

Modernizing CitiXsys core suite is highly essential due to change in technologies and use cases in retail. Modernization program objective is to have complete suite re-engineering on technology agnostic, seamless and ease of deployment, maintenance, secure and highly scalable.

#### **Responsibilities:**

- As a Group project manager, I was responsible for delivery of the above requirements which was 55 people engagement and was spread across 4 different locations (Bangalore, Coimbatore, Russia and Delhi)



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- Conducting meetings with customer on Technical Requirements initially, document and sign off.
- Responsible for acting as Scrum of Scrum conducting daily meetings to review the progress made by 4 scrum teams and helping to resolve their impediments.
- Involved in driving the team to achieve higher velocity & huge burn down rates in small two week Iterations.
- Coordinate and manage CI/CD deployment & releases and dependency within different teams.
- Estimate work efforts for project sizing, and efficient work flow with risk free technical approaches.
- Guided & Coached teams with Agile / Scrum Processes, managed & groomed backlog.
- Administering the JIRA board and presenting it to the customer on alternate basis.
- Conducting monthly and quarterly business reviews with customer with agile project metrics and dashboards.
- Visiting customer counterparts at their location and helping team to provide effective demo and feedback and sign off.
- Managing project health through Process excellence team for providing better quality deliverables conducting code reviews, documents reviews and demos.
- Managing project budget, time lines, quality and P&L Parameters

**Environment:** MVC 5.0, 4.0, ASP.NET 2.0, ASP.NET 3.5, 4.5, .NET C#, Web Service, Sql Server 2013

**Client:** Consensus Inc (Subsidiary of Target Corporation), San Francisco July, 2015-November, 2015

**Role:** Group Project Manager/Senior Delivery Manager

#### Project Description:

The Consensus Engineering project is to maintain the existing POA application with feature enhancements. This caters to the in-house need of Target Corporation. Design and develop next generation POA and OOPIS systems. These caters to the Target sales team (in-store) and opens up a new sales channel on B2C. These applications/products will help Target to on-board customers, maintain their profiles, carrier selection, tariff plans, credit scores, insurance and other workflows of the telecom retail.

#### Responsibilities:

- As a Group project manager, I was responsible for delivery of the above requirements which was 120 people engagement and was spread across 2 different locations (San Francisco & Bangalore)
- Responsible for acting as Scrum of Scrum conducting daily meetings to review the progress made by 8 scrum teams and helping to resolve their impediments.
- Involved in driving the team to achieve higher velocity & huge burn down rates in small two week Iterations.
- Coordinate and manage CI/CD deployment & releases and dependency within different teams.
- Estimate work efforts for project sizing, and efficient work flow with risk free technical approaches.
- Guided & Coached teams with Agile / Scrum Processes, managed & groomed backlog.
- Administering the Jira board and presenting it to customer on alternate day basis.
- Managing project health through Process excellence team for providing better quality deliverables conducting code reviews, documents reviews and demos

**Environment:** Development: Linux, PHP 5.x, MySQL 5.x, HTML5, CSS3, Angular JS, jQuery, AWS cloud Services Third-party Integration Libraries: Verizon, AT&T, Sprint APIs, Cyber Source auth, Auris Pay,



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AppleCare Insurance, Square Trade Insurance Build/Release and others: GitHub, JIRA, Confluence, Jenkins

**Client: Acsesse Corporation, Redwood City, CA**

**April, 2014 to June, 2015**

**Role: Senior Project Manager/Agile Program Manager/Scrum Master**

**Project Description:**

Acsesse has suite of online software products which are mainly used in China for content management, online marketing, Conference meetings and Mobile Chat related products

**Responsibilities:**

- Set up the entire Jira processes, boards, trainings.
- Trained the entire organization on Agile and Scrum.
- Agile Program management for 4 of their scrum teams which were spread across Romania, Minneapolis USA, Redwood City USA and Hyderabad.
- Conducted monthly management meetings and helped then with metrics and analysis of all scrum teams with respect to schedule, delivery and quality/
- Conducted all sprint ceremonies like Sprint Planning, daily stand up, reviews & retrospective meetings for all scrum teams
- Worked as co-product owner for some of their products and helped to build requirements and
- Traceability. Bridged the gap between PO & QA teams.
- Being a single point of contact for their 50 member offshore team, conducted daily review meetings, monthly project progress reviews and coordinated production releases.

**Environment:** PHP, My SQL, MS SQL, Android and IOS

**Client: Angie's List, Indianapolis, IN, USA**

**Sep, 2012 to March, 2014**

**Role: Senior Project Manager/Scrum Master**

**Project Description:**

**Angie's List** is an American home services website. It is an online directory that allows users to read and publish crowd-sourced reviews of local businesses and contractors. Formerly a subscription-only service, Angie's List added a free membership tier in July 2016

**Responsibilities:**

- Set up the entire Jira processes, boards, trainings.
- Trained the entire organization on Agile and Scrum.
- Agile Program management for 3 of their scrum teams which were spread across Indianapolis & Palo Alto in USA.
- Conducted monthly management meetings and helped then with metrics and analysis of all scrum teams with respect to schedule, delivery and quality/
- Conducted all sprint ceremonies like Sprint Planning, daily stand up, reviews & retrospective meetings for all scrum teams

**Environment:** C#, HTML5, CSS3, MS SQL Server 2010

**Client: Serengeti Law a business of Thomson Reuters, Seattle, WA**

**Dec 2010 –August 2012**

**Role: Senior Manager, Project Manager**

**Project Description:**

Serengeti Intelligence System – Analytics Dashboards

Serengeti Intelligence—a revolutionary way for law departments to easily access comparative and analytical information about your own performance—is ready to use within your Serengeti Tracker



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**Financial** – Compare your spending and risk data against similarly situated law departments to give you insights into your performance

**Operational** – Assess the efficiency of your law department operations and management

**Firm** – Evaluate your law firm portfolio and the performance of your law firms

**Evaluator** – Improve analysis of law firm rates, rate increases, discounts and how your company's bottom line is affected

#### **Responsibilities:**

- Preparing and maintaining project Management Plan.
- Managing the schedule and quality of the deliverables through day-to-day planning, tracking and monitoring of the project.
- Triaging and prioritizing the requirements with the designated Serengeti project/product Manager.
- Handling Estimations, Project Planning & Tracking
- Maintaining Quality Standards
- Interaction with the client and coordinating offshore activities.
- Maintaining billing & other finance details of the project
- Data analysis, RCA, CAPA & Reporting
- Risk Management
- Conducting Monthly and Quarterly Business reviews
- Building Proposals, SOW and working on Presales.
- Resource Management

**Environment:** ASP.NET, SQL Server 2008, SSIS, SSAS, SSRS, XML

#### **Projects managed and delivered between Jan 2009 – July 2007 at Aditi**

##### **Technologies as PROJECT MANAGER**

<b>Client Name</b>	<b>Duration</b>	<b>Product Name</b>	<b>Technology</b>
Upside, Edmonton, CANADA	Jan 2009 –Dec 2010	Contract Life cycle Management	VB.NET, SQL Server 2005, SSIS, SSRS, XML, XSLT, InfoPath
FileTek, USA	July2007– Mar 2008	Trusted Edge	VB.NET, SQL Server 2005, C++, MS SharePoint server 2005
Caselle Inc	Sep 2007 –Jan 09	Caselle Clarity Suite	VB.NET, SQL Server 2005
Premise Inc	Aug 2008 –Oct 2008	Premise BI	SSAS,SSIS,SSRS

**Client:** Datacard Software India Pvt Ltd, Bangalore

**Jan 2003 – July 2007**

**Role:** Java Developer, Performance Engineer, Lead in Java based

**Product Title** : Affina – Smart Cards Life Cycle Managing System

**Client:** Infosys Technologies Pvt Ltd, Bangalore

**August 2002 to January 2003**

**Role:** Software Automation Test Engineer

**Project Title** : CAMPUS PIPELINE

**Environment** : RTM Rational Robot, Clear Quest, and CP Table Builder.



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**Client: Webwavez Technologies, Bangalore**

**July 2000 to July 2002**

**Role: Software Engineer**

**Environment:** Java Servlets, JSP, MSSQL, JavaScript

**ACHIEVEMENTS:**

- Best Program Manager award from Client (Angie's List – 2013)
  - CEO, Aditi appreciations for contributions towards a Business Initiative in 2012.
  - “Best Mechanized Project” for a project Aditi Technologies, Bangalore ~“Best Performer” award in Aditi Technologies, Bangalore
  - “Most Significant Contributor” (For EP3R1.1 release) award at Datacard Software India Pvt Ltd, Bangalore
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