

**Ranjay Kumar Singh**  
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#### **Experience Summary:**

- **Project Manager** with more than 14 years blended onsite and offshore of extensive experience in diversified fields of **Project Management**, Risk Management, **Business System Analysis**, Application Software Development, Software Design and Analysis, Data Analysis, Software Configuration Management, Defect Management, Estimation, RFP, Testing and Maintenance in Microsoft Technologies, Java, Informatica and Big Data Hadoop.
- More than 5 years strong experience in **Project/Program Management, Transition management and Customer Interfacing/Management** skills.
- Expert in Managing Service Transitions & Teams, Projection planning, execution, monitoring & control, Scope Management, Monitoring costs, resource planning, cost estimating, cost budgeting & cost control, SOW, Communication Management, Risk Management, Stakeholder Management, providing technical expertise and leadership in application software development & support projects and Product Development.
- Well versed with **CMM quality procedures and Six Sigma and H-ITIL & H-PMP certified** while project execution.
- Expertise in **Windows and Web application development** using Microsoft .Net (Version 1.0, 2.0 and 3.0), XML, Ajax and Windows Service, **.Net framework 3.5(WPF, WCF)**, Share Point Portal Server 2003, PlumTree, DB2, MS Visio, UML, QMF(Mainframe), Control-M, Microsoft Project Plan 2007. Experience on design patterns MVC, MVP, Singleton, Observer etc.
- Experience on Dataware house environment. Experience in Design and Development of reports using **SSRS 2005**, Crystal Report, and PL/SQL Cartridge and ASP .Net. Experience on **ETL** tool SSIS 2005. Support and maintenance experience on Informatica applications.
- Experience on **Big Data Hadoop** (HDFS, MapReduce, Hive, Pig, HBase, Sqoop, Flume).
- Also have hands on experience on database design and development (creating Tables, Stored Procedures and Triggers using PL/SQL, Toad and Transact-SQL) using SQL Server and Oracle. Experience on Oracle DBA activities.
- Experience on Product Development (**ERP**) and implementation in Visual Basic 6.0 and creating reports on Crystal Report. I have worked on Sales and Distribution, Inventory, Purchase, General Ledger etc module.
- Experience on functional area is ERP (MM, HRMS, Admin, reporting), mining, financial services, insurance, manufacturing, Energy utilities etc.
- Well versed with onsite - offshore model of project execution. 2.5 years worked at Onsite (USA) in customer interfacing role.

## Education:

- BE in **Mining** Engineering from BIT Sindri, India

Sl. No	Degree	School/Collage/university	Year of passing	% Marks
1	BE	BIT Sindri/Vinoba Bhave University	1997	65
2	ISc	BIEC,Patna	1991	65
3	Matric	BSEB, Patna	1989	73

## Technical Skills:

<b>Languages</b>	C#, ASP.NET, VB.Net, VB 6.0
<b>Database</b>	SQL Server 2000, SQL Server 2005,Oracle 8i,Oracle 9i,Oracle10g,DB2
<b>Web Technologies</b>	ASP .Net 1.0, ASP .Net 2.0, ASP .Net 3.0, Ajax, Java Script, PL SQL Cartridge, .Net Framework 1.0/2.0/3.5(WPF,WCF,WF)
<b>Tools &amp; Utilities</b>	Visual Source Safe 6.0, Clear Case, Clear Quest, Crystal Report,SSIS,SSRS,SSAS 2005,Control-M,QMF(Mainframe), Share point 2007, Informatica 7.1.1, Big Data Hadoop 2.2.0
<b>Methodologies</b>	UML, MS Visio,EA,MPP
<b>Development Tools</b>	Visual Studio .NET 2003/2005/2008, Visual Studio 6.0
<b>Operating System</b>	Windows NT/95/98/2000/XP/2003

## Leadership:

- Driving the organizational mission through employees & supports motivation and engagement of employees in organization.

## Strategic Contributor:

- Can direct business in new growth areas by motivating people to perform beyond their normal past demonstrated skills / levels.

## Management:

- Overseeing operations of the organization, implementing plans, managing human & physical resources.

## Competency Matrix:

- Project Management
- Transition Management
- Software Development and support
- Production Development and Support
- Software Implementation

## Experience:

Organization	Designation	Duration
HCL Technologies	Associate Project Manager	01/2010- Till Date
Wipro Technologies.	Project Leader	11/2004 – 12/2009
Visesh Infotecnics Ltd.	Programmer Analyst	10/2000 – 11/2004

## Key Result Areas

### Project Management

- Understanding client business process operations and business objectives and analyzing workflow to design solutions (As-Is and To-Be Analysis).
- Analyzing the project requirement for further proceedings as well as delivering and implementing the project as per scheduled milestones.
- Handling Offshore / Onshore Delivery Management for technical deliverables of various projects.
- Good exposed on Due Diligence, estimation and proposal for RFP.

#### **People Management**

- Successfully managed teams of 25 to 30 associates at various points of time.
- Knowledge and skill management of team members to ensure proper backup for all critical skill sets.
- Appraisal handling and ensuring proper recognition for associates based on effort and performance. Coaching and mentoring of team members as needed

#### **Process Development**

- Documentation and development of best practices on process and coding
- Created different templates to automate the different analysis tools
- Project tracking and monitoring for measuring project performance throughout Lifecycle phases.
- Good exposure on Agile development methodology

#### **Production Support**

- Conducting issue analysis, resolutions and workarounds, process changes.
- Handling the various production releases.
- Suggesting the proactive suggestions in order to improve the performance of the system.
- Developing the automation tools for monitoring the critical process.
- Managing the outages and escalate the critical issues to Sr. Management in on time.

#### **Client Servicing**

- Managing customer service operations, ensuring customer delight by achieving delivery & quality service in the shortest possible time.
- More than 5 years of successful exp. as offshore coordinator for product development and support effort.
- Participated extensively for requirement gathering and development for multiple enhancement projects.
- Providing value added customer services by attending customer queries and issues.

#### **Team Management**

- Delegating the work to the team members on a priority basis and also based on the skill set.
- Mentoring team members & deploying them on the basis of their skill levels, monitoring their performance and supporting their development.

#### **Certification:**

- MCAD (Microsoft Certified Application Developer)
- H- ITIL
- H- PMP
- CSM(Certified Scrum Master)

#### **Visa:**

- Valid H1B

#### **Personnel Details:**

- Date of Birth: 17<sup>th</sup> October, 1974.
- Address : Concorde Manhattans, Electronics City Phase 1, Bangalore-560068, India

#### **ANNEXURE:**

#### **Jan '10 – to date, HCL Technologies**

## Accountabilities & Attainments

- **Projects**

- **Production support, maintenance and Enhancement in Deutsche Bank as Program Manager- IT Application Owner**

- Responsible for understanding the scope of the project and requirement gathering
- Overall Business Ownership of the Applications in his/her portfolio
- Relationship Management – to build and maintain professional relationships with Business Owners and Users
- Communication and Collaboration – to communicate clearly and professionally the Business Customers' requirements to the delivery teams
- Service Delivery – to deliver HCL's Transition, RTB and CTB services to the Business Customers
- Business Analysis – to analyse, understand, maintain and improve the business function of the Applications in the portfolio
- Budget Management – to ensure that all services are correctly estimated, costed and charged for
- Overall Technical Ownership of the Applications in his/her portfolio
- Adherence to Process – to ensure that both HCL and DB's processes for Capacity, Change, Incident, Information Security, Problem, Project Management and Release are implemented and strictly followed at all times
- Audit and Compliance – to ensure adherence to all the Bank's Audit and Compliance policies for all Apps
- Reporting – to provide MIS as required on a weekly, monthly and yearly basis both to LASER management and the Business; and to provide ad hoc reporting as required
- Rationalization – to identify opportunities for rationalization and decommissioning, and to participate in and implement these activities through proactive suggestions and through participation in HCL's APO activity.
- Transformational/Transition.

**Technologies/Tools:** Microsoft .Net, SQL Server, Sybase, Oracle and Informatica

- **Big Data Hadoop Development in Common Wealth Bank of Australia as Technical Manager**

- Responsible for understanding the scope of the project and requirement gathering
- Importing and exporting data into HDFS and Pig using Sqoop
- Writing MapReduce jobs in Java and Pig.
- Defining job flows
- Load and transform large sets of structured data
- Responsible to manage data coming from different sources
- Involved in creating Hive tables, loading with data and writing hive queries which will run internally in map
- Managed and reviewed Hadoop log files.

**Technologies/Tools:** Big Data Hadoop (HDFS, MapReduce, Hive, Pig, HBase, Sqoop, Flume).

- **Production support and maintenance for Deutsche Bank, Common Wealth Bank of Australia and Lloyds Banking Group as Project Manager**

- Handled team of 20 experts for production support and maintenance.
- Planned & coordinate with the customer for proper transition from Incumbent vendor.
- Planning and handling the replication exercises for proper deliver within estimated time frame
- Interacting with Bank leaders in US and Australia on regular bases for project monitoring and control
- Working on process documentation for completion of transition and smooth running of the project

- Resource estimation and planning for short and long term projections
- Responsible for engagement communication specific to steering committee, stakeholders, engagement team member, external resources and senior management.
- Handled GAM Segment applications of CBA and Risk & Fraud Segment applications of LBG

**Technologies/Tools:** Microsoft .Net, SQL Server, Sybase, Oracle and Informatica

○ **Facilitating Transition of Deutsche Bank and Common Wealth Bank of Australia to HCL as Project Manager-Transition**

- Defining Transition Approach and getting agreement with relevant stakeholders.
- Managing a transition approach and solution for operating model.
- Managing Detailed Due Diligence, creating Due Diligence report, estimation and proposal.
- Identifying deliverables to be produced during the Transition phase.
- Monitoring and Tracking status of Transition & Support.
- Financial tracking and reporting of the Transition phase.
- Timely Review and sign off with Clients on Acceptance.
- Responsible for process mapping and creating Standard Operating Procedures.
- Identifying and addressing risks and impact to the operations centre.
- Working on enhancing the process of Due Diligence and estimation (support level & cost).
- Suggesting & Improving process to make transition more effective & informative
- Responsible for engagement communication specific to steering committee, stakeholders, engagement team member, external resources and senior management.
- Handled CommBank Segment applications of CBA and Reconciliation & Settlement Segment applications of DB.

**Technologies/Tools:** Microsoft .Net, Java, SQL Server, Sybase, Oracle, Cognos, Informatica and CQ5

○ **Development and Enhancements for Common Wealth Bank of Australia as Project Manager**

- Handled team of 10 experts for development and enhancements.
- Planned & coordinate with the customer for requirement gather, requirement appreciation, Cost Estimation, Project plan preparation and Milestone check
- Interacting with Bank leaders in Australia on regular bases for project monitoring and control
- Resource estimation and planning for short and long term projects
- Task assignment and control, Risk Management, Onsite offshore coordination, Client Management, Status Reporting.
- Responsible for engagement communication specific to steering committee, stakeholders, engagement team member, external resources and senior management.
- Handled WriteSmart Superannuation product in CommSee Segment of CBA.

**Technologies/Tools:** Java, J2EE, SQL Server

**Nov '2004 – Dec, 2009, WIPRO Technologies**

**Accountabilities & Attainments**

• **Projects**

○ **Development software for Zurich Financial Services , UK as Project Lead**

- Project Cost Estimation.
- Responsible for Business Requirement (BRD), functional specifications, Requirement Analysis, design (HLD, Class diagram, sequence diagram, LLD) documents.
- Assigning and Monitoring task to ten people for project activities.
- Coordination with Business team and offshore team for Development issues.
- Project Management.
- Bridge between Onsite client and offshore team.

- Status Reporting.

**Technologies/Tools:** Microsoft .Net, , SQL Server, EA and MPP

○ **Development ,enhancement and Support for Arizona Power Services, USA and Glaxo Smith line, USA as Project Lead**

- Played the role of Business Analyst and Involved in preparing Business Requirement (BRD), Software requirement specification (SRS), Prepared Use Cases, Detailed Level design, and deployment document at client location.
- Responsible to change database design, Data Analysis, ER diagram and Class diagram.
- Development of data retrieval queries, stored procedures and triggers
- Development of data access layer, business access layer, exceptional handling block, Utilities block and development of Window Service in C#.
- Building new environments.
- Involved in POCs to develop Reports using SSRS 2005 and proposed technical solution for reporting project.
- Design and development of Reports using SSRS 2005, and PL/SQL Cartridge.
- Exposure on Dimensional Data Modeling and Cube development in SQL Server Analysis Services 2005 (SSAS)
- Support of existing applications in .Net, SSIS and SharePoint portal server. Used Clear Quest tool as defect tracking tool. Used Clear Case as Configuration Tool, Creating build requests for deployment. Involved in Unit testing, System testing, acceptance testing and deployment.
- Tracking on Incident management, change management, configuration management, release management and service requests management
- Develop Web services on .Net Framework 3.5 using WCF.
- Develop web pages, web links, web parts and configuring on SharePoint Portal server 2003.
- Experience on Data analysis and migration.
- Coordination with Business team for Development and production issues. Project Management.
- Status Reporting.

**Technologies/Tools:** Microsoft .Net, WPF, WCF, SQL Server, SSRS, SSIS and MPP

○ **Development and enhancement for Glaxo Smith line, USA as Module Lead**

- Involved in requirements gathering and documentation (SRS).
- Development of data retrieval queries, stored procedures and triggers
- Development of data access layer, business access layer, exceptional handling block, Utilities block and development of aspx pages in Vb .Net.
- Development of Window scheduler and Class Library projects for Alerts and Notifications email
- Development of user controls in Vb.Net
- Team co-ordination

**Technologies/Tools:** Microsoft .Net, SQL Server, Plum tree

○ **Development for Glaxo Smith line USA, Sony Japan and Shell UK as Software Engineer**

- Development of data access layer, business access layer and development of aspx pages in C#.
- Development of user controls in C #
- Development of data retrieval queries, stored procedures and triggers.
- Involved in the optimization of the code and the system.
- Test the functionality of individual module and work to make it more efficient
- Create low level design document
- Actively involved in the development of the Batch job module of the project.

**Technologies/Tools:** Microsoft .Net, SQL Server

**Oct '2000 – Nov, 2004, Visesh Infotcnics Ltd.**

Accountabilities & Attainments

- **Projects**
  - **Develop ERP product Bussoft and PowerPro 1.0 for different Visesh customers as Software Engineer**
    - Coding and Debugging of Application.
    - Created the databases on development and testing environments
    - Created schema, tables, packages, indexes, views, procedures and triggers
    - Managed backup recover, role and user rights.
    - Analyzed and optimized database.
    - Report development using Crystal Report.
    - Report development
    - Implementation and user's training at client place.
    - Worked on ERP modules: HRMS, Admin, General Ledger, AP, AR, Purchase Management and Sales and Distribution module.

**Technologies/Tools:** Microsoft .Net, SQL Server, Oracle, VB 6.0 and Crystal report