Candidate110, *PMP, CSM*
Mobile: +1-770 456 5746
candidate110@paramountsoft.net
Senior Project Manager

Professional Experience:

- Around 19 years of industry experience in various functions of software includes program management, extensive customer support/stakeholder management skills with strong technical acumen.
- Result-driven PMI certified professional and Certified ScurmMaster with 10 yrs of extensive project management experience and proven track record in increasing productivity, quality and customer satisfaction.
- A passion for excellence and a tenacious leader for results is a key attribute.
- Core competencies include:

  - Project/Program/Account management
  - Exemplary customer support skills
  - Strategic planning
  - Risk and issue management

  - Budget / cost control
  - Systems development / implementation
  - Pre-Sales / Business development
  - Strong leadership/negotiation/team building skills

Technical Skills:

Development methodologies:	Agile, Iterative, Waterfall
Handled projects on technologies:	AWS Container service with Docker, AWS SNS, S3, Elastic file system, Java / J2EE, .NET, HTML 5.0, Angular JS, Dynamo DB, Mongo DB, Sencha 2.0, Web services, Titanium framework,
	Objective C, Business Objects, Cognos, other Proprietary tools and technologies.

Education:

Business Administration	**2007 - 2008**
Bachelor of Engineering (Electronics & Instrumentation),	**1995**
Trained on **Scaled Agile Framework (SAFe)**	**2015**
BSI ISMS Auditor training	**2012**

Certifications:

- **Certified Scrum Master** from Scrum Alliance (CSM) - 2015
- **Certified Project Management Professional** from PMI institute (PMP) - 2005
- Certified Project Management Professional from Brainbench certification body - 2005
- Tavant Management Team: Individual Excellence Award for 'Accountability and Execution' – 2006 & 2009
- Certificate of Appreciation for Outstanding delivery from client (NACCO) - 2014
- Certificate of Appreciation for Outstanding Performance - 2005
- Certified BSI 27001:2005 Information Security Management System Internal Auditor - 2012

Professional Affiliation:

Member, Project Management Institute (US).

Experience Summary:

First Guaranty Mortgage Corporation   **Jun16 - Present**
Senior Program Manager

Responsibilities:

- Excellent stakeholder management skills with a shared vision, consensus building and customer relationship through constant & proactive engagement to maximize business objectives.
- Enhance team's delivery capability by monitoring their work and providing guidance in understanding the requirements and resolving issues.
- Focus on value delivered to the customer and constantly work with client facing counterparts.
- Moderated meetings at client side with various stakeholders participating.
- Encourage a work culture to build self-driven teams to pro-actively share, load and constantly support each other in day-to-day activities.

- Followed Agile process by task allocation/management using Microsoft Team Foundation Server, sprint capacity planning and creating burn-down chart to facilitate planning of the sprints.
- Conducted demos after every sprint and retrospective meeting as continuous improvement.
- Identifying risks / issues and building mitigation / contingency plan.
- Monitor and report project progress by: Meeting business requirements, making deliveries as planned, Identifying and managing project risks / Issues.

ACT, NACCO Materials Handling   **Sep12 – May16**
Senior Project Manager,

Responsibilities:
- Managed multiyear, multimillion, high visibility, large and complex application project spanning across different countries (US, EMEA, Canada)
- Handled large fixed bid account involving multiple large fixed bid projects executed in parallel includes new implementation, maintenance projects, development of 120 analytical reports on Cognos platform
- Managed project managers with peak team size of 60+ team members
- Involved in defining product roadmap for growing account and practice
- P & L management to keep cost under control and executed on all SLA metrics
- Grew the revenue from $0.5M to $4M+ in a span of 2 yrs by developing strong customer relationship and help reduce sales cycle for the new projects

Accomplishments:
- ✓ Adapted automation to reduce headcount thus resulting in cost saving of $150K over an year.
- ✓ Adapted innovative means of product development by developing tool to validate data for data migration process reducing turnaround time from 15 days to 8 days thus increasing productivity.
- ✓ Margin expansion done by delivering CR's worth $300K over 1.5 yrs thus increasing overall margin for one of the projects.

Awards:
- ✓ Certificate of Appreciation from Customer for outstanding delivery.

Tyrant Technologies   **Jan10 – Aug12**
Senior Project Manager,
Clients: Wolters Kluwer Financial Services, Land 'O'Lakes, Ingersoll Rand, HSP

Responsibilities:
- Responsible for handling multiple customers for various accounts
- Program execution of a cluster of 12 projects by managing teams onsite and offshore
- Architected technical/ commercial proposals / RFP by teaming up with Practice director.
- Created / reviewed / modified SOW's / proposals for customer approval / signoff.
- Successfully delivered various mobiles projects for Android and IOS applications using various technologies like Objective C, Titanium framework (Appcelerator), Sencha 2.0
- Handled mobile development projects designed for both iPhone and iPad
- Delivered solutions using various technologies like Microsoft based technologies, Java/J2EE, mobile technologies and host of other proprietary tools and technologies to various clients in various domains.

Accomplishments:
- ✓ Key team member to execute the project management processes on the lines of PMI across the organization. Mentored emerging new managers
- ✓ Pioneered new practices to increase organizational execution

Tyrant Technologies   **Jan07 – Dec09**
Project Manager,

Responsibilities:
- Handled complex projects through their entire lifecycle
- Identified and helped deploy open source tools for cost optimization resulting in 90% reduction in licensing cost
- Involved in customer presentation/demos during customer visits for new prospective clients.
- Agile process was followed for managing / allocating tasks using JIRA tool, used sprint capacity planning and burn-down chart to manage sprints.
- Ensure 100% compliance of the SEPG processes
    Accomplishments:
- ✓ Responsible for setting up the account from scratch starting with one project and then grew the account to 7 projects in a span of 1 yr by successful deliveries resulting in being promoted to next level
    Awards:

✓ Tavant Management Individual Excellence Award for 'Accountability and Execution' – 2009.

Tyrant Technologies   **Nov05 – Dec06**
Associate Project Manager,   ,

Responsibilities:
- Responsible for complete end to end delivery of the projects, that includes,
  - ➢ Scoping, planning, scheduling, tracking and status reporting.
  - ➢ Estimation and budgeting, change management, metrics collection.
  - ➢ Identifying risks / issues and building mitigation / contingency plan.
  - ➢ Application process review audits and configuration audits.
- Lead the team through a challenging project, handling HR issues and conflicts in the process

   Accomplishments:
✓ Was one of the highest CSAT and ESAT rated managers in the organization.
✓ Successful releases of projects resulted in a satisfied customer which in turn resulted in customer providing me an opportunity to handle additional projects for the same account.
   Awards:
✓ Tavant Management Individual Excellence Award for 'Accountability and Execution' – 2006.

<center>**Mar04 – Sep05**</center>

Team Lead,

Responsibilities:
- Worked in supervisory role as technical lead for team, point of contact for both offshore and onshore teams.
- Lead multiple teams in the areas of ,
  - o Application development, UI automation and Quality assurance
Accomplishments:
   ✓ Increased project revenue through customer satisfaction, developed management skills and enhanced technical leadership
Awards:
   ✓ Certificate of Appreciation for Outstanding Performance.

IBM Global Services Ltd,   **Oct02 – Mar04**
Senior Software Engineer

- Requirements management, design document and application development
- Adherence to SLAs in providing 24/7 production support, hot fixes with bonus/penalty implications.
- Assign and track tasks, plan delivery schedules and code releases to production.

Misys,   **Jul01 – Oct02**
Software Engineer,   ,
- Application development using Java/J2EE technologies, Servlets with iPlanet App. Server, JBoss

HCL InfoSystems Ltd, Chennai,   **Sept00 – Jun01**
Consultant,
- Application development using Java/J2EE technologies with weblogic App. server

Pentasoft Technologies Ltd,   **Jan97 – Aug00**
Assistant Consultant,
Application web development using technologies like Java, Servlets, JavaScript and HTML
- Application development using COBOL, IBM Mainframe technologies on ES/9000, S/390