Joydeep Bhatta

IT PROGRAM MANAGER WITH 27 YEARS OF EXPERIENCE IN BOTH PRODUCT AND PROJECT PORTFOLIO MANAGEMENT.

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SUMMARY

- Having 27 Years of strong IT delivery and project management skills with 17 years of relavant experience. Proficient with product and project management life cycle. Hands on developer and technical project manager with end to end .NET development skill with MVC and SQL Server as backend.
- Experienced with Agile development (SCRUM) methodologies. Very proficient of maintaining different metrics related to project performance, budgeting and profitability.
- Expert in stakeholder communications and reporting. Seasoned resource manager with proven skillset to deliver projects with resource limitations also. Working with JIRA tool from the very beginning and have knowledge of JIRA administration also.
- Experienced Manager, capable of handing tough deadline and demanding clients with very organized project planning, on time delivery with optimum quality. Can independently handle the entire project and product portfolio.
- Travelled extensively in US to work with clients from client locations and deliver the projects as expected. Handled the multi-location team members of more than 50 people at a time.
- Well versed with CMMI L3 process, documentations and tools. Attended quality audit several times with no NCs.

SKILLS

- Service Delivery Management
- End to End Product Management
- Project Portfolio Management
- Agile Software Development (SCRUM & KANBAN)
- Stakeholder Management, Metrics and Reporting
- Resource Management
- Processes - CMMI L3, ISO , Information Security
- Managing Budgets, Client Delivery and Risks
- Requirement Analysis
- Business Analysis
- Enterprise Application Integration
- JIRA Cloud with complete administration
- HTML5, CSS, Bootstrap 5, React JS, NodeJS
- ASP.NET/C#/.Net framework, MVC, SQL Server
- MySQL, SQL Server and MongoDB
- Jenkins, SourceTree, GIT, SVN
- Amazon AWS, Docker, Kubernetes, Terraform and Azure DevOps
- Supporting Production Systems
- Building and Coaching Teams
- On-Site/Offshore Model
- Business Domain Knowledge in Health Care, e-Learning, CRM, e-commerce etc.

EXPERIENCE

Senior Project Manager

Optimize IT Systems / Inadev *Jun 2021 - Jun 2022*

Senior Project Manager - Lead, Manage and Review project development and delivery activities for multiple accounts.

Partner and Head, Product Management and Delivery

SB Consultancy Services *Mar 2020 - Jun 2021*

Managing Partner and Head of Product and Project service development, Marketing and Business Development.

Senior Product Manager

LearningMate Solutions Pvt. Ltd. *Dec 2016 - Feb 2020*

Senior Product Manager - To lead, manage and review end to end Product development and Service project development activities for clients.

Head- Product Management and Delivery

Analyticsplus Inc *Sep 2015 - Nov 2016*

To lead a team of statistical genious for developing a product on health care domain.

Delivery Manager

Soffront Software Pvt. Ltd. *Apr 2014 - Aug 2015*

To lead and manage entire offshore end to end product development, client engagements and support system.

Technical Delivery Manager

Arctern Consulting Pvt. Ltd. *Aug 2009 - Feb 2014*

Delivery Manager - leading, Managing and supporting the production for all client projects. I was based in Mumbai and Bangalore.

Associate Project Manager

I-LINK SOFTWARE Pvt. Ltd. *Jun 2006 - Jul 2009*

Technical Lead for all .Net Projects.

Manager

DPS Technologies India Pvt. Ltd. *Feb 1996 - May 2006*

Leading multiple developments on e-commerce domain

PROJECTS

DCRA Projects - Permits Wizard, BBL, DC Sports Wagering Online System and SCOUT

Senior Project Manager *Jan 2022 - Jun 2022*

The Department of Consumer and Regulatory Affairs (DCRA) has requirements for a comprehensive online Information Technology (IT) system to help property Owners/Contractors to apply for new permit or renewal of an expired permit for the renovation of the interior and exterior of their property. They also had requirement of a separate online system comprising of all business regulatory information, wizards and dashboards to help aspiring entrepreneurs and current business owners easily find, understand and comply with relevant DC Government business regulations (BBL). The online IT system was developed and called the ACA. This is now renamed to PermitWizard between projects. This project was used to apply for new permits, renewals and accept all relevant documents in different stages and provide required approval after verifications.

FSPS (Financial Forecasting and Scenario Planning System)

Project Development Manager *Jun 2021 - Nov 2021*

FSPS (Financial Forecasting & Scenario Planning System) is a cloud-based offering that is hosted in a datacenter with on-premises servers. This was supposed to be moved to Azure Cloud once completed. This application allows users to do financial planning using the financial data in the FSPS, user input and data from other accounting systems (UNANET), CRM or other external information systems in future. It has the ability to import the data using file import functionality for Actuals (Trial Balance and Time), Set up (Org Codes, Organizations, Expense Codes, People Codes, People, Projects and Chart of Accounts) and Planning Data (People, Expense and Fixed Price). The system has 31 BoE

(Basis of Estimates) based on a number of parameters in the Income Statement and Balance Sheet that could be used as the basis for financial forecasting. Certain BOEs are used on both the Balance Sheet and Income Statement and may operate differently on each. The current application provides the option to calculate scenario results based on user-defined plan names such as Forecast, Baseline, or any name given by the user. In addition, there is always an Actual plan
reflecting imported actual financial results.

Prescription Automation (Web Based And Windows Based Solution)

Project Manager *Mar 2020 - Apr 2021*

Prescription Automation helps Doctors to make the patient consultation paperless. This application has web and windows versions. Key features are prescription generation, manage patient details and treatment history, medication details for patients, digital media info etc. Windows version has web based patient portal where patient can come and view/print prescription. Web based version is completely mobile friendly.

Used Agile SCRUM methodology to plan, develop and to manage releases. JIRA was used to keep all project details like Product backlog, sprint backlog, user stories and epics, update status during sprint, to generate sprint reports and manage retrospectives.

FROST-LOR

Senior Product Manager *Jan 2017 - Jan 2020*

FROST is middle layer content management system where end user can create and maintain online courses and epub. This has integration with LOR, a learning object repository, which holds different types of learning objects, assets etc. LOR is a centralized storage of all types of learning objects with features like object tagging, metadata (learning standards) association, object preview and many other features. This is exposed to outer world through API endpoints.

This project started from scratch and now successfully sold to many big universities (HE) and K12 institutions.

This project has many areas (FRs and NFRs) where we had to work in parallel like publish and export courses in different IMSCC formats, Learning Standards or Metadata management, Multi Tenancy, Roles and Privileges, Project TOC and editor etc. Also we have taken care of different NFRs like accessibility, Security, Performance optimizations etc. Agile Scrum methodology was being followed to manage this project.

QuAD Delivery, Authoring and Analytics

Senior Product Manager *Dec 2016 - Jan 2020*

QuAD platform help the clients to author, manage and deliver their online assessments. With the data in one place, QuAD makes it easy to improve academic achievement and provide timely insights to stakeholders. With flexible options for item development and test construction, QuAD helps to deliver a variety of high-quality, accessible, and inter-operable assessments. Clients can easily import and update large quantities of legacy items or develop from scratch using various question templates to jump start development. This is a on-going product development by following Agile Scrum methodology. We define the Road Map by discussing various requirements received from the clients, create priorities, create sprint level planning based on Epics, User Stories and Improvements. We also create team budget, execution and release plan, arrange demos with stake holders after every release. We also keep updated all project artifacts, document etc to help pre-sales team and stake holders.

Consol Application Enhancements

Development Manager *Apr 2013 - Jan 2014*

ConSol is a web-based software application that enables electronic workflow and data management throughout the services procurement lifecycle —from creation of your requirements, to paying vendors for services and materials delivered. This project was developed using ASP.NET, C# and SQL Server. Initially I was managing the production support department but later became the manager of development team also. It was a continuous engagement with Volt Information Science to enhance the features and modification of existing features.

Echocardiography Information Management System Migration
Technical Lead and Lead developer *May 2008 - Jun 2009*

To migrate the web based Echocardiography Information Management System (EIMS), which was developed using Java technologies, to Microsoft .Net Framework 3.5 and SQL Server 2005. The EIMS application is an integrated web based application that helps the Echocardiography Laboratories to manage their workflow and contains an expert designed engine to capture procedure based measurements and create appropriate reports for review by physicians and sonographers. EIMS Application consists of the following Sub Systems:

- Visit Management
- Work Basket
- Lab Management
- Patient Study

Visit Management, Work Basket, Lab Management Sub Systems are directly accessible from the User Interface based on user authorization. Patient Study is accessed through Visit management and Work Basket Modules. Patient Study is the core module of the application and contains the work flow and propriety and unique knowledge of the EIMS application.

EDUCATION

Bachelor of Science
Calcutta University *Jan 1991 - Jul 1993*

CERTIFICATION

Computer Management, Software and Systems
NIIT *1995-08-17*
Completed One Year Diploma from NIIT in the year of 1995

The GIT & GitHub Bootcamp
Udemy *2022-08-16*
Click here for Udemy Certificate

Learn DevOps: Docker, Kubernetes, Terraform and Azure DevOps
Udemy *2022-08-24*
Click here for Udemy Certificate

PERSONAL INFO

Marital Status
Married

Date of Birth
15 January 1973

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#9, Anushree Pally, North Nowdapara, Ariadaha, Kolkata-700057, West Bengal, India

LANGUAGES

English ● ● ● ● ●   Bengali ● ● ● ● ●

Hindi ● ● ● ● ○

AWARDS

Best Manager Award - 2010
Arctern Consulting Pvt. Ltd. *2010-06-28*