



ANAND KUMAR MISHRA



Certified Scrum Master(CSM) with over 14+ years of experience in the IT industry working for Fortune 50 customers in various roles such as Developer, Business Analyst, Project Manager, Product Head, Engineering Head, and Program Manager.

Current Designation: Program Manager

Total Experience: 14 Year(s) 0 Month(s)

Current Company: NovelVox

Notice Period: Currently Serving Notice Period

Current Location: Gurgaon

Highest Degree: MCA[Computers]

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

Functional Area: IT Software - Application Programming / Maintenance

Role: Product Mgr

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: agile,scrum master,project management,delivery management,product management,program management,business analysis,php,asp.net,aws,mobile application development,web application development,mvc,java, stakeholder management,saas,ms sql,mongodb,jira

Verified : Phone Number | Email - id

Last Active: Jan-Mar 2021

Last Modified: Jan-Mar 2021

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Summary

Passionate, value-driven program manager with experience leading cross-functional teams to plan, build, launch and manage world-class Cloud based SaaS innovations.

- ? 14+ years of total experience includes 5 years as Product Manager and 4 years as Project Manager.
- ? Experience for Enterprise (B2B) and consumer (B2C) Product development including Mobile and web with strong collaboration with Business and technology teams.
- ? Directed cross-functional & cultural teams using interactive & motivational leadership.
- ? Acknowledged for leading & mentoring team members to achieve resource wise optimization
- ? Leading end-to-end execution of high valued complex projects in Global Onshore/ Offshore Model as per SLAs.
- ? A forward-thinking and self-motivation person with strong communication, analytical & organizational skills.

Work Experience

NovelVox as Program Manager

May 2019 to Till Date

NovelVox is a customer focused contact center software solutions provider. Its relentless, exclusive focus on providing innovative, unified communications and contact center technology working closely with a demanding customer base has brought us success as one of the leading players in the global marketplace for contact center business intelligence.

Role & Responsibility

Own the overall accountability, for the implementation and support of projects to NovelVox's customers worldwide. Interact with the Account Management teams to make sure onsite / offshore workflow and communications are optimized. Accountable for review and tracking work break down activities along with Project Manager.

- * Organizing programs and activities in accordance with the mission and goals of the organization.
- * Developing an evaluation method to assess program strengths and identify areas for improvement.
- * Meeting with stakeholders to make communication easy and transparent regarding project issues and decisions on services.
- * Coordinating the projects and their interdependencies between the various projects and programs in the program.
- * Risk and Issue tracking.
- * Developing a budget and operating plan for the program.
- * Cross-project interdependency management and setting quality control standards.

NIMBUZZ as Engineering Head

Feb 2017 to May 2019

Nimbuzz Messenger is an application that helps you communicate with all of your phone and social network contacts.

Role & Responsibility



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.

Role & Responsibility

Strategic and tactical responsibility for implementing engineering strategy and strategic operational goals to exceed customer expectations for product development, quality, cost and delivery, maximizing efficiency, optimizing and driving engineering excellence.

- * Serve as the engineering leader and technical expert.
- * Create detailed engineering plans, processes, and procedures for engineering team to use.
- * Propose and oversee budgets and timelines for engineering projects.
- * Check and confirm the accuracy of the work performed and the methods used by engineering staff.
- * Communicate and collaborate with other managers, suppliers, and contractors.
- * Direct and coordinate development, operations, quality assurance, testing, or maintenance.
- * Managing People & Communication around stakeholders, engineering team and Leadership.
- * Monitor performance of individual contributors and help manage their professional development.
- * Defined organizational best practices around competitive intelligence, information sharing, and deliverables to improve and streamline the processes of product team.

MARA GROUP as Product Head Sep 2015 to Jan 2017

Mara Group has multiple products in different segment. I handled all IT the products in Mara Group like Marajobs, Mara Mentor and Mara Expert are the biggest portal in Africa.

Role & Responsibility

Lead teams of 40+ development, engineering, design, and marketing professionals in all phases Product Development Life Cycle. From Inception to delivery to Launch and Post launch support.

- > Define product solution and concept, analyze technical requirement to meet business requirement with high speed delivery.
- > Creating Prototypes and Develop product MVP. Adoption of Agile scrum methodology.
- > Perform product management function start from gathering business requirement, development, and implementation life cycle, testing until product delivery
- > Responsible in the preparation of Project plan & User Acceptance Testing
- > Product strategy planning, competitive analysis, and forecasting
- > Managing priorities among concurrent projects and support the marketing team to launch new products and services on time.
- > Perform enhancement for existing Digital Services Products and Platforms

Parth Infosystems as Project Manager Jan 2006 to Aug 2015

Responsible for the direction, coordination, implementation, executive, control and completion of project, while remaining aligned with strategy, commitments and goals of the organization.

Responsibilities:

- > * Developing project plans, goals, and budgets; identifying resources needed.
- > * Developing schedules and methods for measuring results.
- > Guiding and performing strategic analysis for the project.
- > * Organizing and managing all phases of the project to ensure on-time completion.
- > Assembling and coordinating project team members; assigning individual responsibilities.
- > * Preparing requests for proposals and conducting all necessary meetings to facilitate selection of project services and products.
- > Planning and overseeing the preparation and dissemination of project communications.

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Education

UG: **B.Com (Commerce)** from **Chhatrapati Shahu Ji Maharaj University (CSJMU)** in 2003

PG: **MCA (Computers)** from **Uttar Pradesh Technical University (UPTU)** in 2006

Other Qualifications/Certifications/Programs:

Advance Diploma in Software Technology

CIC (Certificate in Computing)

Certified Scrum Master (CSM)

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IT Skills

Skill Name	Version	Last Used	Experience
AWS		2020	5 Year(s) 0 Month(s)
JavaScript	8	2020	14 Year(s) 0 Month(s)
Mongodb	4.4.0	2018	6 Year(s) 0 Month(s)
MySQL	8.0	2020	14 Year(s) 0 Month(s)
MS SQL SERVER	2017	2017	10 Year(s) 0 Month(s)
Scrum Master		2019	8 Year(s) 0 Month(s)
AGILE		2020	8 Year(s) 0 Month(s)
JAVA	8	2020	8 Year(s) 0 Month(s)
ASP.NET	4.0	2018	12 Year(s) 0 Month(s)
PHP	7.2	2020	14 Year(s) 0 Month(s)

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✓	✓	✓
Hindi	Expert	✓	✓	✓

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Projects

Project Title: Agent Desktop

Client: **Novelvox**

Nature of Employment: Full Time

Role: Sr. Project Leader

Duration: Sep 2019 - Till Date

Onsite / Offsite: Offsite

Team Size: 30

Skill Used: Delivery Management, Program Management, Stakeholder Management, Risk Management, Team Management, Cost Management, Profitability Analysis, Escalation Management, Scrum Master, Project Management, Customer Support, Communication Management

Role Description: Delivery

Project Details: NAD is a unified agent desktop for Cisco (UCCE), (UCCX), Avaya and Genesis contact centers to empower the agents in delivering prompt and effective customer service.

Project Title: iMision Wallboard

Client: **Novelvox**

Nature of Employment: Full Time

Role: Sr. Project Leader

Duration: Sep 2019 - Till Date

Onsite / Offsite: Offsite

Team Size: 20

Skill Used: Delivery Management, Program Management, Stakeholder Management, Product Management, Data Analysis, Team Management, Risk Management, Change Management, Scrum Master, Escalation Management

Project Details: iMision can mash-up contact center data from multiple sources to provide a view that is relevant to the contact center.

Project Title: Nimbuzz Messenger

Client: **Nimbuzz**

Nature of Employment: Full Time

Role: Sr. Project Leader

Duration: Feb 2017 - Mar 2019

Onsite / Offsite: Offsite

Team Size: 30

Skill Used: Delivery Management, Product Management, Engineering Management, Stakeholder Management, Team Management, Procurement Management, AWS, Mobile Application Development, Web Application Development, Scrum Master, Agile Project Management, Budget Management

Project Details: Nimbuzz Messenger is an application that helps you communicate with all of your phone and social network contacts

Project Title: Mara Jobs

Client: **Mara Group**

Nature of Employment: Full Time

Role: Sr. Project Leader

Duration: Feb 2016 - Dec 2016

Onsite / Offsite: Offsite

Team Size: 20

Skill Used: Delivery Management, Product Management, Procurement Management, Stakeholder Management, Team Management, Cost Management, Risk Management, Scrum Master, Agile Methodology, Vendor Management, Web Application Development

Project Details: Marajobs is a job market Place which aims to bridge the gap between employers and job seekers. Mara Jobs is one of the initiatives of Mara Group which will revolutionize the Africa employments needs.

Project Title: Mara Mentor

Client: **Mara Group**

Nature of Employment: Full Time

Role: Sr. Project Leader

Duration: Aug 2015 - Jan 2016

Onsite / Offsite: Offsite

Team Size: 30

Skill Used: Delivery Management, Product Management, Procurement Management, Stakeholder Management, Team Management, Cost Management, Communication Management, Risk Management, Mobile Application Development, Web Application Development

Project Details: Mara Mentor is a business networking site by the Mara Group to provide mentorship and coaching from experts to entrepreneurs armed with new business ideas

Project Title: Wakanow

Client: **WAKANOW.COM**

Nature of Employment: Full Time

Role: Sr. Project Leader

Duration: Jan 2015 - Aug 2015

Onsite / Offsite: Offsite

Team Size: 30

Skill Used: Delivery Management, Project Management, Scrum Master, Agile Methodology, Team Management, Stakeholder Management, Risk Management

Project Details: Wakanow.com is Nigerias first and leading online travel company that provides customers with everything they need to research, plan and purchase a trip locally and globally.

Project Title: Jetset Vacation

Client: **Robert Phillips**

Nature of Employment: Full Time

Role: Sr. Project Leader

Duration: Nov 2013 - Dec 2014

Onsite / Offsite: Offsite

Skill Used: Delivery Management, Project Management, Customer Support, Team Management

Project Details: In this project admin can create multiple package for different type of supplier. Supplier can manage there own inventory. For managing complete portal super admin have multiple modules- User Management and its privilege , supplier management, agent management, package management, inventory management, booking management, etc. At front end, frontend user can book flight, hotel, car, package etc.

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent / Temporary**

Employment Status: **Full time**

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