# Program Manager

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## Professional Summary

Experienced IT professional with over 22 years of experience, including past 9 years focusing on governance and program management. Proficient in leading and mentoring diverse teams, driving operational excellence, and aligning resources with organizational goals. Adept at stakeholder engagement, program management, and implementing strategies to enhance productivity and compliance.

## Key Competencies

- Team Leadership & Mentorship: Proven expertise in recruiting, training, and mentoring high-performing teams.

- Program Management: Skilled in planning, executing, and delivering projects on time and within budget.

- Stakeholder Engagement: Adept at presenting progress reports, addressing client concerns, and fostering strong relationships.

- Governance & Compliance: Implemented frameworks that improved audit compliance by 25%.

- Resource Planning & Workforce Optimization: Ensured efficient 24/7 team coverage with zero SLA breaches.

- Operational Excellence: Focused on streamlining workflows to enhance team productivity and efficiency.

## Certifications

- AWS Solutions Architect – Associate

## Project Management Certifications: PMP (Project Management Professional), PRINCE2, Agile certification CSM (Certified Scrum Master).

## Leadership or Soft Skills Courses: Programs in leadership, team management, or conflict resolution.

## ITIL

## Professional Experience

### DevOps Governance Manager

**Organization: Coforge | Client: TriNet | Oct 2023 – Present | Hyderabad | Team Size: 28**

- Managed hiring processes and ensured recruitment aligned with client and project requirements.

- Mentored and developed team members, equipping them with the necessary skills to excel.

- Oversaw resource allocation and shift planning for 24/7 operational coverage.

- Led weekly and monthly stakeholder meetings, providing comprehensive progress updates.

- Streamlined cross-functional collaboration to enhance workflow efficiency.

### Senior DevOps Manager

**Organization: Coforge | Client: Arcolab | June 2022 – September 2023 | Bangalore**

- Directed team efforts to support AWS cloud infrastructure and resolved operational issues efficiently.

- Collaborated with development teams to implement streamlined CI/CD pipelines and automation workflows.

- Acted as the key point of contact for client escalations, ensuring timely resolution of issues.

### DevOps Lead

**Organization: Capgemini | Client: NBC Universal | August 2016 – April 2022 | Bangalore**

- Led a team of 15, focusing on team development and efficient resource allocation.

- Streamlined operational workflows, reducing deployment times by 40%.

- Provided regular updates to stakeholders, ensuring project alignment with business goals.

## Education

- BTech - Computer Science & Engineering: Rural Engineering College, Bhalki (BKIT), VTU Belgaum

- 12th: Karnataka Science PU College, Bidar

- 10th: Guru Nanak Public School, Bidar

## Declaration

I hereby declare that the information provided above is true to the best of my knowledge.  
  
Place: Hyderabad  
Anand Patil