



## SUMMARY

- 17 years experienced **Project/Delivery Manager** in IT (**Banking, E-commerce & Telecom**), PMP, SCRUM Certified (Agile) Project possessing a prolific track record of developing/designing highly profitable lead-generation applications along with strong proficiency in leading, designing, management, heading & support of Program/Projects in the Telecom and IT industries.
- Possess in-depth experience in **Project Portfolio Management, Business Analysis, System Design, Stakeholder Management, Product Development** and **Certified SCRUM Product Owner**.
- A **skilled leader** who can drive effective **Cross-team Collaboration** and render **training** to ensure optimum client satisfaction by delivering compelling business value to clients & successfully oversaw projects.

## KEY SKILLS

• **Projects Progress • Work Plan • Project Schedule • Track Projects • Manage contracts • Manage project performance • Measure project performance • Business Planning • Procurement Cycle • Performance Tracking • Dashboards • Team Building/Leadership • Elicitation skills in Business Case, SOW • Stakeholder Management • Software Development • Business Transformation • Project Management • Business Process Analysis • Project Portfolio Management • Client Relation Management • Continuous Integration (CI/CD) • Performance Management • Delivery & Release Management • Risk & Compliance Management • Leadership & Training • Process Improvement • Validations & Operations control • Product Development & Management • Agile, SDLC, Waterfall Methodology • Certified Project Management Professional • Certified Professional SCRUM Product Owner • Application Architecture • Coordinating with High-End Managers**

## TECHNICAL SKILLS

## EDUCATION

### P.G. Diploma (Management - Information Systems)

Alliance Business School

Mar '10 - Jun '11

Bengaluru, India

### Bachelor of Engineering

Madras University

Apr '00 - Apr '04

Chennai, India

## PROFESSIONAL EXPERIENCE

### Sr. Project Manager

May '23 - Present

CovalenseDigital

Bangalore, India

Role & Responsibilities: Managing end to end cSmart Application. Leading high-performing project teams, providing guidance to team members through the project life cycle, managing conflicts and addressing issues. Monitoring & controlling project progress. Collaborating with stakeholders. Executing the project in agile process. RFP preparation, budget monitoring. Team Strength: 42 (1 PM, 4 Leads, Migration:4, Testing: 9, Design & Development:24) Tools used: Jira. Scrum teams (Agile): 5 (4-Development Teams 1-Testing Team) Reports: WSR (Weekly Status Report with client), Daily Status Call, Scrum Calls, Weekly Status call with leads, Monitoring Jira/Scrum dashboard

### IT PMO - Grade OT6

Jan '09 - Dec '22

Omantel

Muscat, Oman

### Product Management & Team Leadership

Currently managing **Testing Automation Project, Product Configuration Tool (PCT) Project & NEP Migration project.**

- Showcased strong technical acumen to design and deliver **over 13 applications**.
- Lead the initiative of adopting Agile in projects** and successfully executed **30 change requests**, which resulted in complete implementation throughout the organization.
- Managed and **spearheaded the launch of 6 new integrated payment gateways** to provide users with more flexibility in payments in the CMA application and improved the customer experience.
- Collected data-backed feedback from users to bring continuous improvements & **launched 12 new product features** in the product list.
- Deployed the Self Care Portal application and **reduced client wait times, freeze CSR time, lowered infrastructure costs, and enhanced customer acquisition**.
- Provided leadership to ensure the most valuable features are delivered by the Agile team in every sprint.
- Prowess in project management & administration of large budget critical/complex IT Projects like **DMS, DMA, POS, UOMS, CMA, Arbor, BIP, RTCS, BRM, CRM, Dash Board, User Authority, Migrations, Testing Automaton Project, RPA (UiPath), Standalone Interfaces, Web Services, FTP & D, DBOR, and App Central**.

### Business Transformation and Business Process Analysis

- Successfully tested the Automation Project and implemented the Dashboard Application which helped in **reducing monitoring time from 5 hours to 1 hour**.
- Achieved an **increase of 32%** in the average time value in the Order Capturing system by deploying the recommendation feature.
- Introduced 2 use cases from RPA by R&D to reduce the time taken by employees to submit the KPIs by automating the process, which yielded into company-wide adoption.
- Reduced time duration of a sales transaction from **5 to 3 minutes** by designing & enforcing features in the UOMS application. Exhibited superior skills in business & process transformation in Change Request execution for UOMS.
- Improved sales by strategic development and implementation of the POS Application and **achieved 100% auditing process** to track stock which enhanced customer satisfaction.

**Databases:** Oracle and MySQL

**Programming Languages:** Java, API

**Cloud:** AZURE, AWS

**Unit Testing Frameworks:** JUnit, JUnit and Unit Test Plans

**Tools:** Jira, DevOPS and RPA (UiPath)

**Operating System:** Linux and Windows

**Competence:** Project Management Plan, System Design, Analysis, CRM, Order Capturing, Agile environment, Test Driven Development, Risk Management, Project Management, Software Development, MS Office, Managing IT Outsourcing, IT-Supporting, IT Service, ServiceNow, IT Service Management, ITIL Process, Configuration Management, Service Integration, Asset Management.

CERTIFICATIONS

- PMP Certified (Project Management Professional) Certified
- Scrum Master Certified
- Scrum Product Owner Professional
- Bagged award for the best strategic designing and implementation of POS application
- Appreciated by CEO for VAT implementation of UOMS application

- Directed data migration from Legacy to New Systems for **3 applications** (POS, ARBOR and BIP).
- **Mobilized and coordinated with Key Stakeholders** like Marketing Team, Digital Team and Inventory team, to translate requirements into tangible deliverables such as functional specifications, use cases, workflow diagrams, data flow/data model diagrams, and business requirements.
- Broad-based experience in **Change Management, Capacity planning, Conflict resolution, Change Impact Assessment, Current State Assessment** and **Current State-gap Analysis** to take the business to the next level of excellence. Presently reporting to the Senior Project Manager and leading Developers, Content Specialist, Designers & vendors for orchestrating key projects.

Strategy Formulation

- Contributed to the formulation of strategies across various business units, **distribution channels** and product lines.
- Evaluated and formulated enhancement strategies to **boost KPIs** across all business units.
- Establish **strategic plans** to oversee the market and competition analysis and value evaluations, ensuring maximum value and aligning all operations with product strategy.

Product Management/Development

- Implemented Product Catalog by introducing product features which reduced TAT by 7% for stakeholder change requirement. Collected data-backed feedback from users to bring continuous improvements & launched 12 new product features in the product list.
- Accomplished in mapping & finalizing the technical requirements, documenting Techno functional specifications, determining business cases, and creating business proposals for the benefit of the organization as a whole.

<b>Software Engineer</b>	Mar '08 - Dec '08
<b>Silverlink Technologies</b>	Dubai, UAE
<ul style="list-style-type: none"><li>• Assigned to TCS, while assisting on different technologies and products and liaising with the technical team of 6 members, in addition, facilitated the team in the implementation of five new backend features in Deposit Management application using Web Services, while introducing GL reporting on a daily basis by Integrating POS with ERP.</li></ul>	
<b>Software Engineer</b>	Apr '07 - Apr '08
<b>Real Soft (Intl) Pvt. Ltd.</b>	Baroda, India
<b>Software Engineer</b>	Jun '06 - Apr '07
<b>Datacore Technologies Pvt.Ltd. (Deputed in Tech Mahindra Ltd.)</b>	Pune, India