





Technical Program Manager, seeking roles in Project Management, Program Management, Product Management, Machine Learning, Al, Data Science, Analytics, Artificial Intelligence, Delivery, Client Engagement, Stakeholder Management, NLP,



Total Experience: 8 Year(s) 0 Month(s)

Highest Degree: MBA/PGDM [International Programme

Notice Period: 2 Months

in Management for Executives]

Current Designation: Technical Program Manager

Current Company: Uniphore Software Systems

Current Location: Chennai

Pref. Location: Bengaluru / Bangalore, Delhi / NCR, Hyderabad

Functional Area: IT Software - Application Programming /

Maintenance

Role: Project Mar-IT/Software

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: analytics manager, machine learning, data science, data analytics, artificial intelligence, global service delivery, project management, client engagement, stakeholder management, natural language processing, text mining, python, sql, jira, Confluence, PMP

Verified : L Phone Number | Email - id

Last Active: Jan-Mar 2021 Last Modified: Jan-Mar 2021

Jump to Section

Work Experience | Education | IT Skills |

# **Summary**

Excels in performing R&D on Python libraries and methodologies to be used and proposed solutions like using PDF Mner, Spacy Sentencizer, TF-IDF and Count Vectorizer to accomplish the project

Strong working exposure on cutting edge Natural Language Processing Python libraries such as Spacy and NLTK, and shared the knowledge, thus enhancing the performance and output of the team

Akeen strategist & implementer with expertise in managing the entire gamut of project delivery frameworks and new systems implementation for process / product enhancement related activities within time & cost parameters Contributed to POCs, Business & IT Reviews; excels in Project Management, such as Project Planning, Activity Planning and Sequencing, Resource Planning, Time Estimation, Effort Tracking in Jira, Project Documentation and knowledge management in Confluence

## **Work Experience**

• Uniphore Software Systems as Technical Program Manager Aug 2020 to Till Date

Role, responsibilities, and key highlights:

- Managing the development and delivery of conversational Al application modules, generating approx \$36 million in annual revenue.
- \* Managing four Agile Scrum teams of total 30 members located in Indonesia, Vietnam, India, and USA effectively
- \* Supporting the R&D team in procuring the training data, and in laying out the plans for Speech and NLP tracks
- \* Managing external stakeholders, creating SOW, negotiating contracts with vendors, procuring transcriptions training data
- \* Build, maintain and manage the Data Science Program Plan with Engineering, R&D and Product Management leaders
- \* Run weekly cadence with Product Leaders and Managers to update the Data Science Program Plans
- Performing Milestone reviews and ensure that all exit criteria pertaining to deliverables are met
- \* Drive cross-functional program management across PM, Engineering, R&D, Marketing, HR, Pre-Sales, Delivery and Sales teams across geographies and regions (India, Singapore, and US)
- \* Manage and maintain a centralized repository for all artifacts, plans, reports, and key deliverables related to the Data Science Programs in Confluence and Jira
- \* Publish unbiased weekly Data Science Program Reports
- Virtusa as Associate Manager Machine Learning Apr 2019 to Aug 2020

#### Role:

Heading the development effort of the CDTA Rules Map and Gap Analysis NLP Project for the Citi client
Managing the team of 10 Developers/Machine Learning Engineers to deliver an innovative solution to create an NLP
driven application; analyzing the Federal Reserve Instructions document based on some conditional and regulatory
keywords, and formulating rules which used by the Citi Financial Analyst/User to fill out dollar value amounts in the Y9C

# **Important**

 Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

#### form

Performing requirement elicitation and analysis, creating the technical understanding document, and technical design document, work breakdown structure creation, effort estimation, distribution of tasks among team members with constant monitoring and updates to the client

Performing design and development of various modules of the Citi application - PDF Extraction, Sentence Tokenization, Rule Extraction, Rule Comparison, Exception Report for New Regulatory Keyword Identification and Final Comparison Report Generation in Python, and this was well received by the client.

Developing and executing developing machine learning models on the use cases proposed to potential clients Working towards business analysis sessions for understanding the client?s processes and mapping them to required standards for streamlining operations

Recommending technology based solutions for enhancing functional efficiency of the organization and achieving business excellence

Identifying requirements & providing them best solutions including evaluation, definition of scope of project and finalization of the task requirements

Conducting review meetings to monitor progress of the project as per schedule / budgets and ensuring timely completion and delivery of the project deliverables to the client

Administering customer centric operations and ensuring satisfaction by achieving delivery & service quality norms

## TCG Digital Solutions Pvt. Ltd as Senior Software Developer Apr 2013 to Mar 2018

#### Role:

Led the delivery and quality of Onebox and eVoice applications for the J2 Global Incorporation client Directed 15 Development and QA Professionals to deliver innovative web and mobile solutions and a flawless customer experience, part of effort estimation, task execution and meeting established project milestones Ensured the documentation of formal requirements, use cases, user stories, test plan, test strategy, test cases and test suites to ensure that the applications developed and tested meet business needs and are operationally sustainable

Conducted requirement elicitation, collaborated with developers, testers, designers, and architects to ensure a shared and clear understanding of the business model and the requirements

Designed BRS, derived FRS, created requirement traceability matrix to ensure 100% QA coverage of all functional requirements and delivery of defect-free products using tools like Qmetry (to execute test suites) and Jira (to track defects and fixes)

Team's SPOC for status updates to senior management and other stakeholders

#### Praxis Softek Solutions Pvt. Ltd. as Associate System Engineer Jan 2011 to Apr 2013

#### Role:

Managed team of 5 members and enhanced business performance of the Lexmark Fleet Tracker Application Key member of the Agile Team, realized 80% code coverage from a meagre 60% by taking ownership of unit testing, thus improving quality and stability of the application

Initiated efforts in acquiring 30% improvement in average response time/load time for the application using the Jmeter Performance Testing Tool, resulting in leading more than 2000+ hours' annual reduction in performance issue fixing effort

^ Back to Top

## Education

UG: B.Tech/B.E. (Electronics/Telecommunication) from Calcutta Institute of Engineering and Management, affiliated to WBUT in 2009

PG: MBA/PGDM (International Programme in Management for Executives) from Indian Institute of Management (IIIM), Lucknow in 2019

Other Qualifications/Certifications/Programs:

PSMI

PSPO1

Applied Machine Learning with Python Specialization

PMP® Project Management Professional

^ Back to Top

## IT Skills

Skill Name	Version Last Used Experience
Python	3.7
JIRA	
CoreJava	
Edipse	
CONFLUENCE	

^ Back to Top

## Languages Known

Language	Proficiency	Read	Write	Speak
english	Expert	✓	✓	✓
Hindi	Proficient	✓	✓	✓
Bengali	Expert	✓	✓	✓

# **Affirmative Action**

Category: **General**Physically Challenged: **No** 

# **Work Authorization**

Job Type: Permanent Employment Status: Full time

^ Back to Top

Careers - About Us - Clients - Terms & Conditions - FAQ's - Contact Us - Report a Problem - Site Map - Resources
Our Partners: Jeevansathi Matrimonials - ICIClcommunities.org - 99acres - Real Estate In India
All rights reserved © 2021 Info Edge India Ltd.

Careers - About Us - Clients - Terms & Conditions - FAQs - Contact Us - Report a Problem - Site Map - Resources
Our Partners: Jeevansathi Matrimonials - ICIClcommunities.org - 99acres - Real Estate In India
All rights reserved © 2021 Info Edge India Ltd.