**BAIJU JACOB**

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**Bachelor’s in engineering, Master’s in Management, Scrum Master Certified, PMP**

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**PROFILE SUMMARY**

**Experienced results-driven Technology Professional, Project Manager, Certified Scrum Master with more than 15 years of experience in successfully delivering transformation projects for enterprise clients seeking to help organisations in developing and implementing world class technology solutions for their digital future**

**Well Rounded Technology Experience** delivering enterprise solutions in Cloud, Business Intelligence and Data Management, Web, Mobile & Enterprise Systems. In Depth understanding of digital technologies including Blockchain, RPA (Blue Prism), Microservices. Active learner of emerging technology and industry trends.

**IT Process Skills:** Design Workshops, Business Process Modelling, Business Analysis, Project Management, Agile (Scrum Framework) and Waterfall (PMBOK), Solution Architecture, Quality Assurance.

**Enterprise IT Experience** gained from successful technology consulting and management roles in technology projects for large enterprises like Air Canada, Otsuka, IBM, Hexaware etc. Delivered projects and solutions meeting user expectations in culturally diverse and large global/virtual team environments.

**Strong Communication Skills** in multiple languages including English & French.Proactively handled structured meetings, workshops and discussions with Senior level Management and project stakeholders. Technology Speaker and Presenter in webinars and events.

**Knowledge of Processes and Tools:** Hands on experience in PM tools (MS Project, Jira) and Process Tools (Visio).

**Qualifications & Certifications**

* + **Scrum.org – Professional Scrum Master (PSM 1)**
  + **McGill University – Post Graduate Certificate in Project Management (2007)**
  + **PMI – PMP Certification (2008)**
  + **Jamnalal Bajaj Institute of Management Studies – MBA**
  + **University of Kerala – Bachelor’s in Engineering**
  + **Online Certifications: Advanced Scrum, Blue Prism (RPA) Fundamentals, Business Process Modelling, Digital Transformation Fundamentals, Design Thinking, AWS Solution Architecture, Blockchain Essentials**

**PROFESSIONAL EXPERIENCE & ACHIEVEMENTS**

**ChainDigit Inc. (Jan 2017 – till date)**

**PM & Managing Consultant**

As managing consultant in the start-up, responsible for **Project Delivery and Customer Management** in multiple projects successfully delivering Enterprise grade solutions using Digital technologies.

**Successfully delivered Business Value in Multiple Projects**

Led the entire project life cycle with Technology Workshops, Discovery, Design and Development of Applications on AWS Cloud using Linux Hyperledger Fabric, Java SDK, Core Java, Spring, REST APIs and AngularJS. Responsible for forming the right development team and enabling agile delivery bringing best business value.

**Projects include**

**Clinical Trial Management Transformation using Distributed Technology for Otsuka Pharma (Global Top 50 Pharma), New Jersey, US**

**Distributed Records Management Vital Hub Inc, Software Product Vendor, for Ontario Health, Toronto, Canada**

**RSM US LLP, Leading Financial Accounting & Management Firm**

Traceability solution for Food Retail: Feasibility and Solution Design

**Hexaware Technologies Inc., Canada (Jan 2009 -Jan 2017)**

**Project Manager – Air Canada Account**

Responsible for leading the IT program for the System Integrator to successfully deliver IT projects for large enterprise clients in Transportation and Logistics Vertical (Air Canada & Aimia). Established Team Structure, Governance, Communication strategy, Customer relevant Innovation initiatives and Reporting for multiple IT transformation projects.

Enabled multiple project/scrum teams to complete end to end successful execution of their projects by ensuring solution development, resource management, stakeholder communication, project management guidance, project risk audits, vendor management and mentoring. Program was able to achieve significant business value by optimal management of resources using virtual teams and introduction of automated processes

**Some of the key projects in the program include:**

**ETL Upgrade for Customer Data Warehouse (for Aimia Inc)**

Data stage upgrade and ETL migration involving Actian Paraccel and DB2 databases on budget and strict timelines. Led the project in Estimation & Planning, Resource Ramp up, Managing Customer Expectations and timely delivery on Fixed Price Mandate (FPP).

**Business Intelligence & Analytics Project: Predictive Maintenance**

Conceptualised and managed the development of Industry Standard BI & Predictive Analytics Solution for Maintenance and Engineering operations with ability to analyse data from Maintenance ERP for trend prediction and reporting. Analytics pack was built on OBIEE with Predictive modelling using R.

**Test Automation for Aircanada.com and Mobile Apps (for Air Canada)**

Setting up and delivering a Quality Assurance Program for rollout of new app in iOS and Android using Selenium, SeeTest SaaS Cloud, Seetest Automation, and Remote Device Farm for User Experience, Accessibility & Performance Testing.

**Hexaware - Air Canada Mandate, Canada (2005– 2008)**

**Senior Business Analyst**

Project Manager and Senior BA in various key Engagements and Implementation projects for Air Canada managing sponsor mandate, requirements, Solution Architecture support, multi-vendor coordination and successful Go Live in following successful projects in Transportation & Logistics Domain.

* **Revenue Management Implementation Program for leading Airline’s freight business & Cargo WMS**
* **BI Implementation for Yield Management and Performance Analytics in Hyperion Essbase (OLAP)**

**IBM Canada, Consultant Mandate (2004– 2005)**

**Project Manager**

Project Manager with IBM PMO following best practices in project delivery. Successfully delivered multiple projects across Infrastructure Deployment and Application Development. Coordinated with Architecture, Development and Infrastructure teams to deliver complex and business critical solutions

* + Key Projects: Shop Floor E-signature implementation, infrastructure projects

**Other Industry & Community Involvements**

* + **Co-organiser, Technical Meetup, Hyperledger Montreal (2017 – till date)**
  + **Member Supply Chain SIG, IEEE Healthcare SIG for Blockchain**
  + **Leadership positions in social and community organisations – various**