

# Jai Ganesh

## Senior Director / Senior Technical Program Manager - The General Insurance

Buffalo Grove, IL

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- Around Twenty years of professional IT experience in Program/Portfolio/Project management, & IT Delivery, Systems Design, Development, Testing, Integration and Implementation of complex enterprise wide Digital, Omni channel, E-Commerce, Guidewire, Client/Server and web based n-tier architecture systems with strong domain knowledge of Omnichannel, Banking, B2B/B2C, Health & Human Services, Insurance, Manufacturing, Pharma, Retail and Telecom.
- Trail-blazed engagements as Assistant Vice President, Executive Advisor/Senior Technical Director, Senior Program Manager, Delivery Manager, Project Manager, Technical Lead, Project Coordinator & Lead developer for clients such as The General Insurance, Walgreens, CVS, T-Mobile, The Hartford, DHS, Wal-Mart, Whirlpool, Maytag and Bank of America.
- Relentlessly led Programs/Projects with budgets ranging from US \$500K to \$90 Million.
- Familiar & Overseen all aspects of technology projects including Business Requirements, Technical Architecture, Design Specification, Development and Deployment.
- Excellent customer facing & communication skills with able wisdom in qualitative judgment.
- Ability to handle multiple priorities and manage within deadlines
- A very good team player with leadership qualities and ability to work independently and to foster a positive work environment
- Well developed time management, planning and superintending skills
- Proven leadership record in improving team performances and harnessing efficiencies to complete projects in allotted timeframe and within specified budget.
- Spearheaded several major software development projects and managed global resources from India, Brazil and China, yielding IT savings for customers with direct impact on stockholder value.
- Partnered and worked along with Big five consulting firms like Accenture, Deloitte, KPMG and PWC.
- Awarded by execs in all companies across my tenure for delivering strong results through job promotions, tactical resource management and efficacious administration.
- Competently managed up to 200+ people including strong mentoring and talent management.
- Has successfully delivered multi-million, multi-year Greenfield SOA based COTS Solution implementation based on IBM WebSphere Commerce, IBM Sterling Commerce Suite, ATG, Guidewire, Broadvision, Documentum, and SharePoint.
- Seasoned in program management of large multimillion complex projects delivered with globally distributed model.
- Steered business development, strategic relationship building and partner alliances.
- Steadfast in exceeding goals and expectations on multiple levels; from corporate wide initiatives across divisional business strategies to individually focused management, team, or client interests.
- Organic growth from an engineer to Senior Program management rank with extensive hands on across phases of SDLC.
- Meritorious track record in delivering in distributed Agile methodology (eXtreme Programming, Scrum Sprints), Waterfall and Iterative based implementation of projects.
- Adept in coordinating, negotiating and motivating outside vendors and off-shore resources in support of timeline and IT project deliverables.
- Successful in running team under budget, tight schedule and on time.
- Working Experience in various E-Commerce Suite's, Content Management tools, JEE Technologies, and have handled Projects on Mobile Technologies, Guide Wire, IBM WebSphereCommerce (WCS) & IBM SterlingSuite, ATG, JEE, .Net & PHP

- Proficiency in .Net technologies, ASP, VB, Lotus script, Formula language and Multimedia technologies such as Adobe Photoshop, Macromedia Flash, Shockwave and Dream Weaver.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Senior Director / Senior Technical Program Manager**

The General Insurance - Nashville, TN -

2017-07 - Present

Digital Transformation (Mobile App Redesign)

Environment: MS Project, Smart Sheet, MS office, JIRA, Confluence, Web Sphere, JEE, NET, SOA, Omniture Angular & Node JS, Web Services, Oracle, Omniture, Guidewire Claim center, eGain, Tealeaf, Opinion lab, Urban Airship, Google Analytics.

- Lead the execution of digital initiatives as the "Digital Process Leader".
- Responsibilities would include strategic development, design, execution and ongoing management of the company's digital portfolio.
- Responsible for program and project management of multi-dimensional, technical complex enterprise wide initiatives.
- Manage project risks and issues often developing multiple options to avoid scope, schedule or cost implications.
- Work with Architecture and Design Teams to ensure proper documentation and design elements are completed and delivered
- Managed quality objectives, regulatory requirements, schedules, and program risks and made decisions based on business objectives.
- Lead the company's use of digital analysis platforms and operational processes to track and monitor the digital programs.
- Mentored and coached development managers who are on the front line, leading teams of employees, contractors, and vendors to implement solutions and support our commerce, identity management, electronic document generation, and eSignature tracking systems.
- Assisting senior management by providing technical roadmap definition, budget forecasting, capacity analysis, vendor evaluations, and strategic planning
- Involved in SOW preparation for various work efforts, laying out the high-level solution map and managing various tracks executing under Agile methodology.
- Maintain and manage relationships with 3rd party partners to accomplish established objectives and assess current achievement and avenues for future growth.
- Manage and supervise daily operations to allow the proper routing and escalation of problems and other incidents to IT teams or 3rd party vendors.

### **AVP / Senior Technical Program Manager**

Walgreens - Deerfield, IL -

2016-06 - 2017-06

Transformational Technologies (Digital Program Management)

Environment: MS Project, Omniplan, MS office, JIRA, Confluence, Planwell, SharePoint, ATG, Web Sphere, JEE, Azure, SOA, Omniture, Angular & Node JS, Web Services, Oracle, Omniture, UEM, ELK.

- Lead the effort to bring the industry leading mobile experiences and technology from the Walgreens digital properties and bring them to store team members.
- Managed Horizon (Enabling mobile platform in stores), Retail Handheld Transformation & Search migration (Endeca to Elasticsearch) Programs of Walgreens.
- End to end delivery responsibility for Horizon 'My Store App' and Go-Live. This includes partnering with external vendor partners to come up with an integrated solution which satisfies both parties. Interface designs include roll-out and phase-in requirements.
- Led Walgreens first large-scale deployment of android tablets into retail stores.
- Responsible for timely and effective project communications including stakeholder and sponsor interactions, meeting management, and reporting.
- Communicated program status to stakeholders at all levels of the organization
- to map delivery to established KPIs including flat run rate and increased customer satisfaction.
- Recommended solution approach to projects and/or programs during initialization.
- Supervised multiple, concurrent tasks and properly assesses priorities of assigned activities.
- Responsible for business relationships, vendor management, software design, development, delivery, and deployment.
- Lead a team of 100+ comprising Architects, Tech Leads, Subject Matter Experts (SME), On-site coordinators (ONC) and Developers, Testers working in an onsite and offshore model.
- Responsible for hiring the best talent, establishing proper career/development goals and supporting the team in achieving their goals.
- Forecast the resource needs for every quarter and ensuring that a quality delivery is achieved within the allocated budget.
- Defined processes and metrics to improve efficiency within the organization to focus better results on rapid delivery, Innovation and business focus.
- Overseen vendor evaluation/screening and key stakeholder in vendor management and vendor relationship on a day-to-day basis.
- Supervised 45 direct reports and 110 plus indirect reports.

## **Senior Technical Program Manager**

CVS Health - Woonsocket, RI -

2015-07 - 2016-05

Enterprise Digital (Retail Front Store, Pharmacy & OMNI Channel)

Environment: MS Project, MS office, Clarity PPM, Web Sphere, ATG, IBM Sterling Suite(OMS), JEE, .NET, SOA, Angular & Node JS, Web Services, Oracle, Omniture, Google analytics, Webtrends, Tealium, Localytics, ECCR, Endecca, Agile.

- Lead Digital program projects for Retail Front Store, Retail Pharmacy, Minute Clinic and Innovation Labs of CVS.
- Worked closely with PMO, Business and Architecture organizations to review objectives/goals and align the information technology roadmap to achieve synergies with capital project and IT modernization investments.
- Ensured that the IT development roadmap is aligned with business roadmap by coordinating with stakeholders.

- Accountable for delivering new capabilities that drive business results on one or more medium to large sized, moderately to highly complex IT projects and/or programs from initialization through project close.
- Participated in technical reviews of new business applications as a member of the Architecture Committee.
- Lead technical solution analysis at the very initial phase of projects to make sure solutions are going to the right direction.
- Focus on metrics gathering and proactive planning for on-time, on-budget, and high quality deliverables.
- Managed/Delivered robust benchmarked architecture capabilities to complex solutions in Interfaces & Integration (SOA, ETL), Web Platform Applications (Frameworks, SOA), Mobile Platform, Business Intelligence Platform, Platform Integration & Tools, Application Workflow and System Rules integration.
- Provide leadership for all Architectural deliveries including both Desktop and Mobile of Retail Front Store, Retail Pharmacy, Minute Clinic and Innovation Labs.
- Managed high performing diverse-skilled team and tight dead-lined assignments with fine balance of technical, strategic and operational.
- Mentor project delivery managers, PO, Leads on best practices.
- Generate site reports and executive dashboards highlighting traffic patterns, trends and activity using Analytics and other tools.

### **Senior Technical Delivery Manager / Program Manager**

T-Mobile - Atlanta, GA -

2014-12 - 2015-07

OMNI Channel

Environment: MS Project, MS Office, Planwell, PPM, Agile, JEE .NET, SOA, Web Services, Oracle, Accurev, Web Sphere, IBM WebSphere Commerce, IBM Sterling Suite(OMS).

- Responsible for leadership of 100+ person delivery organization managing a large portfolio of enterprise systems, development programs, and implementation partners/vendors.
- Drive Omni Channel initiative to define strategy and roadmap to consolidate various commerce silos through implementation of a new centralized Enterprise Business Service platform delivering product catalog, promotion, shopping, and order management functions.
- Managed delivery of IBM WebSphereCommerce (WCS) & IBM SterlingSuite based solution.
- Partnering with Operations, Support, and Business teams to modernize the infrastructure and software platforms for core internal systems such as our identity management system and electronic document generation, storage, and eSignature capture system.
- Directly managed team members ranging from junior developers to senior project managers including employees and contractors sourced through multiple staffing vendors
- Coordinated the integration of the new applications with legacy web, middleware, billing, finance, tax, and fulfillment systems
- Worked with both internal & external parties and executed the project on schedule and within budget with effective management of scope, time, quality and cost constraints.

### **Senior Project Manager**

The Hartford - Windsor, CT -

2013-06 - 2014-11

Enterprise Claims Operating System (ECOS)

Environment: MS Project, MS office, Rally, Agile, Clarity PPM, Web Services, JEE, GOSU, Spring,

Oracle, SharePoint, Documentum. Guidewire Claim center, Guidewire (Studio & Contact Center).

- Managed implementation of Guidewire Claim Center solution for Auto, General Liability, Workers Compensation, Property lines of business and Integration with 45 other systems as part of \$60 million program.
- Responsible for program and project management of multi-dimensional, technical complex enterprise wide initiatives.
- End to end delivery responsibility for ECOS Plus application and Go-Live. This includes partnering with external vendor partners to come up with an integrated solution which satisfies both parties. Interface designs include roll-out and phase-in requirements.
- Established effective communication for the department with consistency across development and business management. Presentations, recommendations and updates provided regularly to the Director office.
- Achieved planned Sprint velocity through effective sprint planning, retrospective meetings, backlog grooming and daily scrums using Rally for Agile.
- Supervised 25 direct reports and 50 indirect reports.

### **Senior Project Technical Manager**

State of Tennessee - Nashville, TN -

2011-09 - 2013-05

Vision Integration Platform (VIP)

Environment: MS Project, MS office, JEE, Struts, Spring, Hibernate, Web Sphere, RAD/ Eclipse, Web Services, Oracle /Sql/ DB2, Vantage Framework, Documentum, , Ajax, Agile.

Development of a Web based system for Human services program, which supports real-time data capture & eligibility processing for Child Care; Families First Work Programs (TANF); Supplemental Nutrition Assistance Program; Medical Assistance; Claims & investigations.

- Responsible for development and product management. Of the Eligibility Determination and Benefit Calculation ( EDBC) application built on Vantage Framework..
- Work with Senior Management, Architecture, Design, and Development teams to plan and schedule major and minor development tasks
- Monitor Continuous Integration Environment and work with Architecture and Development teams to ensure any issues are resolved promptly
- Chair Release meetings represented by members from entire IT Organization.
- Interfaced with DHS (Department of Human Services) to inform them, monitor their needs, and gain acceptance for and participation in delivery of system corrections and enhancements.
- Supervised 35 direct reports

### **Technical Project Manager**

Wal-Mart - Brisbane, CA -

2010-10 - 2011-08

E Business Application

Environment: MS Project, MS office, JEE, Struts, Spring, Hibernate, Web Sphere, RAD/ Eclipse, Web Services, Oracle /Sql/ DB2, Fusion Manager, SharePoint, Ajax, Omniture, Web Analytics, A/B Testing, Agile.

- Responsible for the design, development, production and product management including interface design & presentation graphics of B2C, E-Commerce applications.
- Supervised 15 direct reports and 25 indirect reports.

### **Technical Project Manager / Program Manager**

Whirlpool Corporation - Saint Joseph, MI -

2007-06 - 2010-09

E-Business Applications

Environment: MS Project, MS office, J2EE, Struts, Spring, Hibernate, EJB, SOA, Net, PHP, WebSphere, WSAD/RAD, Web Services, SAP MDM, Broad Vision, Documentum, SharePoint, TIBCO(Designer/Business Works), Omniture, Google Analytics, Oracle/Sql/DB2, Agile & Waterfall.

- Delivered key initiatives like redesigning the US & Canada sites. And responsible for leading projects and operations of US's & Canada's consumer facing (brand) Web sites (Affresh, Affresh.ca Amana, Gladiator, Jennai.ca, KitchenAid, Kitchenaid.ca, Maytag.ca, Maytag Commercial Laundry, Roper Appliances, Estate, Whirlpool Appliances, Whirlpool Canada Corporate website). Whirlpool Institute of Fabrics (WIFS), Homewise Service contracts and 40+ marketing microsites/sitelets).
- Supervised 25 direct reports and 45 indirect reports.

### **Project Coordinator & Lead, Maytag**

Whirlpool - Newton, IA -

2006-06 - 2007-05

E-Business Applications

Environment: J2EE, Struts, Spring, Hibernate, EJB, Web Sphere, WSAD, SOA, Web Services, Broad Vision, Documentum, TIBCO(Designer/Business Works), Omniture, Google Analytics, IBM Web sphere Commerce Server, Oracle/Sql/ DB2, DbVisualizer, Agile.

- Integrated Maytag B2B, B2C and Internal Sales applications with Whirlpool's application.
- Supervised 15 direct reports and 5 indirect reports.

### **Software Consultant**

Bank of America - Concord, CA -

2005-12 - 2006-05

Online Banking Gating Security Layer (GSL)  
Two way authentication System.

### **Software Consultant**

Ethan Allen - Danbury, CT -

2005-04 - 2005-11

Sales Order Processing System for Ethan Allen  
Web based system for customer, sales order and inventory information.

## **Senior Consultant**

BellSouth - Atlanta, GA -

2004-12 - 2005-05

Integrated Product Catalog for BellSouth

Customer Markets Online Channel (the E-Store) to manage Web-only offerings.

## **Senior Software Engineer**

Blaze Technologies -

2002-07 - 2004-11

India

## **Senior Software Engineer**

GSN Technologies -

1998-11 - 2002-06

India

Online Skill Evaluation System for Mediline Equipments

Generalized examination system for objective examination.

Operations and Resource Management Systems for Manatec Sales International

B2B & B2C Management System, to help in Tracking, Managing, Handling Orders & HR activity.

Customer-Inventory Monitoring System for Mediline Equipments

This Project was developed to Track, Manage and Handle Orders for Mediline equipments.

Web-Crawler and Net Chat for GSN Technologies

URL search by giving related texts and Net Chat focused on bidirectional communications.

## **EDUCATION**

### **Bachelor of Engineering in Computer Science**

Anna University India

## **SKILLS**

MICROSOFT PROJECT, MS OFFICE, MS PROJECT, Digital Strategy, Digital Technologies, Ecommerce, Omni Channel, Guidewire, Sterling suite, websphere commerce WCS, Mobile Technologies, Program Management, Project Management, Portfolio Management

## **ADDITIONAL INFORMATION**

### **TECHNICAL SKILLS:**

Project Management: Agile, Waterfall, Service Delivery, 24\*7, Size Estimates, WBS, Resources, Scope Changes, Risks, Issues, Configuration, Quality,

Program Management: PMO, SDLC, Vendors, Sponsors, Stakeholders, Delivery, Business Support

PM Tools: MS Project, OmniPlan, Smartsheet, Rally, JIRA, Confluence, Clarity, Planwell, RTC, PPM, MS Office.

Platforms: Windows, SCO-Unix

Languages: Java, JEE technologies (EJBs, Servlets, JDBC, Java Beans, JNDI, JSP, JSF, JMS), XML, XSL, XSLT, Xpath, DTD, Schema, Web services, SQL, PL/SQL and HTML, HTML, JavaScript, Angular & Node JS, CSS, SOAP, XML, Ajax, Gosu, GScript,.Net & PHP.

Design Patterns & Case Tools: Struts, Spring, Hibernate, iBatis, Java & JEE Design Patterns, MVC Model, Vantage Framework, OOPS, UML

App-Servers: IBM Websphere, BEA Weblogic, IIS

Middleware: MQ Series

Database: Oracle, MS SQL Server, Informix, DB2, MS Access

Design: Rational Rose with UML

Ecommerce Suites: Broad Vision, ATG, IBM WebSphere Commerce Server, IBM Sterling Commerce Suite, Documentum, Sharepoint.

Content Management Tools: FRY, Compel, Fusion Manager Content Management.

Products: Guidewire ClaimCenter 7.0, Contact Manager 6.0/7.0, Guidewire Studio

Versioning: Rational Clearcase, Visual Source Safe, Synergy, Perforce, CVS, Win CVS, Tortoise CVS, Accurev. GIT, GitHub,

EAI Tools: TIBCO Designer 5.x, Tibco Business Works 5.x, Tibco Interation Manager 4.X

Analytic Tools: Omniture, Google Analytics, Webtrends, Tealium, Localytics, ECCR, UEM, Tealeaf, Opinion lab.

Tools: WSAD, RAD, Eclipse, Toad, DbVisualizer, PL/SQL Developer, Edit Plus.