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## **RESUME**



### **Jagadeesh Baktharahalli Nagarajaiah Gowda**

#### **SUMMARY**

Having a highly successful IT carrier with over 13 years of experience in developing and Managing Web-based solutions on multiple domain applications and IT systems, which include 5 years of full-time Project management experience on Agile Scrum methods.

Through knowledge of Banking/Financial and Retail System and domain expert in Retail application systems with 4 years of Financial Services and more than six years of continues working experience with major Retail Information Technology system.

**Certified Scrum Master (CSM), Certified Scrum Professional (CSP) and Scaled Agile SAFe Agilist** with experience in managing multiple Agile Projects with Scrum teams of Offshore-Onshore delivery model for Application development Projects.

Proven ability in managing Infra-structure migration projects involving multiple-group change process groups and service providers. Been responsible for Project Management the project for migration to Cloud computing and middleware management for existing infrastructure stability and performance improvement.

Extensive knowledge with Project management with First-hand knowledge of Industry Standard Release Methodology Working on testing and defect tracking processes with hands on experience of rational tools for deployment, integration, and support. Proficient with Java and J2EE development with good understanding of change and deployment controls.

Looking for a satisfying and demanding Program Manager Position which will allow me to use my considerable project and people management skills, which I have professionally developed.

A team player with excellent communications skills, strong analytical, design skills, and problem solving abilities. Result oriented, self-starter and able to work with minimum guidance. With proven ability to understand business problems and apply technology to formulate workable solutions.

- **Certified Scrum Master (CSM) and Certified Scrum Professional (CSP).**
- **SAFe Agilist (SA) Certified**
- **ITILv3 Foundation Certified Service process management expert**
- **Experience in Retail (NRF Certified – Professional Retail Business Credential).**
- In-depth knowledge on Retail and Supply Chain, Inventory Management.
- Excellent management skills with ability in training, mentoring and team handling.
- Microsoft Certified Professional (MCP / MCDST) with more than 6 years of development experience on Microsoft Platforms and technologies.
- Knowledge and experience on Banking and Finance IT Systems.



## **INTERPERSONAL SKILLS**

- Excellent communication and interpersonal skills written and verbal
  - Strong negotiator with high degree of initiative
  - Extremely analytical and business literate
  - Manage independently the work assigned
  - Strong Team Leader with demonstrated ability to work with Technical support team
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## **TECHNICAL SKILLS**

**Methodologies & Processes:** PMI, ITIL and Agile, Scrum, Lean, Kanban, SAFe, RUP, UML, OMT, XP, User Stories, Waterfall, Six Sigma, CMMI, Many proprietary models.

**Architectural Models:** Client/Server (Two-tier, Three-Tier, Distributed, Multi-Tier), SOA, and, Pattern Based Development, VMware, Cloud-Computing.

**Middleware & Protocols:** TCP/IP, RPC, Sockets, MQ Series, SOAP, WSDL, ISAPI, HTTP/S, SSL 2.0,3.0, HTTP, EJB, J2EE, BizTalk, WebMethods, WebLogic, XML/XSD, WSDL, VMware, I-Cloud Servers.

**Languages:** C, C++, C#, Objective C, Java 2.x, Object Pascal, Basic, VB, Smalltalk, Assembler, JCL, COBOL, HTML, ASP, JSP, Jscript, PHP, PERL, CSS

**Databases:** Oracle 11g, xBase, Informix, SQL Server 6-2003, Sybase, Access, MongoDB, ETL, Big-Data.

**Products & Tools:** IIS, Apache, CA Unicenter, Veritas, SAP MS Visual Studio (MFC, ADO, WFC), Oracle RetTek (Retail Supply chain tool), Eclipse, Dreamweaver, Photoshop, Xcode,

**PM Tools:** ALM, Quality Center (QC), INav, Confluence, MS Project, VersionOne, JIRA, Rally, MS Share Point 2010/2013, MS Office Suite, MS Project, MS Visio.

**Mobile platforms:** iOS API's and Android APK's

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## **EXPERIENCE HIGHLIGHTS**

**American Express. – Sr. IT Project Manager / Agile Coach**  
E2E PMO –Sr. Project Manager

**June 2015 – Present**  
**New York, NY**

### **Program/Project Management/Scrum Master / Agile Coach:**

Program/Project Manager for Mobile and Web Engineering group responsible for the Angular/Node Model Development and Model Performance teams developing and maintaining the Consumer business credit card web site for Amex Customers. Ensuring end-to-end Project Management support (Requirements, Project Plans, Issues/Risks, Change Management, Resource Allocation and Budgeting) with the end goal of on-time and on-budget implementation into the systems.

initiated and successfully run the coordinated for SAFe Agile practices for Quarterly Program Incremental Planning session for Release Train planning, Programs Management of the Agile Transformation for optimizing the Scrum team to achieve the Agile Maturity Model.

Applied and incorporated multiple Agile and Project management tools and technics like JIRA, RALLY, KanBan, VersionOne and FlowDOC along with managing the Project charters and Project Budget/Forecasting on Clarity, HP-INAV, Confluence, MS SharePoint. Actively used the MS Project for schedule planning. Have fully exposure on Release Management ticketing systems like Remedy, ManageNow, ServiceNow, AEDU Artifact creation.

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**Equifax Inc. – IT Project Manager / Scrum Master**  
Project Manager for UST Global

**Feb 2012 – June 2015**  
**Alpharetta, GA (Atlanta)**

As a Scrum Master and Project Manager had the below responsibilities.

- Analyses and discuss the business requirements with the clients.
- Responsible for the development, implementation and support of the database of the server.
- Optimized and modified the triggers, complex store functions, procedures, user base data type etc.
- Managed the offshore team for the development of the database, procedures, functions, etc.
- Responsible for the dealing with the problems, bug fixing and troubleshooting
- Spotted and fixed several inefficiencies in development and management processes: Improved code quality and reduced number of bugs by introducing and mentoring code reviews and test-first methodology.
- Reduced features release time by introducing iterative development methodology, introducing and moderating SCRUM meetings, managing release scope and creating requirements gathering and management process.
- Used JIRA and Rally's Agile project management tool to gains real-time visibility into the status of current user stories in the Product and Sprint Backlog. Also, utilized the Rally features for managing priorities, track roadblocks and risks. Worked with ALM and QC tools to track the quality metric of the sprint delivery.



**Highlights and Achievements:** Successfully managed the IT Infrastructure project for Migration from Sun Solaris Platform to WebSphere 8.0 platform on Cloud Computing server. Fully responsible for initialing, planning, budget forecast thru execution and closure of the project. The entire project was well managed with the forecasted budget and the scheduled as planned for the project.

Project Management experience of the **Mobile Application on both IOS and Android platforms**. Fully managed the application development and delivery of the Equifax Mobile application with end to end project initiation till production deployment to Apple Store and Google Market.

As a Release Manager had the below responsibilities

Managed and tracked releases of all system products. Tracked individual solution releases by provided release and iteration planning, scheduling and tracking generated using the multiple Project Management tool to supports the team's sprint Deliveries.

- ☐ Defined release packages for deployments across environments.
- ☐ Assisted with risk identification and tracking of components.
- ☐ Provided regular management reports.
- ☐ Coordinated and managed Release Management Audits.
- ☐ Managed and identified release impacts with internal solution teams.
- ☐ Deployed application used J2EE, clear server/presentation tiers separation; ability to use Web based clients as well as rich UI clients.
- ☐ Supported architecture, designed and developed proof of concept application which was successfully released to the business operation and received positive feedback.

Handled more than 30 to 35 - Major, Minor and Hotfix release through the Release life cycle from Planning, Scheduling and release execution.

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**Ahold Information System (AIS):** Hewett Packard (HP) - Associate Consultant      Jan 2009 – Jan 2012  
Project Lead for UST Global      **Greenville, SC**

**Management of the Client**

- Carried out risk analysis, identify risk areas for given project
- Handled the schedules, assets expenditures, cost expenditures, and physical resource provision
- Produced monthly or weekly development report to the higher authority and the supporting staffs.
- Formulated various operational features.
- Created project status for presentation purpose.
- Provided necessary coordination to contractors and subcontractors developers.
- Offered essential quality assurance measures for various ongoing projects.
- Provided supervision to onsite team and other offshore associates.

Direct interaction with Client and end-users of **Stop & Shop Retails, Giant-C and Giant Maryland Stores end users at IT Level**



## **Retails and Supply Chain Application:**

Retail Application Development and Support (RADS).  
Metrix – Field Service Maintenance Application.  
Knowledge on Oracle Retek and Oracle RAPS application.  
Exposure on FileNet application  
Interaction with Account Payable System, Accounts Receivable and Payroll System.  
Use IT Change management tools such as Remedy and HP Project management tools.

Have attended full onsite development training with Metrix – **Retail Field Service Maintenance Application** Product Company Metrix in Wisconsin in 2010.

## **Technical Overview of the application systems**

### **– Visual Studio DOT.Net Development with Oracle 10G DB**

The M5 Studio is a system of retail business oriented and customized for store operations of the vendor service requests. The maintenance activity involves the service order generation and work performance of those repair orders. The application is managed and supported by the Clients outsource partner, with who UST interacts on a contractual basis for performing technical development activity on on-shore & off-shore model.

### **Roles & Responsibilities:**

- Exceptional multitasking ability to carry work of multiple projects at a time.
- Creating project plans, implementation schedules for projects.
- Observing whether the project is as per the policies or not.
- Creating a rapport and maintaining effective communication with the team members and external stakeholders in the project.
- Conducted meetings of team members to solve their queries and give feedback on their performance.

As a Project Lead, I was actively involved in the coordination of the offshore and onsite team members. The responsibility involves estimation of development projects and efficient deliveries of the client and customer deliveries.

**Software Used:** ASP.Net, Metrix Studio, Oracle-10g, FileNet, C# Scripting, Hummingbird Connectivity V11.0, Net-Support Control ver10, Remedy User 6, Lotus Notes 6, IBM Mainframes.

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**Ahold Information System (AIS):** US Technology International PVT. LTD.

**July 2006 – Jan 2009**

**System Analyst – Application Lead**

**Trivandrum, INDIA**

**Implementation and maintenance of application for a retailer vendor**

**– ASP/XML Web Development along with UNIX Scripting**

The Project involved a series of phases enabling the Client to maintain the application, which is controlled by the transactions of Metrix application. Most of these applications run on scripting Programs, giving an impression of Batch processing.

### **Roles & Responsibilities:**

As a Senior Software Engineer, I lead a development team of four members and proactively involved in the following activities

- Maintenance and shadowing of interface routines.
- Implementation of applications using Hummingbird Connectivity V8.0 and more frequently by Net Support Control.
- Troubleshooting the issue raised by the Remedy User, after analyzing Business requirements.
- Providing the knowledge transfer to the Off-shore resources

**Software Used:** ASP, XML, VB6, PL/SQL, Oracle, Java, COBOL, UNIX Scripting, Hummingbird Connectivity V8.0, Net-Support Control, Remedy User, Lotus Notes, IBM Mainframes.





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**FCG Software Services {INDIA} Pvt. Ltd.**

**Interface Implementation and Support Specialist. – ASP/XML**

**April 2006 – July 2006**

**Bangalore, INDIA**

**Worked on HIS implementation for University Hospitals Health Service-HealthCare**

To implement Hospital Information Systems (H.I S) at the University Hospitals Health Service and integrate the same with all other hospital applications for total automation of workflow

**Roles & Responsibilities:**

- To adhere to the HIPAA standards, monitor the HL7 data flow to all other systems and to check the efficiency of the interfaces running.
- To report to the onsite engineers of any issues

**Software Used:** Eclipsys TDS, Cerner, EPIC, LAWSON, and MEDITECH.

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**AllSec Technologies - B2k Corp., -**

**Interface Engineer - XML Interface Application Developer**

**Jan 2004 – April 2006**

**Bangalore, INDIA**

**Worked as 'Systems Integration Engineer' for OmniCell Group**

Worked on XML based interface development and XML transformation on HealthCare Domain for Hospital in US and Canada, The OmniCell group of software services operates on a XML interface tool called OmniGate, which updates the hospital details and all the interaction involved in the internal and extranet site.

Handled clients online by providing support as a tour guide, through a technology known as Desktop Streaming Technology, provided support through the online assistance of e-commerce, ASP and dot.NET Frameworks. Solved the database queries with regard to the technology used, advantages of the site and the ways in which they could use the site for maximum benefit. More application oriented exposure in terms of XML, XSLT, X-Path, and XML Schema etc.

**Roles & Responsibilities:**

Developing HL7 Standard interfaces for Integrating various patient care products in the healthcare industry.

Gathering requirements and analysis create channels to transfer information between OmniCell and the vendor.

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**Previously worked for Microsoft HESS Team**

**Worked as 'Subject Matter Expert' for Microsoft Games & Hardware team**

Worked as Subject Matter Expert, an Escalation Level Technical Support Engineer in the Electronic Customer Relationship Management (eCRM) field, involved in providing solutions and online support to Clients and their Customers by using Client/Server or Web Based Application Tools



### **Roles & Responsibilities:**

- Achieved higher grade awarded in the team during the Employee Performance Review Session.
- Actively participated in all aspects of the team and have an ideal record in the Organization.
- In B2k Corp, have an exemplary employee record and have maintained consistent levels of quality throughout. Have gained vast experience in providing support to various websites.

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### **Solutions Integrated Marketing Pvt. Ltd**

**Dec 2002 – Jan 2004**

#### **System-Side Executive**

**Bangalore, INDIA**

### **Roles & Responsibilities:**

- Handled the marketing sector and business partner's events for branded IT clients such as HP, Siemens, Intel, Microsoft and many others top IT Enabled companies.
- Email based inter-action with CEO's, COO's and top rank administration officers in order to convenience and invite in person to attend the corporate launches and official releases.

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### **Chirag Enterprises**

**Aug 2002 – Dec 2002**

#### **System Administrator**

**Bangalore, INDIA**

### **Roles & Responsibilities:**

- Worked as system vendor and PC maintenance engineer, with full time service provider and troubleshooting the hardware issues.

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## **EDUCATION, TRAINING & CERTIFICATIONS**

- Certified Scrum Master, since 2013 valid until April 2017.
- Master of Science in 'Information Technology' by KSO University, Mysore. {74%}.
- Bachelors of Science in Mathematics, Electronics and Computers (MECs.) at K.L.E Society's S.NIJALINGAPPA COLLEGE, Bangalore affiliated to Bangalore University.
- G-NIIT Certification by NIIT Ltd., Bangalore. Grade B - 85%.
- Microsoft Certified Desktop Support Technician (MCDST) Certification-**MCP ID:3465937**
- PC Hardware - A+ Certification from Industrial Training Institute, Bangalore.

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## **PUBLICATIONS, PRESENTATIONS & AFFILIATIONS/MEMBERSHIPS**

- Aspiring to attain PMP - Memberships enrolled for PMI.
- Attended AGILE – SCRUM Workshop Level-1 (Internal to Organization).
- People Management Module (PMM) - Managing with Impact.
- Project Communication Tools and Techniques.
- **NRF - Professional Retail Business Credential.**



## Reference:

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- 9) Sridhara Akam - Macys  
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