**Professional Summary**

* Dynamic Project Manager managing multiple projects/programs in diverse technologies with **18+ years** of IT experience combined with functional knowledge in **Insurance, Banking/Finance & Healthcare industry.**
* **Core Competencies:**

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| * **Project/Program Management(SDLC/Agile)** | * **Business Requirements Analysis** |
| * **Managed Services Model (ITIL v3)** | * **Data Analytics & BI Reporting** |
| * **Application Solutions Architecture & Design** | * **Production Support& Infrastructure Management** |
| * **Vendor & Stakeholder Management** | * **Build, Configuration & Release Management** |

* Functional experience in Insurance (**Life, GI, Annuities, P&C**); Banking (**Capital Markets/Investments**) and Healthcare/Pharmacy (**Claims Processing/Benefits**) domains.
* Demonstrated successful **Project/Program Management experience** in planning & executing Enterprise-level Transformation programs by aligning the PMO initiatives with the Strategic goals of the Organization.
* Well versed in various methodologies such as **SDLC (Waterfall), Agile (Scrum)** and Hybrid models.
* Real-time Experience in implementing medium to large-scale Projects & Programs involving global resources with a budget range from **$100K to $5M** using a structured delivery framework.
* Core expertise in Applications Development, Support & Maintenance (ITSM) involving Java/J2EE and Microsoft .NET based Technology platforms along with tools like **Remedy & ServiceNow**.
* Gradually gained more than **12 years of Insurance Industry domain experience** by working in various LOBs - viz. Individual & Institutional Life Insurance; Property & Casualty and Investments Management division.
* Gained adequate experience by working in **Data Warehouse & Data Migration Projects** using Informatica & IBM-Netezza and also in Data Analytics/Reporting using various BI tools like Cognos, QlikView, etc.
* Hands-on experience in working with Business, IT groups & 3rd party integration work streams to translate Business requirements into IT functions. Also, participated in the design, evaluation and selection of Enterprise Data warehousing solutions to define ETL processes, mappings & workflows using Informatica Power Center.
* Successfully delivered **PMO activities in End-to-End Projects/Programs** by preparing various artifacts - viz. Charter document, Project Plan, Requirements Specification, Design document, Governance & Status reports, SLA Metrics on CPIs & KPIs; RACI Matrix, CAB Reports, RAID logs, Budget/Forecast/TCO documents, etc.
* Cohesively collaborated with outside vendors & diverse teams (AD, PM, Biz, QA, PTG & other technical teams).
* Managed **Enterprise-wide Transformational/Migration Projects** to improve Application Stability in Production by implementing End-to-End Support Model & Validation through **Table Top testing techniques**.
* Demonstrated successful application of Service Oriented Architecture (**SOA**) design principles by integrating enterprise-wide systems for seamless data exchange between internal/external applications.
* Expertise in Object Oriented Analysis & Design (OOAD) based on Unified Modeling Language (UML).
* Strong knowledge of Java/J2EE design patterns such as Session Facade, Singleton, Front Controller, Command, Business Delegate & Data Access Objects (DAO), Factory/Abstract Factory, Adapter, Decorator etc.
* Involved in Process Optimization, Reverse Engineering, SOX Compliance, Automation & BCP activities.
* Experience in **End-to-End test planning & execution** which involves Smoke Testing, ST, SIT, UAT, and PT.
* Expertise in People Management, Team-building, Co-ordination, Innovation and Techno-Functional skills.

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| **Technical Skills** | |
| Project Mgmt. Methodologies: | SDLC(Waterfall), Agile (Scrum) |
| Project Mgmt. Tools: | MS Project 2013, Project Server, Clarity PPM, VPMi(Cloud) |
| Web Technologies: | Java EE 6 - JSP, EJB, JDBC, XML, MS.NET, JavaScript, Spring3.2, Struts1.2 |
| Emerging Frameworks/ Tools: | SOA, Webservices (SOAP/REST), MQ Series, Ajax, LDAP, Crystal Reports 11.5, JIRA, CRM/SFDC, MS Dynamics, Guidewire,Remedy7.5,ServiceNow |
| Programming Languages & OS: | Java(JDK 1.6), VC++, Visual Basic, Power Builder 6.5; Windows,UNIX/AIX |
| Web/Application Servers: | IBM WebSphere6.1, Weblogic, MS IIS, Apache Tomcat |
| Database Tools: | Oracle 11g, MSSQLServer 2012, MS-Access, IBM-Netezza, Aginity, MySQL |
| ETL/BI Tools: | DataJunction, Informatica – PowerCenter, Cognos,QlikView, MS PowerBI |
| Use Case & Profiling Tools: | MS Visio, Rational UML, ProfileSQL |
| Productivity & Collaborative Tools: | MS Word, Excel, Power Point, Outlook, SharePoint, VersionOne |

**Currently Employed as: Senior Manager, Trianz Inc. (since Aug 2015)**

**Client: Chubb Insurance, Delaware, USA**

* **Role: Project Manager / Data Analyst – Agency Management Metrics (AMM) Jun 2017 – till date**

Agency Management Metrics (AMM) project is a robust, unified, comprehensive data & analytics solution framework designed for Chubb insurance to maintain & leverage their Agency Business Channel globally spread across 50+ countries within various Divisions - viz. A&H (Accident & Health), P&C (Property & Casualty) and PL (Personal Lines). AMM provides centralized reporting dashboards with nearly 34 valuable metrics which allows Chubb Business & Sr. Leadership team the ability to monitor critical sales and performance of Agencies.

**Key Achievements**

* Coordinated with Business to identify nearly 34 metrics and also devised the formulae for metric calculation.
* Worked closely with the Application development team & technical architecture group to design/develop the front-end reporting screens and also the IBM-Netezza based database to store Agency & Policy data.
* Leveraged multiple internal and external data sources to analyze Quotes/Policy data usage, review trends to identify gaps, and work with relevant business teams to research & resolve any data issues.
* Properly escalated and provided relevant data-driven facts related to issues that had negative impact on business performance by calculating key metric like Agency Penetration Ratio to drive business decisions.
* Independently executed data collection, cleansing, transformation and uploading activities during the project to support exploration and problem solving tasks for the team.
* Designed & created integration adaptors with PolicyCenter module to obtain core policy information in order to calculate the metrics and determine the Agency Performance for P&C LOB.
* As part of ETL processing, validated the back-end data generated by PolicyCenter & MS Dynamics(CRM) that flows into the Premium & Claims Warehouse(PCW) which had data from various different transactions like Quotes, Submission, Policy Change, Cancellation, Rewrite, Renewal, Reinstate, etc.
* Diligently followed Agile/SCRUM ceremonies viz. story grooming, sprint planning, sprint retrospective, daily standups, review product backlog, etc.
* Developed key reports & dashboard views using Microsoft Power BI to accelerate business insight and bring attention to situations that required key management decisions. Assisted the team to resolve technical issues.
* As part of PM role, performed overall Project Management activities and also duly prepared & submitted weekly/monthly status reports to the PMO group.

**Client: NewYork Life Insurance (NYL) – Investments Management, USA**

* **Program Manager – ASM/QM Program Aug 2015 – May 2017**

ASM is an important strategic program designed for NYLIM to consolidate & centralize the IT Operations of Application Maintenance and optimize delivery performance across all of their Portfolios (viz. Investments, Marketing & Distribution Channels, Annuities, Guaranteed Products, etc.). The primary focus of this program is to encompass operational efficiency, application stability, cost reduction and process efficiency of the IT applications.

**Key Achievements**

* As a Project/Program Manager for the NYLIM – ASM/QM Program, contributed to the huge success of Transition activities of 130+ applications to the Trianz-ASM/QM team as part of Managed Services Model.
* Cohesively collaborated with nearly 13 different teams for each Application Cluster to define & implement various process initiatives and standard IT Governance structure as part of this ASM/QM transition program.
* Created MS Project Plan (MPP) with nearly 4000+ tasks and maintained/tracked it to address all contractual commitments & deliverables along with client as part of this ASM/QM program.
* Developed Daily Trackers & Readiness Scorecards to track, monitor all expected outcomes across various Transition phases and also tracked the Exit Criteria for each phase of the project.
* Periodically created & maintained RAID (Risks, Action, Issues & Decisions) logs in MS-SharePoint.
* Prepared Weekly Status reports, decks/metrics/dashboards, Minutes, etc. for Management review. Also, contributed in developing - Kick-off meeting ppt, Requirements Traceability, Phase Gate artifacts, etc.
* Worked closely with NYL Management to implement the uniform Transition Service process as part of the ASM/QM – Transformation Initiative, thereby created opportunities to form small bubble teams focused specifically on new enhancement Transition activities and then later get merged with the Steady State teams.
* Helped the teams to comply with the defined SLAs and guided them to calculate the various CPIs & KPIs.

**Project Manager - Cognizant Technology Solutions US Corp (Aug 2003 to Aug2015)**

**Client: Healthfirst (HF), New York, USA – Health Insurance Industry**

* **Project Manager – CRM Migration/Digital Marketing Mar 2015 – Aug 2015**

Healthfirst is a provider-sponsored health insurance company that offers top-quality Medicaid, Medicare Advantage, Child Health Plus (CHP), Managed Long Term Care, Exclusive Provider Organization (EPO) plans and commercial products offered on the New York State of Health (Exchange).

**Key Achievements**

* Participated in the roadmap planning for the development applications within the Clinical & Delivery System Engagement domain focusing on Provider Engagement.
* Managed Agile/SCRUM based app development project for Member & Provider Portal to maintain provider lifecycle management, member profile & insurance plan/benefits, provider network management, etc.
* Partnered with the Business, Enterprise Project Management Office (EPMO), IT & QA teams to ensure project needs are clearly understood and the technology solution meets the goals set by Leadership team.
* Successfully completed the Saleslogix CRM upgrade & data migration activities to improve Customer Engagement features, thereby increase Enrollment activities and facilitate Campaign Management.
* Organized and facilitated Agile and Scrum meetings, which included Sprint Planning, Daily Scrums or Standups, Sprint Check-In, Sprint Review & Retrospective.
* Gained operational knowledge on hospital, managed care, government or other healthcare agency services.

**Client: Express Scripts Inc. (ESI), USA – Healthcare/Pharmacy Industry**

* **Project Manager(Benefits) - Production Support Organization(PSO) Jul 2014 – Feb 2015**

**Key Achievements**

* Efficiently led the entire Benefits team within PSO to perform the defined IMT (Issue Management) Process right from - Issues/Incidents Logging, Triaging, Task Assignment, Issue Resolution, Periodic Status update, Coordination with various teams, Fix Validation & documentation and Post Warranty Support.
* For the critical & financially impacted Incident Tickets, worked closely with the Service Reliability team and performed RCA (Root Cause Analysis), Remediation & Preventative measures by utilizing the **RSAM - GRC** (**Governance, Risk & Compliance**) Management tool.
* As part of Vendor Management activities, was responsible in the successful onboarding and transition of the AGL (Automated Group Load) - SWAT team support activities from other vendors to Cognizant resources.
* Interacted with Business Users & Product Owners and accordingly executed the periodic Application enhancements for BA (Benefits Administrator) & CBM (Client Benefits Management) applications using Scrum.
* Prepared Proposals, SOWs, and New Initiatives related decks/reports/dashboards for CREs, CIOs, etc.

**Client: MetLife Insurance, USA (10 years from May 2004 to Jun 2014 in multiple projects)**

* **Project Manager – PM Metrics & Reporting Jan 2014 – Jun 2014**

Production Management (PM) Metrics & Reporting project is the centralized Data Warehouse across all LOBs (viz. **Individual Business, Institutional & Property/Casualty-P&C insurance**). Generates comprehensive suite of reports to track 10 metrics viz. Abends, Topaz availability, Response time, Tickets, costs and Change Type.

**Key Achievements**

* Coordinated with external business partners and internal business groups of MetLife to collect the Business requirements and for Production Issue resolution.
* Organized the MetLife internal metrics data and also the creation of Cognos reports for Senior Management.
* Helped the team to create SSIS Packages using Execute SQL Task, Execute Package Task, Process task, Script task, Data Flow Task, Data conversion, derived column, Lookup, multicast, OLE DB commands etc.
* Responsible to create Weekly/Monthly Manual reports which were not automated and circulated to MetLife’s Management to analyze the organizational data.
* Executed all PM tasks – viz. identified and managed all project risks & issues and also escalation/change control process for the project. Negotiated with Biz & IT for implementing it within time, budget & scope.
* Consulted with the PMO group periodically on Project progress, status, issues, reports, etc.
* **Program Manager(Operational Services) - Production Management Jan 2011 – Dec 2013**

Production Management (PM) is part of MetLife's IT initiative to improve the Maintenance & Support capabilities of the applications across all LOBs (viz. **Individual Business, Institutional & Property/Casualty-P&C insurance**).

**Key Achievements**

* Instrumental in the gradual increase of the team-size & revenue for the account from 1 person to 55+ onsite/offshore resources with a recurring revenue of $5M annually.
* Helped both MetLife & Cognizant Senior Management to maintain an optimal ratio of 15/85 for Onshore/Offshore resources by suggesting ways to improve on Productivity/Efficiency through Lean Principles and also by implementing Process Standards & Automation, Operational Metrics/SLAs/OLAs, etc.
* Worked extensively with various MetLife Business Area Managers(viz. **BrokerDealer, Claims Admin/ UnderWriting Process, RetirementProducts**, etc.) for implementing Production Mgmt. goals of offshoring all application maintenance by articulating the synergized IT/Biz operations, Value-adds & Cost benefit, etc.
* As part of Annuities LOB, managed the **Annuity Product Wizard (APW)** and **Annuity.Met** Projects, working closely with the Business group to define & implement various processing rules when the contract moves into Accumulation & Payout periods under **Fixed/Variable Annuity**.
* Managed all Technology/EIOB – Hardware & Software upgrade projects/programs (viz. Oracle, MSSQL, HSR Server Refresh, VB.Net, Websphere Application Server-WAS upgrades, etc.) for 231+ applications within PM.
* Prepared Program Management(PMO) artifacts(Charter, Project Plan, Governance Model, Stakeholders list, Financial Mgmt., RACI Matrix, Communications/Deployments/BCP/Disaster Recovery Plans, RAID Log, etc.)
* Implemented the Application Checkout Automation Process thru Topaz-BAC & QTP tools for 189 applications which reduced nearly **75%** manual effort thereby resulted in significant cost savings to MetLife.
* As part of End of License (**EOL**) compliance for H/w & S/w components, worked with various external vendors of MetLife like IBM, Oracle, CA, etc.
* Executed ISLA cost reduction program for H/w & S/w infrastructure & thereby re-claimed **$1.1M** savings for MetLife through Server decommissions, Unused License Cost, Capacity Reduction & Virtualization, etc.
* Worked closely with consultants from McKinsey & Co as part of Lean SixSigma Transformation initiative and helped MetLife to achieve 15% resource optimization across Production Management Organization.
* **Project Manager(Problem Management & CSI-Continual Service Improvements) Jul 2008 – Dec 2010**

**Key Achievements**

* Prioritization & Remediation of open Problems & drove it to closure by – Root-cause Analysis (RCA), Preventive action plans for service time restore and refined the Ticket Dispatching process.
* Guided the team to analyze these reports and implemented various optimization techniques – viz. database SQL tuning, introducing/altering indexes, data caching, etc. and realized ISLA savings of **$0.9M**.
* Process Improvement – Contributed to the design & development of utility tools namely – PUT (Production Update Tool), DART, Workflow, etc. using VB.net to make organized data changes in Production environment. This project followed **Agile (SCRUM)** Project execution methodology utilizing Microsoft.Net Platform.
* **Project Manager – IB Security & Entitlements May 2004 – Jun 2008**

IBSE (Individual Business Security & Entitlements) provides Authentication & Authorization services to many of the MetLife Enterprise-wide applications by maintaining the User Profile Information, User Entitlements and their Security details. It hosts a huge set of SOAP-based Web Services for client applications to plug-in.

**Key Achievements**

* Managed entire SDLC cycle viz. Inception, Planning, Design, Build, Test, Deploy, Post Production support, etc.
* Prepared PMO documents (Kick-off decks, WSR, Project Plan, PMR, MOMs, Requirements Traceability, etc.)
* Designed & implemented the Data Masking techniques to store/transmit UserProfile Security Information.
* Instrumental in the design of the core SOA - Web Services Architecture, its Workflow and UI Look & Feel.
* Defined specifications for Encryption standards & Digital Signatures for Single Sign-On feature.

**Client: Mellon Financial Corporation (currently BNY Mellon), USA**

* **Project Lead – AFCO Core Migration Aug 2003 – Apr 2004**
* As a Project Lead, was instrumental in the successful development of Sales Program Modules through many phases of the project from Requirements gathering, Analysis, Design, Coding and Testing.
* Actively participated in designing the project Architecture with multi-tiers & distributed technologies.
* Requirements Traceability – Use Case Vs Design Solutions Vs Test Case Mapping.

**Sr. Software Engineer – Pinnacle Info Solutions - Jan 2001 to Aug 2003**

* **Team Lead – Data Sourcing Migration(DSM) Jan - Aug 2003**

**Key Achievements Client: Lehman Brothers Inc., USA**

* Handled the entire migration process of the existing DMS data feed using DataJunction ETL Tool.
* Using DataJunction – Map Designer utility performed the data transformation processes such as data scrubbing, filtering, enrichment and map definitions of fields in the tables.
* Developed stored procedures & Java programs appropriately, for applying the required business logic during the transformation processes of the feed data by providing interfaces to execute from within the ETL Tool.
* **Team Lead – Pervagus Mobile Framework (14 months) Client: Pervagus Mobile Technologies, USA**
* **Senior Developer – Firm Risk Management (5 months) Client: Lehman Brothers, USA**
* **Senior Developer – Web Portal (5 months) Client: G.O.D. Inc. (Guaranteed On-time Delivery), USA**

**Hofincons Infotech (HIISL) – Developer – Jul 1999 to Dec 2000**

**ACSYS Software Ltd. – Programmer/Analyst – Jan to Jun 1999**

**Certifications:**

* AWS(Amazon Web Services) Business Professional Certification during June 2016
* *PMP Training* completed and currently undergoing PMP Certification Program
* *Situational Leadership* through BRODY Professional Development Institute
* *Agile Program for Developers & Project Managers* through Cognizant Academy

**Educational Qualifications:**

* Master of Computer Applications (MCA equivalent to MS-Computer Science degree in US) - 1995 - 1998
* Bachelor of Science (Mathematics) - 1992 – 1995 – University of Madras, Chennai, India.