**NEERAJ PANDEY, PMP**

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**Farmington Hills, Michigan**

**SUMMARY**

A senior level IS/IT professional with 24 years of IT experience and 15+ years of managing and leading US enterprise technical IT projects and off shore development in the Government, Insurance, Retail, Automotive, Manufacturing, and high tech sectors. Consistently exceeds customers (internal/external) expectations and satisfaction by applying a balance of art and science in forging long-term relationships. Believes in Leadership by example and sets higher level of customer satisfaction standards.

**RESPONSIBILITIES PROJECTS**

Project Management/Program Management New Application Development

Project technical Lead/Business Analysis eApplications / Application Upgrades

Onsite / Offshore Coordination Enhancement and Support

Development, Implementation and Support Application Interface

Production Support

Risk Management

**JOB HISTORY**

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| --- | --- | --- | --- |
| **Name of Company** | **From** | **To** | **Designation** |
| Capgemini | 09, Sep 2015 | Till Date | Manager - Projects |
| Aptech Solutions LLC | March 2009 | Sep, 08 2015 | Sr. Project Manager,  Co-promoter |
| Compuware Corporation, USA | March 2006 | October 2008 | Project Manager |
| Covansys Inc. USA | June 2000 | March 2006 | Manager |
| Tata Infotech Limited, Delhi, India | Dec 1996 | June 2000 | Associate Consultant |
| Delight Infotech Limited, Delhi, India | July 1995 | Dec 1996 | Director (Projects) |
| NIIT Limited, Delhi, India | Feb 1994 | July 1995 | Sr. Systems Executive |
| JK Technosoft, Delhi, India | April 1991 | Feb 1994 | Sr. Software Engineer |
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**EXPERIENCE**

**Capgemini (Sep 2015 till Date)**

**Technologies Used: Share Point, MS Office 2013, SciForma(Project Management Tool), Clarity**

**MS Project**

**Insurance - Farmers Insurance/ Bristol West (Independence, Ohio)**

**Duration: (September 2016 - April 2017)**

**Project Manager**

**Project: CSS Customer Mobile Web Enhancements (Endorsements)**

My responsibilities includes managing multiple projects in the area of application software development, insurance rate determination, and their related infrastructure from initiation through delivery of the work product. This project is related with the creation and enhancement of mobile website for Bristolwest.com. The new functionalities were added to upload customer documents, make changes into customer profile such as address change, insurance coverage changes, making changes in the policy, adding a vehicle or removing a vehicle. All these functionalities were provided to customer so that he can do it himself. This project was done in using Microsoft's dot net technology and java technology. My role as a project manager included the initiation of project, creation of project charter, WBS, work schedule, project plan, quality management plan, monitoring of project, change management, facilitating the requirements gathering sessions, reporting the progress of the project to the senior management, issues and risks management.

**Technologies Used: Lotus Notes, SharePoint, MS Office 2013, Primavera P6, MS Project,**

**Insurance - State Farm Insurance** (Bloomington, IL)

**Duration (Sep 2015 - Aug 2016)**

**Project Manager**

My responsibilities included managing the multiple projects in the area of application software development and their related infrastructure from initiation through delivery of the work product including budget and finances. I was managing five projects in the area of claims management, administrative services, creative services and insurance rate determination. These projects were based on various technologies related with web technologies, object oriented technologies and database technologies. My role on the project was related with scope management, budget management, change management, risk management, issues management and day to day project execution and monitoring. I was involved in risk identification, creating risk mitigation plan, defining work breakdown structure with the help of planner, creating up project schedule and monitoring the progress of the project. I am also responsible for providing weekly project status report to senior management and issues escalation.

**Aptech Solutions (March 2009 till Aug 2015)**

**Technologies Used: MS Project, SharePoint, MS Office, Primavera P6, MS Project, Enterproj, Clarity, Oracle**

**Automotive - Visteon Corporation** (Detroit, MI)

**Sr. Project Manager**

My responsibilities included managing the multiple projects in the area of application software development and their related infrastructure from initiation through delivery of the work product including budget and finances. This project was moving the existing application to cloud based, Software as a Service (SaaS) based on SOA architecture. Some of the highlights of my work is given below:

As a PMO project manager I was reporting to PMO director. My responsibilities included mentoring, managing, coaching the vendor project managers as per PMO procedures and guidelines.

I was responsible from project initiation to final delivery of the work product with specified quality standards.

I was responsible for assembling a project team, assigning and monitoring the work of team members and providing them guidance and leadership.

I created Project Plan, Risk Management Plan, and Quality Assurance plan and managed project according to the plan.

I was responsible for creating the WBS (Work Breakdown Structure) for analysts team, data modeling, DBA teams, network team, operations team, testing team, vendor management team and other teams. Also I created the project schedule by defining of the right successor, predecessors using MS Project software.

I performed the detailed risk analysis related to scope, budget, technical, organizational, environmental and financial. Based on Identified risks, I created a detailed risk mitigation plans.

I was responsible for resolving various conflicts arising due to other projects at the client location, team members, conflicts due to vendor’s scope of work etc.

I managed several SOA projects based on Agile SCRUM Methodology. I was responsible for running the SCRUM meeting, checking the velocity of the project and making sure the timely delivery of the work product or story points.

I managed vendor resources and ensured that vendors are delivering within the project scope and overall delivery plan.

I participated in reviews and presented project in Project Gate reviews. I presented the progress of the project to senior management and PMO.

**Medical claims processing system (Oct, 2013 till Nov 2014)**

This project was for the development of a web based medical claim processing system for a home healthcare and billing company. A claim processing system with different types of Oasis required by nurses, physical therapists and other healthcare professionals was built. This system was then interfaced with Medicare, and other health insurance companies to send the claims in their required format. I was responsible for the project from initiation till final implementation of the work product. Some of the major work responsibilities performed by me are listed below:

1. I was responsible for assembling a project team, assigning and monitoring the work of team members and providing them guidance and leadership.

2. I was responsible for creating the project schedule. This involved defining of the right successor, predecessors, and identifying float.

3. I was responsible for the assessment of existing application system. This required the identification of business gaps, new interface required for the technical development and development of test strategies.

4. I created Project Plan, Risk Management Plan, and Quality Assurance plan and managed project according to the plan.

5. Worked with software quality management group to implement quality procedures in the project process.

6. I performed the detailed risk analysis related to scope, budget, technical, organizational, technical and financial. Based on Identified risks, I created risk mitigation plans.

7. I was responsible for resolving various conflicts arising due to other projects at the client location, team members, conflicts due to vendor’s scope of work etc.

8. I was responsible for, to effectively apply approved methodology and enforce project standards as per company process.

**New Market Research India (July, 2011 till Aug 2013)**

As part of new business development and new market identification I was responsible for new project estimation, solution architecture for new upcoming projects, response to RFP and new business development. The project included development of market research questionnaire, prototype of work product, and implementation of sample prototype at client locations to collect the sample data and perform various analyses.

This included a detailed Risk analysis and Risk mitigation plan development. I spent significant time in studying political, social, business and cultural environments to make new investments in products and services development. This included the detailed risk analysis, quantification of risks into dollar values and development of risk mitigation plans. As a part of setting up an office branch to help support some of the operations, I also studied various government policies in the field of IT services export.

**Senior Project Manager at NYS Department of Labor PMO (Albany, NY) (March 2010, March 2011)**

During this time, I managed several mid to large size projects at New York state department of labor PMO.

1. I created Project Plan, Risk Management Plan, and Quality Assurance plan and managed project according to the plan.

2. I created project budget for each phase of the project based on predefined resource rates. A detailed project plan and project budget was created.

3. I was responsible for the project from project initiation, scope definition to the delivery of final work product.

4. I was responsible for assembling a project team, assigning and monitoring the work of team members and providing them guidance and leadership.

5. I managed project finances based on project budget and actual spending on the project.

6. I managed several SOA projects based on Agile SCRUM Methodology. I was responsible for running the SCRUM meeting, checking the velocity of the project and making sure the timely delivery of the work product or story points.

7. I managed resources with respect to vendors and ensured that vendors are delivering within the project scope and overall delivery plan.

8. I managed multiple ongoing projects. Presented the progress of the project to senior management and PMO.

9. I managed several new strategic project related with new technology evaluation and its implementation across NYSDOL.

10. I mentored project leads for best project management processes and helped them to successfully implement projects.

11. I periodically reviewed project progress with respect to project budget, work completed and issues with project team, senior management and CIO.

12. I resolved the conflicts arising due of other projects going on, among the team members and between the various departments and vendors.

**Compuware Corporation (March 2006 to Oct 2008)**

**Automotive - Visteon Corporation** (Detroit, MI)

(April 2006 – July 2008)

**Technical Lead/ Project Manager**

**Technologies Used: Java, JSP, Oracle 9i, Oracle ERP applications, Informatica, MS SQL Server, ASP, Visual C++, Weblogic 8.x, Primavera, MS Project, PVCS, MS Office**

Conducted the User interviews to collect the business requirements. Translated those business requirements and created the Software Requirement Specifications using Use Cases and other Analysis tools with help of UML. Analyzed business applications involving Production management, Data Warehousing and Finance.

Created the Solution Architecture using the Data Modeling, Star Schema and other tools and techniques. Also created the program specifications according to the Architecture for the programmers to write the code.

Created Project Plan, Risk Management Plan, and Quality Assurance plan and managed project according to the plan.

Evaluated COTS application for shipping management and integrated that application with customized developed software.

Performed FIT-GAP analysis for ERP applications. Developed the specifications required for the Gaps identified during the analysis. Customization routine and interface programs were then developed by the project team.

Managed multiple ongoing projects. Presented the progress of the project to senior management and PMO.

Resolved the conflicts arising due of other projects going on, among the team members and between the various departments and vendors.

Developed Plans for Phased Rollouts, developed strategy for migrating and converting historical data.

**Industry:** Automotive - General Motors Corporation

**Duration**: 10 Months

**Position:** Project Manager

**Environment:** Oracle Applications 11i

**Tools:** Oracle Configurator Developer, MS Project, Toad 7

o Planned, executed, monitored and controlled project to implement Oracle Configurator for General Motor’s Marketing Division and integrated it with Oracle Application’s Order Management

o Created the vehicle configuration in Oracle Configurator and integrated it with the Order Management application

o Estimated new projects coming in the area of Oracle Configurator

**Industry:** Federal Government - GTSI Corp.

**Duration**: 4 ½ Years

**Position:** Program Manager

**Environment:** Sun Solaris, HP Servers, HPUX

**Tools:** Oracle 7.3, Oracle9i, MS Project, MS Office, Clippership

o Managed implementation and enhancements of a software package JIT (Just in Time) an ERP product and its integration with other software products

o Managed a program of implementation, enhancements and maintenance projects.

o Analyzed business applications, designed the solution.

o Integrated JIT with Clippership (A Shipping product) application

o Created project plans: Configuration Management plans, Quality Management plans and Resource Management plans, Risk Management Plan

o Executed, monitored and controlled projects according to plan, presented progress to senior management

**Industry:** Retail – Sahara India Products Division

**Duration**: 13 Months

**Position:** Project Manager

**Environment:** Sun Solaris, BaaN ERP,

**Tools:** BaaN, PowerBuilder, Oracle8, MS Project, MS Office

o Managed a project for Sahara India Products Division to integrate Baan ERP software encompassing Procurement Planning, Purchasing, Warehouse Management, Inventory Management, Sales Control and Finance

o Implemented Baan ERP in 2 corporate offices, 9 zones and 240 sectors attached to a warehouse and 856 branches

o Customized software for the sectors to cover Sales Order, Inventory, Bar Code interface, Sales return etc.

o Integrated systems services including hardware sizing, network design and other software and training needs analysis

o Created the Project plan: Configuration Management plan, Quality Management plan, Resource Management plan, Risk Identification and Management plan

o Communicated project status to a project steering committee

**Industry:** State Government – State of New Hampshire

**Duration**: 12 Months

**Position:** Project Manager

**Environment:** Sun Solaris, Sun Servers, HP servers HP-UX

**Tools:** Oracle 7.3, PowerBuilder6, MS Project, MS Office

o Gathered user requirements and analyzed the existing NH-ACTS system that was developed in client/server architecture using Oracle 7.3 as back end and PowerBuilder 6.0 as a front end under UNIX and Windows NT with TCP/IP environment

o Defined the high level design of the application, including various functional modules like Employer Registration, Tax Rate Determination, Accounting, System Administration, System Security, Reports, Case Management and Correspondence

o Developed the project plan: Configuration Management plan, quality management plan, Resource Management plan, Risk Register and Risk Management plan

o Coordinated, reviewed, and reported project progress

o Scheduled and monitored project progress using MS Project

o Provided technical guidance to team members during the coding and testing phase

**Industry:** Insurance – Scottish Life Assurance Company UK

**Duration**: 14 Months

**Position:** Project Manager

**Environment:** Unisys A series,

**Tools:** DATESEARCH, INV2000, Cobol, MS Project, MS Office, CANDE, MS Word, MS Excel

o Managed an offshore Y2K Impact Assessment and Renovation Project to analyze COBOL applications, to assess the Year 2000 impact and devise a strategy for renovation

o Re-mediated the programs during the renovation phase making them year 2000 compliant

o Planned, monitored, controlled, coordinated, reviewed and reported project progress

o Developed a mechanism to test the application

**Industry:** Manufacturing – Parerhat Steels Limited

**Duration**: 16 Months

**Position:** Project Manager

**Environment:** Sun Solaris, PCs, TCP/IP, Windows 95

**Tools:** Oracle 7.1, PowerBuilder 4.0, MS Project

o Managed a project to convert legacy COBOL and dBase systems to a client server environment

o Planned, executed, monitored, controlled, coordinated, reviewed, and reported project progress

o Modeled data during the system design phase

**Industry:** Automotive – P.T. Astra Diahatsu Sales Operation, Indonesia

**Duration**: 7 Months

**Position:** System Analyst

**Environment:** Unix Servers

**Tools:** PowerBuilder 3.0, Oracle, System Architect as Case tool

o Developed a manufacturing system for Daihatsu that computerized the activities of the Press Plant, Stamping Plant, Assembling Plant and Painting Plant while monitoring projections using ‘Just in time’ techniques

o Prepared an information flow and a process model for the new system

o Developed a client/server system using Oracle 7.1 as the backend server and PowerBuilder 3.0 as the front-end tool

o Used the System Architect case tool during the analysis and design phase

o Designed the system

o Developed program modules and system tested specifications for the system

**Industry:** Automotive – P.T. Astra International Honda Sales Operation, Indonesia

**Duration**: 11 Months

**Position:** System Analyst

**Environment:** Unix Servers

**Tools:** Progress, Progress 6.X

o Conducted system analysis for a project to provide client/server based analytical reports from the Cobol based applications supporting: Technical Services, Parts Inventory, Marketing, Tax and Logistics

o Developed program specifications in the form of structure charts

o Reviewed the code, performed tests, implemented quality standards and coordinated the project

**Industry:** Manufacturing – OBEETEE Limited

**Duration**: 18 Months

**Position:** System Analyst

**Environment:** Unix Servers

**Tools:** Oracle 6.0, Oracle Forms, Oracle Reports

o Studied and reverse engineered legacy COBOL programs as a basis to develop the model for: New Weavers’ Accounting, Sales and Dispatch, Yarn Warehouse Inventory, Finished Goods Carpet Warehouse Inventory, Engineering Stores, Financial Accounting, Costing, Payroll and Personnel systems

o Wrote program specifications, reviewed code, performed tests, and implemented quality standards

**Industry:** Manufacturing – JK Cement Works

**Duration**: 12 Months

**Position:** System Analyst

**Environment:** Unix Servers

**Tools:** Oracle 5.0

o Wrote program specifications and performed tests

o Acceptance tested, and coordinated the on-site team for a comprehensive business system including Inventory, Purchase, Maintenance Management and Stock Accounting

**SOFTWARE PROFICIENCIES**

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| --- | --- |
| **Project Management Tools** | MS-Project, TeamPlay, Project Primavera P6, Enterproj |
| **Configuration Management Tools** | SharePoint, VSS 6.x, PVCS 8.x |
| **Quality Models** | SEI-CMM, ISO-9001 |
| **RDBMS / DBMS** | Oracle8.x, 9i, 10g,, My SQL, MS Access |
| **ETL Tool** | Informatica 7.1.2 |
| **Data Modeling Tool** | Erwin 6.x |
| **Modeling Techniques** | SSAD, UML (RationalRose2000) |
| **GUI** | Oracle Developer 2000, Power Builder 6.0 |
| **Application / Web Servers** | Weblogic Enterprise Server 5.0 / 5.1, Tomcat 5.x and Tomcat 6.x |
| **General Tools** | SQL\*Loader, Import/Export, Toad, PL/SQL Developer, Visio, MS Office including Word, Excel, PowerPoint and Access, Rational Requisite Pro 4.0 and Turbo Analyst, MS SQL Server , Java, JSP, Tomcat6,  Oracle 11i Order Management, Oracle Configurator Developer, Oracle JIT |

**EDUCATION AND CERTIFICATIONS**

**Certified PMP**

**B.E** (Computer Science), University of Amravati, India 1990