



Sunil Dhamankar

Experience Summary

Sunil Has 20+ years of extensive experience in Complete Software Development Life Cycle, with 19 years of experience in Delivery Management. Also has an experience as a Program Manager with Technology Consulting and Managed IT Service Provider Organization based in USA.

- He has worked with Indian as well as International clients and also worked at onsite locations in **USA, UK and Denmark**
 - He is **Salesforce Certified Administrator, PMP (Project Management Professional) & CQA (Certified Quality Analyst) certified.**
 - Project Management using both **Waterfall** as well as **Agile Methodology**
 - **Scrum Master**
 - Handled multiple Projects at a time in varied functional domains like **Pharmaceutical and Health Care**, Telecom, Banking, Financial and online commodities Spot Market
- Some of the Complex projects handled are as follows:
- Application Support Project of **600 man months in SAP**, for '**Eli Lilly & Co**' – a **Giant Player in US in Pharmaceutical industry**, with a capacity of '**Project Manager**'
 - ADM Project of **\$550K** as a **Service Delivery Head** for '**Wolters Kluwer Health- USA**' - a **leading provider of information** for professionals and students in **medicine, nursing, allied health, pharmacy and pharmaceutical industry.**
 - ADM Project of **960 man months** as a **Delivery Manager** for '**Advantmed LLC**' - a Premier provider of **Health care IT solutions and Services** in **US health care domain**
 - Application Development Project of **200 man months** as a **Delivery Head** for **NeML (NCDEX e-Markets Limited)** for development of '**e-Samridhi**' an electronic platform for **farmer Registration and Procurement of commodity.** A highly prestigious Project of **Ministry of Agriculture and Farmer's Welfare** through **NAFED**
- Excellent understanding and implementation of **ITIL Processes**
 - **Have excellent People Management skills**
 - Ability to communicate effectively with technical and/or non-technical resources as well as at management level & with involved stakeholders of the project / program
 - Managed **multiple projects** in Parallel with the ability **to deliver projects on schedule and within budget**

Education and Certifications

Degree / Certification	Institute	Major and Specialization
Bachelor of Engineering – June '92	K. J. Somaiya College of Engineering, Mumbai University, India	B. E. Electronics
Salesforce Certified Administrator	Salesforce.com, San Francisco, CA, 94105, United States	Salesforce Certified Administrator
PMP (Project Management Professional) - Jul 2005	Project Management Institute (PMI), USA.	PMP
CQA – Oct 1999	Quality Assurance International – USA	CQA

Applications / Technologies worked on

Applications / Technology/ Databases		
<ul style="list-style-type: none"> ▪ SFDC ▪ SAP ▪ Siebel CRM ▪ Oracle Apps ▪ BaNCS 	<ul style="list-style-type: none"> ▪ . NET ▪ JAVA ▪ Business Process Management – Lombardi ▪ Python 	<ul style="list-style-type: none"> ▪ Oracle / PostgreSQL ▪ AWS – RDS ▪ Telecom / Protel , C++ ▪ Mainframe / PL1

Business Domain

Domain Area	
<ul style="list-style-type: none"> Salesforce - CRM Pharmaceutical Services Health care IT solutions Health & Professional Education Financial Regulatory Services Banking & Insurance Stock Exchange - Securities Trading, Clearing & Settlement, Commodities, Energy and spot exchange 	<ul style="list-style-type: none"> Retail & CPG Call-Processing and Telephony. Client Liaisoning & Management Telecommunications Concepts ISO / iQMS auditing. ITIL Processes Technology Consulting & Managed IT Services

Area of Expertise

Skills	Details		
Project Management	✓ Delivery Management	✓ Test Management	✓ Service Delivery Management
Service Process Management	<ul style="list-style-type: none"> ✓ Release Management ✓ Software configuration Management ✓ Capacity Management 	<ul style="list-style-type: none"> ✓ Incident Management ✓ Service Request Management ✓ Problem Management ✓ Change Management 	<ul style="list-style-type: none"> ✓ Service Level assessment ✓ IT assessment & compliance ✓ Service Level Managements ✓ IT continuity and DR Planning
Tools and Utilities	<ul style="list-style-type: none"> ✓ ConnectWise ✓ Labtech ✓ GIT FLOW ✓ Phabricator ✓ SVN ✓ Jira 	<ul style="list-style-type: none"> ✓ VSS ✓ PVCS ✓ Team ✓ HP QC ✓ HP LOADRUNNER 	<ul style="list-style-type: none"> ✓ BMC REMEDY ✓ Clear Quest ✓ MS Project / MS Visio ✓ Activecollab ✓ Auvik

Roles and Responsibilities

Responsibilities as Delivery Head/Manager
<ul style="list-style-type: none"> Account and Stakeholder Management <ul style="list-style-type: none"> Scope new opportunities within the account proactively to establish new business Align with the client partner - to build winning solutions and delivery proposals Understand how the delivered projects can help customer to produce results Build strong relationships with all key stakeholders in customer's IT organization Delivery and Risk Management <ul style="list-style-type: none"> Set up the Project delivery structure (project organisation, process, resources) Preparation and finalization of test plans for SAT / BAT/ NFT/OAT/ Performance Testing Interaction & coordination with Onsite & Offshore team Project Reviews, Health Monitoring and Status Reporting Assess Risks in advance, and mitigate to ensure on-time delivery, CSAT and ESAT Client Communication and Satisfaction Project Governance Project Financials <ul style="list-style-type: none"> Track P&L for projects Bills & Invoices in a timely manner Ensure pay out of bonus / penalty from/to the customers Systemic approvals for travels, project structure creations People and Vendor Management <ul style="list-style-type: none"> Manage Resource fulfilment & Staffing / Employee Rotations Build a harmonious and energized work culture Plan team development and capability building interventions to ensure team is able to deliver value to the client Drives employee Inductions, MSI, Progressions, Separations and other HR interventions Manage escalations /Delivery Issues with customer & other stakeholders Salesforce Effectiveness Management <ul style="list-style-type: none"> Consult with the Consumer Sales Leadership team and Learning & Capability Leader to develop a customised L&D Sales training program for the Consumer Sales team Manage and lead the Direct Development Program to ensure competency development for Team Leader succession planning Assist in driving effectiveness & efficiency opportunities across the Consumer Sales team, including best practice sharing. This would include reviewing, refreshing and supporting the implementation of sales tools and technology enhancements Implement post sales calling initiatives to assist with driving improvements

Project 1: ServiceNow Implementation	Role: ServiceNow Program Manager
Customer: QNexus (USA)	Organization: QNexus (USA)
<ul style="list-style-type: none"> ✓ QNexus, is a US based company focusing exclusively on the CMDB in ServiceNow, including CMDB Assessments, CMDB Design & Configuration, CMDB Data Population (including, but not limited to Discovery and ServiceWatch), CMDB 3rd Party Integrations, CMDB Data Certifications, CMDB Reporting, CMDB Training and CMDB Maintenance. ✓ While working with Qnexus as a Freelancer I focused solely on the CMDB in ServiceNow and have developed capability and expertise in building solutions to expand the capability of the ServiceNow Platform, leveraging the CMDB. ✓ System design and implementation with ServiceNow platform ✓ Using the ITIL (Information Technology Infrastructure Library) framework, I had worked on ServiceNow with Qnexus in multiple roles including System Architect & ServiceNow Administrator. ✓ The activities worked on ServiceNow, were involved: <ul style="list-style-type: none"> • CMDB Design, Configuration and customization • CMDB Data Population • Configuration of Service Catalogue • ServiceNow Administration and troubleshooting activities <p>Technology Involved: ServiceNow, Discovery</p>	

Experience Profile

Project 2: PRATYAY trading Platform	Role: Program Manager
Customer: Power Exchange India Limited (PXIL)	Organization: NeML (NCDEX e-Markets Limited)
<ul style="list-style-type: none"> ✓ NCDEX e-Markets Limited (NeML, Formerly NCDEX Spot Exchange-NSPOT) is the leading Indian electronic web based, online, commodities spot market and services company ✓ With a national presence, the company has pioneered breakthrough initiatives like Mandi Modernization Program (MMP), e-Pledge, and e-marketing. ✓ NeML facilitates in buying / selling of the power to clients of 'Power Exchange of India Limited (PXIL) using its trading platform 'PRATYAY' ✓ 'PRATYAY' web based and Rich Client application will provide Nation-wide, electronic Exchange for trading of power to PXIL ✓ It handles power trading and transmission clearance simultaneously using Platform-as-a-Service (PaaS) and Software as a Service (SaaS) ✓ 'PRATYAY' application allows Trading for Day Ahead, Day Ahead Contingency, Any Day, Intra Day and Weekly Contracts. ✓ 'PRATYAY' also provides Trading platform for Renewable Energy Certificates. <p>Technology Involved: JAVA, JavaScript, .Net, PostgreSQL, AWS Cloud, SFDC</p>	

Project 3: e-Samridhi Commodity Trading Platform	Role: Program Manager
Customer: Ministry of Agriculture and Farmer's Welfare / NAFED Organization: NeML (NCDEX e-Markets Limited)	
<ul style="list-style-type: none"> ✓ NeML facilitates in buying / selling of the farmers' produce using its trading platform 'e-Samridhi'. ✓ 'e-Samridhi' is one of such prestigious application of NeML, which has been built on Trading Platform using Platform-as-a-Service (PaaS) and Software as a Service (SaaS) ✓ It helps farmers to register themselves, submit their commodity at procurement center, get the payment from procurement center, ✓ 'e-Samridhi' also helps Procurement centers to dispatch the commodities to warehouse through Web based and Android application ✓ The application helps Farmers to get appropriate rate for their commodities under PSS scheme (PRICE SUPPORT SCHEME) <p>Technology Involved: JAVA, JavaScript, Spring MVC, .Net, PostgreSQL, AWS Cloud, SFDC</p> <p>SALES FORCE EFFECTIVENESS Management</p> <ul style="list-style-type: none"> ✓ Manages the development of annual sales training budget, and manages costs ✓ Responsible for business development efforts, including Statements of Work (SOW), proposal development, client presentations, etc ✓ Lead development and implementation of sales force effectiveness systems, manage execution and provide system support and upgrades ✓ Provide best-in-class services for planning, implementing and supporting incentive compensation and sales operations management processes and tools ✓ Management of sales incentive processes, including calculation of sales incentive and rewards, and continuous improvement of processes ✓ Work with Sales Leadership on devising sales strategies aimed at improving sales productivity focused on sales reporting, forecasting, quota management ✓ Coaches both Sales Consultants and Sales Manager in the field 	

Project 4: GeekTek Modern IT Security	Role: Program Manager
Customer name: GeekTek Managed IT services, Hyderabad Organization: GeekTek	
<ul style="list-style-type: none"> ✓ GeekTek IT Services, Inc., a leading national technology consulting and managed IT service provider ✓ GeekTek designs and builds powerful and secure managed IT (Information Technology) small and mid-sized businesses ✓ GeekTek leverages its 24/7 operations to provide around the clock systems and security monitoring of infrastructure, both physical and virtual, local and cloud ✓ Based in Los Angeles, GeekTek prides itself on the diversity of its client base, which includes law firms, medical facilities, manufacturing, construction and cannabis. <p>Technology Involved: On-premises and Cloud based</p>	

Project 5: Advantmed LLC	Role: Senior Project Manager
Customer name: Advantmed LLC, Ahmedabad Organization: Advantmed LLC	
<ul style="list-style-type: none"> ✓ Advantmed is a premier provider of Healthcare IT solutions and services, having Head Office in Santa Ana, USA ✓ Focused primarily on the Health Insurance market place. ✓ Advantmed services assist health plans to navigate the ever changing regulations and requirements associated with managing Medicare members, Medicaid members, and Commercial Exchanges ✓ Focused to follow HIPAA (Health Portability & Accountability Act & respective compliance) ✓ Handled variety of Projects including: <ul style="list-style-type: none"> • Risk analytics and Risk adjustment coding • Application development containing NCQA-certified HEDIS® measures • Medical record retrieval & Medical record abstraction <p>Technology Involved: .NET, SFDC</p>	

Project 6: Migration of Swedish EDI Documents - Denmark	Role: Delivery Head
Customer name: Arla foods Amba, Denmark	Organization: TATA Consultancy Services Limited
<ul style="list-style-type: none"> ✓ Arla foods Amba is a global dairy company and a co-operative owned by farmers. The customer has production facilities in 13 countries and sales offices in 20 countries. ✓ Migration of Swedish EDI documents Project is implementation of SAP B2B Adapter (using SAP Process Orchestration) – State of the Art technology, which makes possible to improve and optimize existing and new mappings to progress towards one common and standard EDI solution ✓ The main business objective of Arla Foods for this project: <ul style="list-style-type: none"> • To secure and get control on future changes in mappings without any dependency with existing VAN providers • To get centralization over EDI Development & support by gaining more control with IT for ownership of EDI development activities <p>Technology Involved: SAP, SFDC</p> <p>Modules implemented and supported – SAP PI / PO using SAP B2B adapter.</p>	

Project 7: Unify (Earlier Siemens Enterprise Communications Network – SEN)	Role: Delivery Head- ADM
Customer name: Unify Salesforce Implementation	Organization: TATA Consultancy Services Limited
<ul style="list-style-type: none"> ✓ Unify, formerly known as Siemens Enterprise Communications, is a joint venture between the American private equity firm, The Gores Group and German industrial conglomerate Siemens AG ✓ Responsible for maintaining project plans, coordinating resources, executing deliverables, and managing client relationships. ✓ Gathered user and functional system requirements via workshops, interviews and workflow storyboards and Working with stakeholders and project teams to prioritize collected requirements. ✓ Implemented the requirements on the Salesforce.com platform and Force.com along with Apex Development ✓ Worked on various AppExchange products according to the needs of the organization ✓ Worked on various SFDC standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces. ✓ Implemented the Fit-Gap analysis between Requirements and SFDC ✓ Created sync of contacts, emails, events, and tasks between Salesforce to Outlook and Outlook to Salesforce successfully. ✓ Well versed with understanding Governor Limits of Salesforce.com. ✓ Delivered technical and end-user training to internal administrators, power users, executive teams, sales teams, customer service representatives, and marketing teams. ✓ Responsible for working with the Business Development team to scope implementation & support projects. ✓ Configuration and Administration Activity <p>Technology Involved: SFDC</p>	

Project 8: Child Maintenance Group (CMG), UK	Role: Delivery Manager – Performance Testing
Customer name: Child Maintenance Group, Leeds, UK	Organization: TATA Consultancy Services Limited
<ul style="list-style-type: none"> ✓ The primary objective of CMG project is to maximise the number of those children who live apart from one or both of their parents for whom effective maintenance arrangements are in place. <p>Technology Involved: Siebel CRM, SQL Server, JAVA</p> <p>Achievement: Successfully completed three cycles of Performance Testing for CMG application to help deliver the application Go - Live in production.</p>	

Project 9: OFT NICC Statements Integration & CBT Oprecs (Critical Business Testing - UK	Role: Delivery Manager NFT /OAT/CBT
Customer name: Lloyds Banking Group, Manchester	Organization: TATA Consultancy Services Limited

- ✓ Lloyds Banking Group(LBG) is giant banking group in UK, having business in Banking, Finance, Insurance
- ✓ The Statements Integration Program at a high level covers the functionality to support Retail HBOS account statement needs together with compliance for the Northern Ireland Competition Commission (NICC) and Office of Fair Trading (OFT) regulations
- ✓ The primary objective of CBT is to "prove the success of critical processing operations on the LBG platform with data that has been subjected to the migration process and that which has not".

Technology Involved: J2EE, SQL Server

Achievement: Successfully completed NFT & OAT for Statements Integration Project
Successfully completed CBT Volume testing, Proving & Dress Rehearsal & Trial Account migration

Project 10: BART, UK	Role: Project Manager-ADM
Customer name: Financial Services Authority, London Organization: TATA Consultancy Services Limited	
<ul style="list-style-type: none"> ✓ The Financial Services Authority, London is the world's most prestigious Regulatory Body (equivalent to SEBI - Security Exchange Board of India) responsible for Regulating the Financial Services firms and Stock Markets across UK. ✓ BART project is implementing the automation of the regulatory activity of the FSA using the SOA architecture supported by Lombardi TeamWorks as the BPM tool and AquaLogic Service Bus as the middleware and Oracle 10G as the database. 	
Technology Involved: BPM - Lombardi, SQL Server	
Achievement: Successfully implemented Go – Live for BART Project.	

Project 11: CAESAR, India	Role: Project Manager – Application Support
Customer name: ABN AMRO BANK, NL Organization: TATA Consultancy Services Limited	
<ul style="list-style-type: none"> ✓ Tata Consultancy Services Ltd. (TCSL) is providing a support to ABN AMRO Bank's Transaction Banking Group to take care of the CAESAR SAP XI interfaces and the DM customizations that are developed as part of the CAESAR implementation by TCS development team in SAP ABAP. ✓ The scope of this maintenance project for the new system essentially includes, providing ongoing support for activities 	
Technology Involved: SAP	
Modules supported – SAP DM with SAP XI	

Project 12: Wolters Kluwer Health, USA	Role: Service Delivery Head
Customer name: Wolters Kluwer Health & Education Organization: TATA Consultancy Services Limited	
<ul style="list-style-type: none"> ✓ Wolters Kluwer Health is a leading provider of information for professionals and students in medicine, nursing, allied health, pharmacy and the pharmaceutical industry. ✓ Professional & Education unit of WKH produces textbooks and point-of-learning systems for healthcare education, as well as reference books and journals for physicians, nurses, allied healthcare professionals, and students 	
Technology Involved: .NET, J2EE, SQL Server	

Project 13: GBIP COE SLA - Eli Lilly & Co, USA	Role: Project Manager – Application Support
Customer name: Eli Lilly & Co USA Organization: TATA Consultancy Services Limited	
<ul style="list-style-type: none"> ✓ Eli Lilly & Co is the leading Pharmaceutical company in USA & all over the world. ✓ Global Business Integration is a Program, where all the changes used to be implemented Globally all over the world, with different releases in SAP R/3. ✓ The different business modules like Project Management Processes (PMP), Supply Chain Management (SCM), Valuation & Control (V & C) & Human Resource (HR) have been implemented using SAP application under GBIP Project. 	

Technology Involved: SAP**Modules implemented and supported** – V & C, HR

Project 14: National Stock Exchange, India	Role: Project Manager-ADM
Customer name: NSE, India	Organization: TATA Consultancy Services Limited
<ul style="list-style-type: none"> ✓ The National Stock Exchange of India Limited (NSEIL) conducts a fully automated, screen based, floor-less trading of Money Market, Capital Market, Initial Public Offer, Mutual Fund and Derivatives (Futures & Options) instruments throughout India. ✓ The trading system was developed using the client/server architecture with Windows NT 4.0 on a PC workstation at the client end, and VOS and PL/1 on a Stratus fault-tolerant mainframe at the server end. 	
Technology Involved: J2EE, SQL Server	
Achievement: Provided support to Money Market, Mutual Fund and Derivatives (Futures & Options) project.	

Project 15: Succession Networks, USA	Role: Project Manager-Application Development
Customer name: Nortel Networks, USA	Organization: TATA Consultancy Services Limited
<ul style="list-style-type: none"> ✓ Nortel's Succession network was a concept for smooth transition from circuit telephony to packet based telephony taking advantage to IP networks capacity and capability. ✓ As a first step towards the same, Nortel had routed its calls from legacy TDM based trunks to packet based Trunks. The first step was to route the trunks on an ATM platform. 	
Technology Involved: Protel, C++, SQL Server	
Achievement: Implemented successfully Succession Network architecture	

Project 16: Remote operation of RF Signal Generator / Frequency Counter	Role: Sr. Application Engineer
Customer name: Indian Air Force & Army - India	Organization: APLAB Limited
<ul style="list-style-type: none"> ✓ APLAB LTD is recognized as a technology driven professional company in business sectors like Telecommunication, Information Technology, Retail Banking and Power Control & conditioning. ✓ Test and Measurement Equipments division was involved in manufacturing of RF Generators and Frequency Counters ✓ An application was developed to operate these T & M Instruments to operate them remotely 	
Achievement: Implemented Remote Operating Software successfully to operate RF Generators and Frequency Counters, remotely.	

Personal Details:

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