**Lakshmi K**

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**Overview**

Experienced Engineering Project manager well-versed in managing complex multimillion dollar engineering projects throughout the US, Malaysia and Europe, analysing and mitigating risks, and finding cost-effective solutions to complete projects on time and within budget. **PMP- Certified Project Manager with 14 years** ofcomprehensive **Project Management** and **Program Management** experience in **Software Development** and **IT infrastructure platforms**. Managed software and web application development, system integration, and platform migration projects through the **full SDLC** from requirements gathering and analysis to deployment and post-deployment support. **Supply chain management, healthcare**, **Oil and Gas** and **IT industrial** experience. Expertise in managing technical staff, offshore resources and coordinating development activities with cross functional teams. Supported multiple business units. Travelled extensively to provide field and customer support, and acted as a liaison to executive management. Outstanding communication, facilitation and negotiating skills.

* **Managed/participated in several Custom Software Implementations, large complex projects in multi-tier environments in integration of cross functional, distributed environment, process automation, enterprise and E-Commerce applications.**
* **Web Applications Design utilizing various technologies such as VB.Net, ASP.Net, Cold Fusion 8, Cold Fusion Report Builder,** **Microsoft Visio, Crystal Reports XI, MS SQL Server, and Oracle.**
* **Skilled in managing full System Development Life-cycle (SDLC) projects, Global implementations, Multiple initiatives, engaging client participation, managing Vendor Relationships, leading & managing diverse, On-site and Off-site team members and meeting project objectives.**

**Core competencies**

* Requirement definition & analysis.
* Resource pool administration.
* Risk assessment and mitigation.
* Project scheduling
* Team building and leadership
* Project budgeting & cost control.
* Quality assurance
* Experience in IT, Corporate finance.
* Agile Project Management / Scrum master methodologies.

**Education**

**Bachelor of Science in Computer Science - 2002**

**Certifications**

**PMP Certified** (Project Management Professional) - **2008**

**CCA** (Citrix Certified Administrator) - **2007**

**MCSE** (Microsoft Certified System Engineer) - **2003**

**CCNA** (Cisco Certified Network Associate) - **2003**

**Projects**

**Client: NJ Office of Information Technology, New Jersey**

**Role: Sr. Project Manager**

**Duration: March 2017 – April 2018**

**Key Responsibilities:**

Responsible to manage multiple migration and/or service delivery improvement projects. Act as a liaison between clients, vendors, state staff and executive management.

Develop Charter, requirements, budgets, schedules and other project management documentation for information technology projects. Oversee all phases of projects, from pre-project analysis to implementation. Ensure project is completed on time, budget and within the scope identified in the Charter. Follow project management best practices for all phases of the project. Risk and Issues Management. Apply Traditional and/or Iterative project management practices, depending on the project.

**AD migrations and consolidations**

Accomplishments:-  
• Introduced Quality checklists for Server Builds.  
• Introduced Process Map for Project initiation to service Acceptance.   
• Introduced Automated portal for New Project request , Project Reporting , MOMs   
• Introduced automated resource pooling for Fast tracking and Crashing the schedules   
• Successfully Handled Core infrastructure , New AD setup and AD migration project,   
• Created basic WBS structure and Estimate Template for common type of projects.  
• Introduced service acceptance Checklist and processes.  
• Introduced capacity checklist to avoid scope creeps  
• Developed Quote models, Cost plans, Cost baselines  
• Handled Preparation of SOW (Contract writing, Re-writing, Contract extension)  
• Developed Knowledge transfer process to Support teams

**Identity & Access Management**

Accomplishments:-

Microsoft Vendor with NJOIT to help discover the ease of IT Automation in the Active Directory. Applications like Identity Management, Single Sign On and End User Password Resets are all tools that help end users increase productivity, reduce help desk tickets and minimize security threats from outgoing employees.   
Engagement is with all levels of management within an organization from system admins to C level executives.

**Client: AIG, Berkley Heights, New Jersey.**

**Role: Project Manager**

**Duration: Feb 2016 – Jan 2017**

**Key Responsibilities:**

Role: Managed onsite the initiation and requirements phases of a $16M technology transformation project to consolidate 20+ systems across 5 BUs in Callidus Producer/Comp product.

Highlights:

* Worked with senior management team in planning project budget, schedule, and change requests
* Worked with business to resolve conflicts in the project team and manage the dependencies and critical path
* Shifted between agile and waterfall approaches depending on project and client goals developing full-scale project plan, project roadmap, and work breakdown structures**.**
* Managed Multiple Projects simultaneously, (For Example. Win 7 Upgrade, IE 9 to IE 11 Upgrade, Active Directory Migration) Special Assignments and other Priorities.
* Adjusted work accordingly to meet the target deadlines.
* Created Data Model Diagram using **Microsoft Visio**
* Lead cross-functional team members assigned during the duration of a project to ensure timely completion of project deliverable.
* Coordinated with IT and business sponsors on business case development and cost/ benefit analysis.
* Ensured that the Project sponsors expectations were translated in to clear defined scope.
* Responsible for end-to-end coordination, ensured the requirements, needs, goals and expectations of the functional stakeholders were met.
* Evaluated all options available and identified the pros and cons of each option as they relate to system processing, time and cost and recommend the best possible solutions and estimates.
* Worked with Business units to complete all the requirements gathering exercises for assigned projects and produced Business requirements definition document or Feasibility analysis where necessary.
* Worked with project team members and identified sequence, estimated project related activities and produced the required project management schedule.
* Worked with IT/QA, business owners and project team members to ensure test plans and test cases were comprehensive.
* Created risk Management plan to identify, analyze, monitor and respond to risks associated with the project to ensure ability to achieve expected outcomes, on time and on budget.
* Developed reporting documentation (Monthly Status Reports etc.) so that all administrative coordination points between cross functional departments and projects are informed / updated regularly.
* Communicated project status to team, business owners and executive leadership as appropriate throughout the duration of assigned projects and through post implementation.
* Involved with desktop virtualization deployment for multiple business units under a CITRIX environment.
* Coordinate full scale Xenapp / Xendesktop deployment for Citrix 6.5 and Win7 migrations for US, Canada, Latin America and Malaysia. Also involved with Major BCP infrastructure efforts for US and Canada.
* Responsible for co-coordinating infrastructure changes, major drive and file share migrations, environmental analysis, and business unit communication and liaise between offshore and onshore teams.
* Track changes to user profiles and desktop/drive details using Active Directory lookups and provision users with the right desktop virtualization end solutions.
* Work with Citrix admin team to trouble shoot Xenapp issues related to performance and latency issues.
* Adhere to high quality standards and meet customer expectations.
* Responsible for tracking key project milestones, adjusting project plans and resources to meet the needs of customers.
* Possess extensive knowledge and expertise in the use of project management methodologies, tools, and change management techniques.
* Expert knowledge with MS Project, PowerPoint and Excel.

**Client: Vodafone Hutchison, Sydney and London**

**Role: Project Manager**

**Duration: January 2014 - April 2016**

**Key Responsibilities:**

As a senior project Manager involved in J2EE based project's execution and management using agile methodology. Involved in J2EE application development by providing design solutions and implementation strategy and tools propagation. Provides pre-sales solution proposals.

* Ensured Project managers are following PMP and waterfall Methodology
* Agile Project Management using scrum master and Iterative and incremental methodologies.
* Planned department’s strategy as a part of the whole company
* System design and application feedback
* Created human resources management plan to ensure efficient use of human resources
* Created Risk management plan including risk analysis and Risk management
* .Net Applications development to replace existing VB6 application currently utilized in all SCDMV field offices.
* Creating**Team Projects**using**Visual Studio Team System**and**Team Explorer.**
* Driving the development and issuance of RFx, selections of Vendors, System Integrator and state-of-the-art solutions in the areas of OSS/BSS.
* Implement the strategic Big Data Platform for Client by building the use cases defined in the scope using Big Insight (Hadoop, and the supporting applications).
* Managed large, cross-organizational projects as Change Manager within Big Data group, time-critical, global in nature, and acute visibility to external Customers with financial stake.
* Project valued at USD 4M with 13 resources.
* Requirements collection and senior stakeholders’ management
* Led kick off meetings
* Ensured good communication flow between team members and stakeholders on project/Program level
* I also serve as an IVR User Interface Design Consultant, helping customer's optimize their IVR solutions.
* Managed regular and periodical project meetings to track progress against plan
* Coordinated with the account manager to ensure closure According to time and budget for customer satisfaction
* Defined appropriate KPIs and metrics to keep the project within scope and quality
* Prepared and sent project progress reports to stakeholders
* Managed testing sessions before project closure to ensure Scope delivery and smooth transition from Projects to operations
* Prepared lessons learned to be saved in the company’s process assets
* Led a virtual project team consists of different work streams (steering committee, Commercial, GSMs, technology, operations, Billing, MIS & Finance).
* Project Management, SharePoint Site Collection Administration, Create Custom SharePoint Lists and Pages.
* Assist with internal communication newsletter requirements.
* Assist with Social Media communication.
* SharePoint Projects: Migration of SharePoint sites from SharePoint 2013 to SharePoint Online /   
  SharePoint 2016 Platform, and migration of Intranet Sites to Intranet OneSource 3.0

**Client: DELL Global Business Canter, Malaysia & Round Rock TX**

**Role: Program/Project Manager**

**Duration: July 2009 – Dec 2013**

**Program Manager (Aug 2011 – Dec 2013):**

* Technical Writing, Advanced Business and Professional Writing,
* Intercultural Communication.
* Create Technical Design as per project requirements
* Develop key design points in the beginning of the project.
* Document key question of system design on a paper (or in electronic form).
* Document a detailed definition of the application design based on the System Requirements Specification, in order to get the project developed using well defined technical solution.
* Set up the clear and definitive base for implementation.
* Provide clear understanding of solutions desired to the project team
* Encourage discussion of the project goals, priorities, and constraints
* Specify details for unified development.
* Provide input for detailed work breakdown structure in the project schedule.
* Highlight any technical issues that may impact the project.

**Project Manager (July 2009 – Dec 2013)**

**Role & Functions**

* Senior Project Manager, Professional Services, responsible for managing the implementation (scoping through to post go-live support) of multiple OpenText Correspondence Projects.
* Managing software development projects,
* .Net in SharePoint 2010, develop SOW
* Managing Application project and doing Maintenance & Support
* Implementing and deploying ERP software systems.
* Management of technical teams, scheduling and resource allocation.
* ERP experience includes supply chain finance business intelligence CRM and point of sale.
* Adept at issue/action/risk management and documentation.
* Knowledgeable of all project documentation and deliverables including schedules, issue, action and risk logs, test plans, executive presentations and associated documents required for consolidation/migration/relocation projects.
* Familiar with DELL migration methodology.
* Experienced with vendor management.
* Extensive experience with evaluation of problematic projects to bring them back into scope.
* Proven ability to manage large scale, high visibility projects.
* Accomplished negotiator for SOWs and contracts.

**Decommission over 3000 OPE EOL server in DELL Global (EUROPE, ASIA-PAC, AMERICAS) from year 2010 until 2014**

Leader of a Customer Solutions Team in Dell's Data Canter Solutions group. Managing a cross-functional team including Sales, Marketing, Engineering, Procurement, Services and Operations to provide a complete solution to support hyper scale Data Canter customer(s). Works with team to strategically plan and support customer needs and meet business objectives including managing customer sales (RFPs), driving innovative engineering solutions, ensuring accurate material forecasts and providing for support of current and future installations.

* Migrating 1200 servers to NEW Data Center
* 1000 plus Applications hosted on 1200 servers
* Discovery and Data collection of Applications & Servers
* Managed Big Data capture, storage capacity , analysis, data curation grow rapidly
* Application file-sharing framework for data storage and query
* Migration Approach Lift/Shift, P2P, V2V, Seed/Swing
* Engagement with Application owners to understand dependencies, Firewalls, WideIP, FDNS etc.
* Operating Systems Wintel/Unix/AIX
* Databases SQL/Oracle
* Environments Production/PreProd/Contingency/DR/Dev/UAT
* Engagement with Application owners to understand dependencies, Firewalls, WideIP, FDNS etc.
* Worked in various tasks like Rationalization, Decommissioning servers, Migration activities etc. and showed 100% success in all the activities and helped other folks to achieve their goals.
* Worked with Dev teams across OPE for infrastructure support and helped them in driving the work.
* These are the additional servers which will generate revenue to DELL.
* This server utilizes cost of maintenance.
* Decommissioning the servers avoids Microsoft patching
* These servers are Non-productive and does not benefits to DELL.

**Japan & EMEA 1/2 DC Consolidation**

**Scope:** Migrate out of standard applications and Decomm EOL and migrated application servers.

Footprint reduction and bring to Dell stds.

Move out of EMF1 DC and reduce footprint to 200 servers or less in the HAC.

USD10.5M annual savings from shut down of legacy EMF1 DC.

**Tasks:**

* Not being driven by facilities. SW development should be in low cost area. Limited onsite support (1).
* Application migration and testing
* Cost/Install of HAC in EMF1, defers lease cost for EMF3 Bus. / Mfg. apps.
* Application migrations to Global DCs: S3B/PC1 or APCC1/Cyberjaya
* Manage and maintain our new Data Centre capacity including Tier-III and Tier-IV
* Maintaining Data Centre facilities /Provide monthly capacity, availability and reliability reporting for all facets

Storage Consolidation

* Scope: Retire EMC DMX2k & DMX3k storage arrays and Brocade FC switches that support them. Retire unsupported Dell CX600 Clarion arrays. Eliminate USD5Milions in annual hardware maintenance

**Tasks:**

* Replace EOL hardware, Dell on Dell
* Handle new backup capacity needs more efficiently
* Tools to enable storage team to service customers effectively and to report environment data
* Application migrations and testing (CFI data migration and testing)

**Responsibilities and duties:**

* Responsible for planning, implementation and supervising project
* Managing to complete a project in given budget and scheduled time
* Creating a rapport and maintaining effective communication with the team members and external stakeholders in the project
* Lead, mentor and train the team members.
* Prepare and present weekly reports to the senior management on the progress of the project.
* Conducted meetings of team members to solve their queries and give feedback on their performance

**Client: IBM Global Service, Malaysia & Houston TX**

**Role: Project Manager**

**Duration: July 2004 – June 2009**

**Role & Functions:**

* Involved in coordinating workflow between technical team members,
* Draft technical proposal, management reports, costing and maintain project documentation.
* Ensure project follows Project Methodology IPECC and DMEAC as specified by the management
* Utilize solid people management skills for negotiation and task assignment to various stakeholders
* Overall responsible for the projects to ensure successful completion of deadlines.

**Involved in project and Operation management for below projects.**

**Develop Secure Network for Shell Lubricant Korea**

**Scope:** Manage development of the secure network from network design till handover to Shell Korea.

**Tasks:**

* Submit proposal and build new secured network of Shell Korea
* Plan, Manage and monitor costing for this critical project valued at USD 1.2 M.
* Manage diverse group of experts in Network / Security / Internet application and vendors of telco / contractors

**Outcome:**

Successfully delivered Secured Network for Shell Lubricant Korea 1 year ahead of the schedule.

Deploy network infrastructure to Crucial Shell Network Sites in US, Netherlands and Asia Pacific

**Scope** : Design , develop and deploy network infrastructure complaint to Shell Telecom Organization standards. This involves 5 data centres across the regions.

**Tasks**:

* Formulate policies, procedures and documentation for contract review and all PM processes and phases of work.
* Manage 5 deputy project managers involved in various parts of the project.
* Outcome: Our operation was recognized as the de-facto Project Management Canter of Excellence in the Asia-Pacific region.

Deploy Telco services to STO Global

**Scope**: Implement IT and telecom facilities for start-up carrier STO Global.

**Tasks:**

* Requirements specification
* Contract negotiation
* Designed and configured the systems.
* Coordinate and manage sub-contractor, vendor staff, and team with 35 IT professionals (Telecommunication Consultant, Network Engineer, and Project Coordinator)
* Outcome: Prompt completion of project allowed client to launch time-critical subscription campaign that acquired a large number of new subscribers and improved customer retention.

**Setup Global IP Network Group-US, Shell America**

**Scope**: Coordinate the product life cycle for all STO products in North America and work with counter parts in orchestrating product life cycles for STO product worldwide.

**Tasks:**

* This includes product management, project management and product engineering.
* Coordinate the development and implementation of marketing and lead generation activities for STO in North America.
* Review and refine provisioning and support processes for all products provided by STO in North America.
* Engage and manage vendor relationships for products related to the project.
* Develop strategic partnerships where necessary to deliver the best possible suite of product capabilities to be offered to STO Customers and prospects by the STO Services group, STO Partners.

**Outcome:** Successfully deployed STO across North America.

**Deploy Telco services to EP Shell Sakhalin, Russia**

**Scope:** Formulate, developed and negotiate USD3.5 million contract for the EP Shell Sakhalin for the supply of managed telecommunications services.

**Tasks:**

* Analysed vendor proposals
* Engage in negotiation on prices and delivery terms to finalize contract.
* Result: Provided client with state-of-the-art services for up to 5 years and saved bi-annual renewal costs of an estimated USD5M.

**Deploy 100 over GID server in SHELL Global (EUROPE, ASIA-PAC, AMERICAS)**

**Scope:** Manage end to end implementation of server deployments across regions

**Tasks**:

* Assist Senior Project Manager in the implementations of Citrix and utilize Cisco with MOP token (VASCO) project for the servers.
* Perform EPS II - Server Agent Testing with Thin Client Engineers involving SSL/ VPN project and Smartcard access
* Perform SPQA (Shell Personal Question & Answer) for migration to vista project.
* Engage technical team members in technical meetings to produce technical proposal.
* Manage the installation and configuration of Secure Login Advance Authentication (SLAA) servers in the Group Infrastructure Desktop (GI-D) environment.
* Write VBS scripting for printer, VBS logon script with test plan and perform test before passing to Operation team in order to roll out for production.
* Verify scripts of Citrix servers and handover to Operation team for rectification and roll out for production.
* Create new Citrix policy and publish on presentation server.
* Performance management of the servers by running presentation by integrating with 3rd party management consoles.
* Before deploying the projects, send ECF Engineering Change Forum to obtain project approval.
* Liaise with Operation team for project verification.