

### Professional Summary:

I am an ambitious and a solution-oriented **Project Management Professional (PMP)** and **VITA (Virginia Information Technologies Agency)** certified Project Manager as well as a **Certified Scrum Master (CSM)** with a long track record of exceeding set targets in the field of **Software Project/Program Management**, Execution, Validation and Implementation. Most of my experience is deeply rooted in Software Application development and delivery in **Retail, Insurance, Taxation and Banking Domains**. I have broader exposure to traditional **Waterfall as well as Agile development methodologies**. I am a quick learner and strive continuously in learning and understanding upcoming trends as they emerge.

### Key Experience Summary:

Proven record with **Technical Leadership, IT Project Delivery, Engagement Governance and Stakeholder Management**.

Strong background of **Analysis, Design, Development, Testing, Implementation and Maintenance of business-critical software applications**.

Driven **JAD sessions, Design Reviews, Business Assurance Testing Strategy definitions, User Acceptance Testing, Production Implementations & Post Production support**.

Defined **Service Level Agreements (SLA)** for IT Operations with the key stakeholders. Participated in various solutions designing for Proposals with bid value up to \$19 Million.

Worked on **Business Development opportunities, RFP responses, Proposal Presentations, Statement of Work creations, Resource Fulfillment and Hiring processes**.

**Manage Customer Relationships** for the Engagements at VP / Director Levels ensuring their Goals & Objectives are being met with the planning and deliverables across various LOB's.

Driving strategic **Monthly/Quarterly Business Reviews with Senior Leadership Team** in reviewing the healthiness of Engagements.

Efficient **Project & Team Management** containing multi-disciplinary skill-set at various experience levels including Employees, Contractors & Customer Associates.

Experience in **managing a global team of up to 100 resources spread across geographies** spanning multiple engagements.

Supported **Waterfall and Agile delivery methodologies** and participated in delivery transformation initiatives, thereby implementing **Feature-driven Agile solutions**.

Conducted **Sprint Retrospectives** to review the effectiveness of Development as well as **Quality Assurance Strategies** and optimize project execution with recommendations for betterment.

**Excellent Oral & Written Communication Skills** and tremendous Soft Skills helping towards building successful partnership with everyone.

**Excellent analytical, problem-solving, decision-making and presentation skills** with ability to co-ordinate activities in a fast-paced team environment.

#### Key Experience Summary:

Platforms	Microsoft Windows 10, Unix
Programming Languages	Java, PL/SQL
Scripting Languages	VBScript, JavaScript, Unix Shell Scripting
Databases	Microsoft SQL Server 2005 and 2008, Oracle 10g
Software Tools	CGI Ratabase, DOORS, SQL Developer, HP QTP, Parasoft SOATest, EnableSoft FoxtrotOne Automation Tool, MS Office
Software Engineering Tools	Application Lifecycle Management (ALM), Team Foundation Server 2013 (TFS), IBM Rational Team Concert (RTC), Microsoft Visual Studio 2013, HP Quality Center, Version One, Sharepoint
Business Domain	Government Taxation, Insurance (Personal Lines), Banking and Finance, Retail
Functional Specialization	Retail and Core Banking, Mortgage, Loan Origination and Servicing, Enterprise Customer Management.

#### Education and Credentials:

**Bachelor of Technology** (Instrumentation, Computer Science and Electronics)  
May 1998 Madras Institute of Technology, Anna University, India.

#### Certifications:

1. **Project Management Professional (PMP)**, offered by Project Management Institute – Oct 2006 and Apr 2015  
[PMP Number: 1811474; Expiration Date: 23 April 2021]
2. **VITA (Virginia Information Technologies Agency) Certified Project Manager**  
Commonwealth Qualified Project Manager for managing Major IT Projects in the Commonwealth  
[Validity till Oct 2019]
3. **Certified Scrum Master (CSM)**, offered by Scrum Alliance – Dec 2013  
[Member: 000298895]
4. Certificate in General Insurance, offered by Insurance Institute of America – Sep 2005
5. Associate in Personal Insurance, offered by Insurance Institute of America – Jan 2005

## Employment History:

<b>Department of Social Services, Commonwealth of Virginia</b> State Government - US	Project Manager	Jul 2017 – May 2018
<b>United Services Automobile Assurance (USAA)</b> P&C Insurance Company - US	Sr. Development Product Owner	Nov 2016 – July 2017
<b>Department of Taxation, Commonwealth of Virginia</b> State Government – US	IT Technical Manager	Nov 2015 – Nov 2016
<b>Infosys Technologies Limited</b> Global IT Services - US	Senior Project Manager	Apr 2007 – Oct 2015
<b>Tata Consultancy Services</b> Global IT Services – US	Project Manager	May 2000 – Mar 2007
<b>Infosys Technologies Limited</b> Global IT Services - India	Application Analyst	May 2000 – Mar 2003
<b>Reliance Global Resources</b> Energy Sector – IT Services	Software Programmer	Jun 1998 – Apr 2000

## Project Experience:

**Note:** Included only the recent 4 completed projects.

Project	Office of Background Investigations (OBI) System Development
Employer	<b>Virginia Department of Social Services (VDSS), Richmond, VA</b>
Duration	July 2017 to May 2018
Role	<b>Project Manager</b>
Project Description	The Background Investigation System (BIS) provides the capability to maintain background application data on applicants who are applying for positions within the Commonwealth, that place the individual in contact with vulnerable groups like children, individuals who require assistance with everyday activities, and the elderly. Virginia Regulation requires the background checks for positions in Children Residential Facilities (CRF), adoptive parents approved by Child-Placing Agencies, Independent Foster Homes, Family Day Homes, Certified Pre - Schools and Religious Exempt Child Care Centers. Additionally, the scope of this project includes the procurement of a Fingerprinting service vendor. This service will significantly reduce the number of fingerprinting cards received and processed by the Office of Background Investigation staff.
Responsibilities	As a Project Manager in the Division of Information Systems (DIS), apart from <b>managing multiple small-scale projects</b> , took

	<p>the bottom-line responsibility for the successful and timely delivery of the BIS Development Project, in a fast-track mode.</p> <p><b>Liaised with the project teams and the business stakeholders</b> from the Office of Background Investigation (OBI), in order to collaborate with them to provide business values through innovative IT solutions.</p> <p>Coached the project teams to resolve conflicts, remove impediments, and meet output targets, by introducing new working models, like <b>Testing PODS</b>, that resulted in tremendous <b>improvements of Team Productivity</b>.</p> <p>Played a vital role in supporting the Management in implementing new concepts including <b>Agile Framework</b> and Team Group Forums for Knowledge sharing.</p> <p>Actively participated in Agency-level activities including hiring new talents, conducting Knowledge Sharing Sessions for Business Analysts and other team building activities.</p>
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Project	Auto Insurance Redesign (AIR) - Servicing
Employer	<b>United Services Automobile Assurance (USAA), San Antonio, TX</b>
Duration	Nov 2016 to July 2017
Role	<b>Sr. Development Product Owner</b>
Project Description	Property and Casualty (P&C) Innovation and Development team is responsible for any new development, enhancement, maintenance and support of Policy Administration System (PAS) which is the primary application for conducting all the Personal Lines of Insurance Business (Homeowners, Fire and Renters Insurance). AIR-Servicing project focuses on providing simple self-service capabilities, relevant and personalized advices to all the policy holders, via the available digital media, thereby enhancing the ability for digital members.
Responsibilities	<p>As a Product Owner, worked closely with the PAS Development Team as needed and helped them reach their highest potential, while setting the direction for the project delivery.</p> <p><b>Managed Product Backlogs for the Sprint Teams</b> and ensured the user requirements and defects are prioritized, addressed and <b>refined into actionable user stories</b>.</p> <p>Liaised with the project team and the business stakeholders, in order to define and refine the vision, scope and the value of the</p>

	<p>product deliverables to the team in a manner that sparks innovative thought.</p> <p>Coached the team to resolve conflicts, remove impediments, and meet output targets by holding daily standup meetings, participating in <b>Spring planning, Retrospectives, demos, and other Scrum related meetings.</b></p> <p>Mentored and provided guidance to other Scrum Teams to ensure that they are practicing the core agile principles of collaboration, prioritization, team accountability and visibility.</p>
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Project	Advantage Revenue (AR) /TACS/KFI Application Maintenance
Employer	<b>Department of Taxation, Commonwealth of Virginia, Richmond, VA</b>
Duration	Nov 2015 to Nov 2016
Role	<b>IT Technical Manager</b>
Project Description	<p>The main objective of this assignment is to implement the large-scale Legislative and Non-legislative Enhancements associated with the Virginia Department of Taxation's primary application, the Advantage Revenue (AR), which is also the commonwealth's taxation accounting system of record as well as Application maintenance and enhancements for TACS/KFI Systems. These enhancements include those related to Application Security Enhancements as well as Version Upgrades.</p>
Responsibilities	<p>Responsible for planning, developing, and implementing AR Application changes and version upgrades to TACS/KFI Applications, to <b>support any regulatory as well as administrative functions, to keep current with the Federal, State and other Regulatory requirements.</b></p> <p>Provided first-level end-user support for problems, reported by the users and coordinate activities of the Development Team and worked closely with Team Leads and Architects to <b>prioritize the work and assign the projects.</b></p> <p>Oversee the development, collection, signoff and maintenance of artifacts in support of the <b>tax agency's business processes</b>, to ensure proper documentation.</p> <p>Ensured the program activities operate within the policies and procedures of the <b>Commonwealth of Virginia (COVA) Standards and Guidelines.</b></p> <p>Supervise the day-to-day activities of a cross-functional team of around 15 full time employees and responsible for their</p>

professional development and semiannual performance evaluations.

Project	Implement BKFS Empower Application for Mortgage Origination
Client	<b>Sun Trust Banks, Richmond, VA</b>
Duration	Mar 2012 to Oct 2015
Role	<b>Senior IT Project Manager</b>
Project Description	The project focuses on replacing the existing Mortgage Origination system with a new Loan Origination Platform, Empower LOS, which is a vendor-hosted product. This new platform provides improved data integrity as well as security to overcome compliance challenges, while enabling a reduction in errors and improve turn-around times through efficient end-to-end loan origination processes.
Responsibilities	<p>As a Senior Project Manager, responsible for construction and maintenance of \$19 Million project plan, <b>defining project priorities with inputs from stakeholders, mitigating project risks, leveraging and cultivating project resources.</b></p> <p>Spearheaded the development of <b>technical ‘roadmap’ for strategic planning purposes</b> and <b>collaborated with multiple project teams including the vendor resources</b> from BKFS, Architects, Business SMEs and other stakeholders to ensure efficient co-ordination of the team.</p> <p>Facilitated improvement to project management processes and PMO skill growth, through sharing expertise in Software Quality Assurance and Project Management methodologies and techniques.</p> <p>Actively contributed to the client’s agile and lean community (in the form of ‘Application Testing Pods’) and also made all efforts to keep the rest of the project network aware of the agile practices</p>