

Celestine M Fernando

mceles70@rediffmail.com

Mobile: +91-9786497130



*Expertise in project planning, scope, costing, scheduling, risk management, execution, tracking,
project completion, contract negotiations, quality and change management*

Professional Profile

- ◆ Over 18 Years of IT Experience with 10 years as Technical Project Manager / 4 years as a Delivery manager
- ◆ Experience in Banking, Mutual Fund, Asset Management and Shipping Domains
- ◆ Successful in planning, managing and execution of multiple projects in a Matrix Environment
- ◆ Effective use of tools like MS Project - to track project activities & resources allocation and generate utilization reports
- ◆ Experienced in managing the onsite team and working with respective global clients by sending periodic reports
- ◆ Established strong customer relationship /stakeholder management and delivered the highest-levels of service quality
- ◆ Expert knowledge of industry standard Project Management methodologies like PMP
- ◆ Rich experience with Waterfall and SDLC methodologies
- ◆ Ensured effective implementation of agile process and trained the team on agile to maximize benefits
- ◆ Ability to provide solutions and explain to the stakeholders from a functional and technical perspective
- ◆ Experience in setting up office infrastructure and setting up datacenter operations
- ◆ Excellent written and verbal communication, negotiation and persuasion skills
- ◆ Good interpersonal communication skills and Team building capabilities
- ◆ Strong background in software development, implementation and maintenance in various platforms
- ◆ Expertise in Application and database design/migration, Release management and risk management
- ◆ Ensuring the development process in compliance with ISO 9000-2001 & obtained ISO certification
- ◆ Experience in DBA activities like administration, performance tuning, monitoring
- ◆ Anticipate and managed program/project-related risks / issues - according to the Project Management Policy

Skill Set

- | | |
|---------------------------------------|--|
| ◆ Programming Language | : C, Pro*C, PL/SQL, Java, J2EE, ColdFusion and Ruby |
| ◆ Web/ Web Service Development | : Java, J2EE Web Components (JSP/ Servlets), Ruby on Rails |
| ◆ Database | : Oracle 11g/10g/9i, MS SQL Server, MS Access, PostgreSQL, MySQL |
| ◆ DB Tools | : SQL*Plus, /Loader/ Trace, TOAD, Export & Import utility, EXPLAIN Plan, TK prof |
| ◆ Application/Web server | : JBOSS, Apache, Rails Server |
| ◆ Frame Work/ Java Tools | : MVC II for java web application using Struts1.2.7,1.3.8, Hibernate3.0 |
| ◆ Scripting | : UNIX shell scripts, Windows scripting |
| ◆ Code Repositories | : CVSNT, Clear Case, GIT |
| ◆ IDE | : Netbeans 6.0,7.0, Eclipse, Cloud9 |
| ◆ Unit Testing Tools | : JUnit, Rail TEST |
| ◆ Operating System | : Windows, Windows NT, Linux, UNIX, Ubuntu |
| ◆ GUI Tools | : VB6, Developer 2000, SQL Reports |
| ◆ Scripting Language | : UNIX Shell Script, AWK, SED |
| ◆ Packaging Tools | : ANT |
| ◆ MS Office | : Word, Excel, Presentation, Project |

Education

- ◆ Master of Business Administration – Loyola Institute of Business Administration in 2009.
- ◆ Master of Computer Application – Anna University in 1998.
- ◆ Bachelor of Science – Physics, Madras University in 1994.

Certification: CMMI Level 3 & ISO Internal Auditor Training – KPMG in 2012.

Professional Experience

- **ISORIS Technology Solutions Pvt. Ltd [Mar 16 – Till date]**

Consulting Project Manager – Implementation

- ◆ Project Management, overseeing project implementation, fresh implementation enhancements, additional roll outs and post live implementation support.
- ◆ Project & resource scheduling, project tracking, risk management and quality assurance.
- ◆ Release management with planning & controlling, measuring and reporting the release progress.
- ◆ Client interaction, business analysis, reporting project administration, co-ordination with offsite for estimation and delivery plans.

- **Onward eservices Limited [Aug 10 – Feb 16]**

Project Manager – Development

- ◆ Managed design, development, maintenance and support of various web applications and ERP.
- ◆ Maintained the flagship Total Bank Automation software application for Banks and cooperative societies.
- ◆ Worked as Technical Architect and handled multiple project simultaneously
- ◆ Releasing the new builds – Release management.
- ◆ Built and managed a team of 50+ Engineers.
- ◆ Reviewing Daily/Weekly/Monthly performance of software / team
- ◆ Established an application workflow for resolution of I1/L2/L3 tickets.
- ◆ Interacting with client and analyse their needs which results as new leads for sales team
- ◆ Working closely with FMS team, implementation team to clear the issues reported
- ◆ Ensured the development process in compliance with ISO 9000-2001

Banking Projects handled:

Common Application software for Banks – DCCB

CAS is banking application software developed using JAVA, J2EE, EJB, AJAX and Web2.0. The software has two major divisions such as Branch operation and Head office operation. The branch modules consists of Customer Master, Savings Bank, Current Account, Cash Credit / Overdraft / KCC, Fixed Deposits, Recurring Deposits, Pigmy Deposits, Loans (Jewel Loans, Home Loans, Produce Pledge Loans and Jewel Loan Agri), Cash, and Transfer Transactions. The allied branch banking further divided into Remittances, Bills, Standing Instruction, Lockers, Bank Guarantee, GL Accounting modules.

The HO operation has Shares, Investments, Borrowings, Staff – Payroll, Leave, Attendance modules and it also has some miscellaneous modules such as Stationery, Fixed Assets, and Tapal – Inward And Outward. The Background Modules caters to the masters like Interest Payable and Receivable, Charges application and other activities such as Day Begin / Day End activity, Month end / Quarterly/ Half Yearly/ Year End activity, User Authentication, Backup and Restore procedures and Calendar functions. It has been implemented in 1000+ District Central Co-operative Society banks and bank branches.

Banking Software for PACS (Primary Agricultural Credit Society)

This application is developed as per the specification mentioned by NABARD to take care of the activities involved in agricultural societies. By making necessary modification in the CAS software, Trading module, Land Record module and Rental modules are added. This system ensures the standardization guidelines framed by NABARD for Common Accounting System (CAS) and Management Information System (MIS) which conforming the Indian Accounting Standards. This system has the capability of switching to any language which supports uni-code format. This application has been deployed and running successfully in 4000+ Primary Agriculture cooperative societies across Tamil Nadu. This same application has been evaluated by NABARD and implemented in several pilot locations across India in 13 states.

Team Size : 20

Technology : Java, J2EE, Struts 1.2, EJB, JBoss AS, Web 2.0, DWR, UML, JSON, HTML, JavaScript, PostgreSQL Oracle.

Query Builder & Dedup Tool (D&B, Dubai):

Group of applications are being developed to take care of critical business requirement of Dun & Bradstreet, Dubai. This application is giving the leverages and control to D&B to serve the business data to their clients as per individual customer's requirement. The de-duplication tool is grouping the data and allows the system admin to update the assigned buckets to suit their client's need. This tool has various modules to cover the full functionality of the deduping process of merge and purge. They are as follows

- ◆ Administration - User creation and administration / Data Import - Upload of impure data
- ◆ DeDup Zone – Data cleansing (Matching and merging) / Data Exporter – Export to target database or to various formats.

Team Size : 4

Technology : Java, J2EE, JBoss AS, Struts 1.2, Hibernate, Web 2.0, DWR, HTML, UML, JavaScript and MS SQL Server.

TEDA ERP – Tamil Nadu Energy Dev. Agency

Design and Development of ERP application to track the Installation and commissioning of Free Solar power system by TamilNadu Energy Development Agency (TEDA) to the poor people. This application tracks every activity consists of the Tender process to identifying the vendor and Factory inspection of solar panels-Battery-Inverter, Installation and commissioning, Field Inspection of solar power systems, grouping of invoices as per passed installations and payment through the system.

Other projects handled: Support and maintenance for Labour Welfare boards of TamilNadu / Laptop ERP Maintenance / MFG ERP Maintenance

• Infosys [Jan 10 – Aug 10]

Project Manager – IMS operations

Infosys has taken over Microsoft's in-house services for applications (2000+), devices and databases in 450 locations. It has partnered with Unisys to provide global desk-side support and service desk services. The applications are grouped into different clusters based on their functionality and user groups. This project is currently going through transition phase. This is supposed to be one of the largest transition (400+ resources) happening from several incumbent vendors to Infosys.

Handled three teams namely FIT-IC, HR-IT, and LCA-IT. All under various phases of transition like Knowledge Transition, Job shadow and Reverse Job shadow respectively. Made sure that the teams meet the Acceptance criteria to enter next phase and finally into Steady State. Have to maintain SLAs in Job shadow and Reverse JS.

Responsibilities - Project Manager

- ◆ Handled L1 and L2 support activities for Microsoft with a team size of 110.
- ◆ Handled three teams namely FIT-IC, HR-IT, and LCA-IT - L1 and L2 support activities for Microsoft
- ◆ Reviewing Daily/Weekly/Monthly performance of team on KPIs, and generation of reports
- ◆ Identifying focus areas, chalking out strategy with client and implementing plan with team through SIP(Service Improvement Plan)/PIP (Project Improvement Plan)
- ◆ Responsible for pre-planning activities and identified the risks and mitigations for transition.
- ◆ Created Gantt charts in MS Project and detailed chart of milestones for all parties
- ◆ Identify schedule uncertainties and risks and Develop schedule contingency plans
- ◆ Coordinate communication between staff, Incumbent vendors and Microsoft
- ◆ Create, maintain & constantly look to improve production processes
- ◆ Reporting the daily activities, major incidents, tickets ratio to management and Microsoft
- ◆ Sync-up call/meeting with client / Sending various MIS reports to Microsoft and management
- ◆ Weekly meetings with Microsoft and monthly status report meetings with MS management

Team Size : 50

Environment : Windows SQL Server 2008, .NET, c-#, IIS and all windows technologies.

- **Hexaware Technologies Ltd [Apr 07 – Oct 09]**

Technical Architect – Application development and maintenance

SCADS - Security Collateral Automated Delivery System development for Freddie Mac, US

SCADS is a web based application developed to clone the existing 45-Day exchange with 55-Day exchange. The major functionalities of this web based exchange portal includes Set-up of the exchange, administration of - Dealer institution, Dealer (internal/external) and wire instructions, Uploading of files from dealers with collateral information, Uploading of price grids and developing summary transaction reports. The primary function of exchange portal is to allow dealers to easily view the price grid and upload the desired collateral to the 55-Day database of Freddie Mac. This project follows complete SDLC life cycle model. Completed Requirement Analysis phase and at the verge of completing Design phase.

Responsibilities - Project Manager

- ◆ Establish the Project Plan in MS-Project with major activities, milestones/ deliverables, dates
- ◆ Staff the Project with appropriate resources
- ◆ Define the roles and responsibilities for all the resources on the Project
- ◆ Code walk thru in the Oracle PL/SQL - Performance tuning with DBA team
- ◆ Identify and monitor risks and provide contingency plans during planning stages
- ◆ Conducting weekly status meeting with client and prepare weekly status report
- ◆ Plan and conduct internal project reviews & Onsite / Offshore reviews
- ◆ Monitor progress of development and prepare and review monthly analysis
- ◆ Plan and conduct joint / senior management review meetings
- ◆ Conduct reviews on all deliverables to ensure all agreed standards are adhered

Team Size : 14

Environment : Linux, Solaris, TAM / WebSeal, JDK, Apache Web Server, Oracle 9i, Struts/ Hibernate Framework

Operations Management Reporting for Brown Brothers Harriman & Co, US

The main objective of the project is to measure the individual & group performance of Operations Groups throughout the Corporate Actions Processing cycle. This will be accomplished by providing the users with two types of reports a) Production Control Reports and b) Intra-day Management Reports. Production Control Reports, available 'On-Demand', exhibit the real-time picture of the current activity on the daily management of work. The Intra-day Management reports provide high-level information for more sophisticated operational measurements and utilize historical data. It has been executed in classic SDLC phases like Requirements Study Phase, Business Systems Design (BSD) Phase, Computer Systems Design (CSD) Phase, Development and testing phase and UAT phase.

Responsibilities - Project Manager

- ◆ Discussions with Client Regarding client specific requirement
- ◆ Concentrating more on the project execution / quality and delivery of reports
- ◆ Review of reports and related SQL queries / PL-SQL programs
- ◆ Conducting weekly status meetings with client / Having senior review meetings

Team Size : 6

Environment : Oracle 9i, SQL Navigator/ Toad, Windows XP, Hyperion Brio Designer, BBH Secured SSL VPN, Mercury Quality Center

Eagle system migration - GoLive Support for Brandes Investment Partners, US

Brandes Investment Partners was upgrading the existing Eagle system with the latest 7.x version. Hexaware performed a part of data migration between the two versions, in which it has to load data, validation and verification before / after loading data. The Hexaware team was working in two shifts starting from 6:00 AM till 6:00 PM.

Responsibilities - Project Manager

- ◆ Evaluate current status of the application at the time of going into Support

- ◆ Baseline the scope of the migration project with the details
- ◆ Define the Processes including operation, goals, tracking mechanisms, quality processes
- ◆ Initiate offshore Infrastructure set-up activities
- ◆ Discuss and finalize the Transition Plan
- ◆ Finalize the resource requirement and staff the Project with appropriate resources
- ◆ Identify all the Risks and Risk Mitigation Plan
- ◆ Define the roles and responsibilities for all the resources on the Project
- ◆ Publish Project Standards & Communication Procedures
- ◆ Maintenance of shifts and staffing accordingly

Team Size : 10

Environment : Windows 2003, Eagle STAR and PACE 7.x, Advance Reporting Engine installed on Eagle PACE Web Server, Oracle 9i

Eagle STAR reports customization for Robeco Investment Systems

Hexaware did the development and implementation Eagle PACE OLAP and Advanced Reports for the usage of ROBECO INVESTMENT MANAGEMENT by providing various Customized Control Reports apart from the Standard Eagle STAR Reports.

Responsibilities - Project Manager

- ◆ Periodic risk identification & mitigation & Issue tracking and resolution
- ◆ Revise project schedules as needed to reflect reality
- ◆ Periodic project reviews and status reporting & and follow up action items
- ◆ Resource utilization plans and under utilization reports & Submission of timely billing details
- ◆ Identification of training needs for team members
- ◆ Compliance with all information security policies and processes
- ◆ Defined processes to maintain issues/defects and periodically document lessons learned.
- ◆ Ensuring the project is more process dependent and less resource dependent

Team Size : 6

Environment : Eagle STAR and PACE 7.x, Advance Reporting Engine installed on Eagle PACE WebServer, Oracle 9i /SQL Server 2000

● **Bengal Tiger Line Pvt Ltd [Jul 05 – Feb 07]**

IT Manager – India Region

Maxlink software enhancements and maintenance

Maxlink is a custom made system developed to suit the needs of BTL for its Feeder related activities. Server is located in Chennai and it was accessed by the various branches (Chennai, Cochin, Vizag, Tuticorin, Kolkata, Bombay, ME region and Singapore also) in and around India.

Responsibilities - IT Manager, Oracle DBA, Network Admin, ColdFusion Developer

- ◆ Single handedly performed roles of Business Analyst, Programmer, Oracle DBA, Network Admin and Hardware.
- ◆ Mastered ColdFusion and completed the Coding and maintenance of various Maxlink modules.
- ◆ Stabilized the application and optimized the performance both in frontend and backend.
- ◆ Successfully hosted Maxlink application in datacenter and DR setup in Singapore as contingency measure.
- ◆ Recruited, trained and deployed a team of fresher's for application maintenance and enhancement.

Team Size : 4

Environment : Oracle 9i, PL/SQL, ColdFusion, Java, Windows 2000 Server and Apache web server

- **P&O Nedlloyd [Dec 03 – Jul 05]**

System Analyst

FULLFOCUS 4 (FF4)

FullFocus4 is an effort to bring all the offices and P&O ports into one common – generic system. FF4 interacts with different existing systems like Focus 3, DRS, and ATLAS etc. FF4 is aimed at the total software solution for a logistics company like PONL and achieving its goal. It includes activities starting from booking of goods till the delivery. Separate modules for tracking down the containers and ships at various locations. Local Documentation and Revenue System in FF4 helps to accomplish the task of region/country based regulations.

Responsibilities – Team Lead

- ◆ Preparing / publishing Release windows to the P&O worldwide
- ◆ Assigning work to team members / Problem analysis and fixing by L2 tickets - thru Action-REMEDY software
- ◆ Automated the deployment of release patches - shell scripts - reduced the deployment effort to 90%.
- ◆ Conducting Weekly release activities during the scheduled outages

- **Unit Trust of India [Nov 98 – Oct 03]**

Assistant Manager – IT

Technology Upgradation Project

It is the online management software system of Unit Trust of India's Flagship scheme (US'64) which provides NID-service to more than 2 crore investors all over India. The Non-Income Distribution Services is one of the 3 modules existing in the TUP. NID: All the after-sales-services like Change of Particulars, Change of Address, Death claim, repurchase, POA, Change of Bank particulars, Minor to Major change, signature verification and RUD cases are handled by this module.

Responsibilities - Sr. Programmer

- ◆ Responsibilities include coordinating with branches regarding the smooth running of software, modifications in the software, bugs to be rectified
- ◆ Developing and Providing PL/SQL procedures, scripts / Pro*C programs to purify the data before ID Processing
- ◆ Helping the 54 branches in installation of TUP s/w, creation of Database and data loading in many branches.
- ◆ Providing adhoc scripts to branches for generating MIS reports
- ◆ Support to all 54 branches for both application and Database problems
- ◆ Providing and testing the patches for the software and validating them for installation at the branches

Team Size : 10

Environment : SQL Form3.0, SQL*Plus 3.1, SQL loader, Pro*C, SQL Reports, Oracle 8 under UNIX 4.0x / Solaris2.5 as the backend*

UTI Financial Center Software Project

This software was precursor to the Generic Software developed by TCS. When Mckinsey was going ahead with BPR study of UTI schemes, they suggested UTI to open 4 Pilot UTI financial centers based on their recommendation. They also advised UTI to provide all services to the investors from these pilots UFC and for that an exact prototype of generic software was advised to develop.

Responsibilities - Team Lead

- ◆ Involved in Analysis, Process Study and Development
- ◆ Preparing Software Requirement Specification
- ◆ Migration of business logics from existing functions, PL/SQL to new application
- ◆ Implementation / Installation of the software at pilot UFC
- ◆ User training at UTI Financial Centers at Kolkata, Delhi and Mumbai
- ◆ Discussion with M/s Mckinsey and M/s TCS

Team Size : 3

Environment : Windows 2000, SQL Server 7.0, Visual Basic 6.0

- **HCL Info systems Ltd [Dec 97 – Nov 98]**

Programmer

Financial Accounting System development for Sakthi Finance Ltd

Financial Accounting System acts as the sink for modules, namely Deposit Management System, Hire Purchase and leasing System, In addition to these two modules data from the existing Systems Namely RAPS (Receipts and Payment System) and Payroll System are integrated with FAS to get the Daybooks and Final Accounts.

Responsibilities - Programmer

- ◆ Preparation of SRS, Detailed Design, Development
- ◆ Designed Forms 2000, Reports 2000 and has written back-end PL/SQL procedures
- ◆ Tuned the PL/SQL scripts and programs to improve the performance of software and reports
- ◆ Conducted Unit testing & Integrated testing

Team Size : 3

Environment : Oracle 7x, SUN Solaris2.5, D2K (Forms and Reports), SQL loader

Employment history

- ◆ Working as Consulting Project Manager in Isoris Technology (Mar16 – Till date)
- ◆ Worked as Project Manager - Delivery in Onward eServices Limited, Chennai (Aug10 – Feb16)
- ◆ Working as Project Manager - Delivery in Onward eServices Limited, Chennai (Aug10 – Till date)
- ◆ Worked as Project Manager in Infosys Technologies, Hyd (Jan 10 – Aug10)
- ◆ Worked as Project Manager in Hexaware Technologies, Chennai (April 07- Oct09)
- ◆ Worked as IT Manager Region in Bengal Tiger Line, Chennai (July 05 - Feb 07)
- ◆ Worked as System Analyst in P&O Nedlloyd, Pune (Jun 2004 - July 2005)
- ◆ Worked as System Analyst in Nihilent Technologies, Pune (Nov 2003 – May 2004)
- ◆ Worked as Assistant Manager - IT, Unit Trust Of India (Nov 1998 - Oct 2003)
- ◆ Worked as Project Trainee, HCL Infosystems Ltd (Dec 1997 - Nov 1998)