



## KARAN PANDEY

(PMP® | PRINCE2 Agile® Practitioner | ITIL® | CSM® | ACCP)

**Senior IT Professional: Program Manager | Scrum Master**

**Technical Program Manager**, with **13 years'** rich experience with a strong record of contributions in managing IT projects, delivery, invigorating businesses, heightening productivity, and streamlining systems & procedures while leading & implementing complex programs

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Industry Preference: IT

### PROFILE SUMMARY

- Extensive experience in implementing Agile Scrum Methodology to improve communications between **Engineering, Project Management, Application Development & Support**
- Impressive track record** in project delivery, maintaining highest standards of quality & customer satisfaction across retail business and consumer space
- Executed 15 projects** in last 1 year with a team of 50+ members
- Collaborated with leadership teams to evaluate technology challenges, defined new structures and evangelized technical & product innovation within the organization
- Contributed towards **driving growth with strategic initiatives & operational efficiencies; built networks, drove customer centricity & global outlook** for clients across UK, US, and Germany
- Agile Team Facilitator**, led global teams to manage projects in multiple domains; executed projects involving Agile Scrum Core Values, product enhancement, development, support and maintenance within time, budget & quality parameters, as per project management & best practice guidelines
- Steered **New Age Digital Services, Agile Software Development, Customer Centricity, ITIL & Managed Services, Lean & Six Sigma**, Pre-Sales & Support and Quality Management
- Possess excellent strategic thinking, analytical and interpersonal skills; an effective communicator and team leader with skills in escalation management and conflict resolution

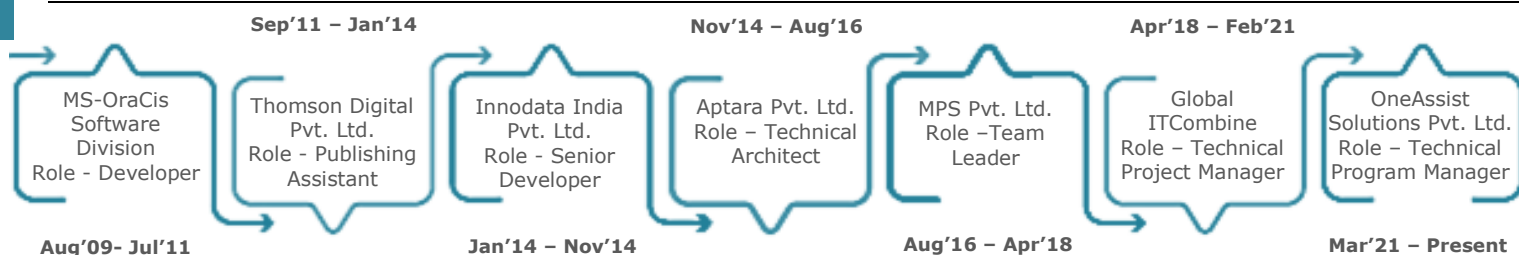
### IT SKILLS

JIRA Administration | Confluence | Microsoft Office | Database Management | Web Development | Publishing Tools | MS Project

### CERTIFICATIONS

- PMP Certification (Oct'20); Project Management Institute
- PRINCE2 Agile® Foundation and Practitioner (Sep'20); Axelos
- ITIL Foundation (Jun'20); Axelos
- CSM (Jan'19) Awarded by Scrum Alliance
- ACCP (Aptech Certified Computer Professional) (Oct'20); Aptech
- JIRA Administration and Confluence (Nov'19); Udemy
- MS Project (Nov'19); Udemy

### CAREER TIMELINE



### CORE COMPETENCIES

- Program Management
- Delivery Excellence
- Process Standardization & Stabilization
- Project Financials, P&L, and Budgeting
- Stakeholder Engagement
- Risk Management
- Resource Planning / Team Building & Leadership
- Techno-commercial Operations
- Product Life Cycle Management
- JIRA Administration
- Release Coordination
- Agile/Scrum Methodology

### EDUCATION

- MCA**; Sikkim Manipal University; 64.3%; 2017
- BCA**; Rani Durgavati Vishwavidyalaya, Jabalpur; 70.28%; 2011

### SOFT SKILLS

- Thought Leader
- Negotiation & Conflict Resolution
- Decision Maker
- Change Agent
- Planner & Result-Oriented
- Communicator & Manager



## WORK EXPERIENCE

### Key Result Areas:

- Directing Agile Transformation, technology planning, strategy development, leadership, implementation, operational transformation execution and business solution delivery functions
- Leading cross-functional team to deliver end-to-end engineering, qualification, production & system integration projects
- Ensuring end-to-end delivery of the projects, meeting internal & external objectives:
- Estimation, budget, risk, scope, resource, quality & change management
- Value-adds, continuous process and productivity improvement
- Spearheading end-to-end management of programs/ multiple projects from conceptualization to the final execution of projects; interfacing with cross-functional project teams for business requirements gathering, analysis and finalization of specifications and service delivery with complete ownership
- Interfacing with top management for evolving strategic vision, driving change, infusing new ideas and taking enterprise system performance & productivity to the next level
- Establishing strong relationships with product owner key business stakeholders through regular meetings
- Implementing overall project plan, risk assessment plans, communication plans, individual task plans & schedule; communicating project key objectives, critical path milestones, and overall project status to internal and external senior management; initiating actions to identify and resolve project problems/ issues
- Monitoring automation effort of legacy product, tracking schedules/ deviations, evaluating project financials, conducting monthly reviews and ensuring timesheet discipline
- Conducting gap analysis to ensure that information systems, products, and services meet or exceed organization/ industry quality standards and end-user requirements
- Addressing and eliminating blocking issues to improve the likelihood of achieving the objectives of the Sprint/Iteration
- Offering updates on critical or escalated issues to customers; providing status reports to customers and presenting quarterly reports with analysis of customer's support needs
- Adhering to deadlines and Turnaround Time (TAT) without compromising of quality and adhering to Service Level Agreements (SLAs); improving the quality of their deliverables and meeting the Definition of Done (DoD)
- Encouraging the culture of technical discipline and craftsmanship that is the hallmark of effective Agile teams
- Assisting with internal and external communication, improving transparency, and radiating information
- Understand the product's current and evolving goals and translate them into a scalable product vision and Alignment of product roadmap with market and competitive trends and customer demands
- Ascertaining that all Scrum events take place and are positive, productive, and kept within the timebox; analysing techniques for effective Product Goal definition and Product Backlog management; assisting the Scrum Team understand the need for clear and concise Product Backlog items

### Highlights:

- Brought in Agile best practices like time-boxing, continuous integration, code/design reviews, transparency, responsibility, self-management, empowerment and role training, resulting in realizing velocity improvement of over 20%
- Developed and delivered team and organization training materials and workshops



## PROJECTS

At OneAssist Consumer Solutions Pvt. Ltd. [Role:		Program Manager]	
<b>Project Title:</b>	<b>EWS (Early Warning Signal)</b>	<b>Duration:</b>	1 month
<b>Team Size:</b>	4		
<b>Description:</b>	This Feature will revamp the fraud investigation process. It is a real time risk flagging of preboarding & claims and taking user feedback by flagging cases as fraud rejects with reasons.		
<b>Project Title:</b>	<b>Smart Approval</b>	<b>Duration:</b>	2 months
<b>Team Size:</b>	4		
<b>Description:</b>	This feature will enable auto verification of pre-boarding images for mobile product. Currently, these images are verified manually by verification team, which will gradually move to the system for automatic verification. Customer will be notified in few minutes, whether the images are rejected, approved or marked re-upload.		
<b>Project Title:</b>	<b>UMS (User Management System)</b>	<b>Duration:</b>	4 months
<b>Team Size:</b>	7		
<b>Description:</b>	User authentication and authorisation service. This will be a separate application which will cater to all authentication and authorisation (roles and permissions) requirements of all applications. This will also be used to authenticate the APIs exposed to third parties. This service will also be responsible for session management and SSO features.		

## PERSONAL DETAILS

**Date of Birth:** 16<sup>th</sup> June 1989 | **Languages Known:** Hindi, English and Kumauni

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