Candidate 40, CSM®

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Summary

- **14 years** of experience in IT
- End-to-End Technical Program Manager for Cisco Finance – New Revenue Standards (NRS)project.Oracle ERP Implementation and Support of Oracle 11i / R12 Financial Modules.
- Strong expertise in Oracle Financials 11.5.2 to R12 (Accounts Receivables (AR), Accounts Payables (AP), General Ledger (GL),Fixed Asset (FA),Cash Management (CM)).
- Led a large cross-functional team comprising of business architects, system architects, application development, QA, DBA, Middleware (**EDW Enterprise Data Warehouse in Teradata**), **BI Launchpad (Business Objects Reporting Tool)**technology infrastructure resources to deliver common frameworks & scale up the infrastructure to meet the demands of aBPM application delivery portfolio.
- Lead an **Enterprise Architecture** team to formulate technology strategy in collaboration with key line of business executives. This strategy included a 3 year roadmap for legacy application rationalization and transformation with the objective of driving down the cost. The key benefit drivers were efficiency gains leading to reduced headcount, compliance cost avoidance and hardware decommissioning savings.
- Led an effort to select the **BPM** platform for mortgage technology from amongst the top BPM industry vendors (**Pegasystems, Appian, IBM**). Key activities included architecture assessment, sourcing strategy, contract negotiation, infrastructure setup, product adoption and enablement for internal application development teams.
- Worked in **NPI** applications between **Item Hub** and **NPI** teams to coordinate any new **product introduction** in the **NRS**(New Revenue Standards) program in **Cisco**.
- Customer focused, results driven technology executive with numerous years of leadership and extensive software engineering management experience
- Well versed with a Global Delivery Model having managed technology delivery with large technology teams (onsite + offshore) based out of Europe.
- Rich experience in **Program Management, Release Management, Change Management, InfrastructureManagement**.
- Rich experience in**Retail, Infrastructure,Banking and Financial** domain.
- Experience in working with multiple vendors and geographically distributed teams.

CORE COMPETENCIES

- Project and Program Management (PMO)
- Enterprise Release Management
- Agile Principles and Scrum framework
- ITIL based Service Level Delivery Management
- Problem / Incidence / Change Management
- Strategic Planning
- Leadership and People Management
- Mentorship, Training and Development
- Vendor Management

TECHNICAL SKILLS

Operating Systems   : Mac OS, Windows, MVS/OS

Domain   : Infrastructure, Retail, Banking and Financial Services

Technical   :Mainframes, AS400, PEGA PRPC, Oracle, PL/SQL

OPERATING SYSTEMS: OS/390, Z/OS Windows, MS DOS, Mac OS
HARDWARE: IBM Mainframe S390, Windows NT.
SOFTWARE PRODUCTS: Oracle, PL/SQL, VS COBOL-II, IBM MQ Series 5.3. SQL, JCL,

Ezytreive, REXX, CICS, TSO / ISPF, IBM Utilities
Databases: DB2
Tools / Technologies:VSAM, ISPF, IDCAMS, SPUFI, File AID for DB2, QMF, SPUFI, File AID, Endevor, Xpeditor, BMC, Platinum tool for DB2, BI Launch Pad (Business Objects), Hyperian Reporting

Other Applications/Tools used:
Microsoft Office, MS Share Point, Microsoft Project Plan, MS Visio, HP Project and Portfolio Management (PPM), **BI Launchpad (Business Objects Reporting Tool),** ITSM, BMC Remedy incidence and change mgmt, Lotus Notes, Service Now, Clarity, Salesforce, Rally, Jira, Propel, PEGA

Certifications / Professional Awards:

- Certified ScrumMaster (CSM)
- Certified DCO Architect (**CDA** from PEGA systems)
- Certified System Architect (**CSA** from PEGA Systems)
- ServiceNow Administrator
- Walmart People System (Infosys internal)
- Warehouse Systems (Infosys internal)
- Store Management System (Infosys internal)

Total Work Experience:

Projects

Current Title: Program Manager

Current Client: Cisco

Duration: From Aug 2014- TILL DATE

Description:

New Revenue Standards (**NRS**):

NRS is the new converged global standard for revenue recognition, also known as the revenue standard portion of IFRS (International Financial Reporting Standard). This new standard replaces existing US GAAP rules for revenue recognition and brings all industries onto one single principles-based revenue standard.

- NRS is the enterprise wide program that will enable Cisco to comply with the New Revenue Standard, targeted to go live on the Day 1 of FY19
- NRS Program lifecycle is consisted of five Program Increments (PI) and two quarters of E2E Production simulation from Q1FY17 thru Q4FY18

Role and Responsibilities :

- ✓ Business Requirements Gathering and Definition, Gap Analysis, Mapping, Systems and Environment Set-up, Testing, End-user Training, Post Production Support.

- ✓ Work with multiple cross functional teams collaboratively including business and development teams to analyze IT systems, and turn innovative concepts into effective ERP Application solutions.
- ✓ Expertise in Creation of Oracle 11i & R12 Financial Documentation for training of key users.
- ✓ Excellent interpersonal and communication capabilities and extensive experience in dealing with people from various organizational levels and diverse cultural backgrounds.
- ✓ Successfully demonstrated excellent working relationship with teams across multiple gepographical locations.
- ✓ Proven abilities to leverage standard functionality to reduce IT costs, increase efficiency and optimize business results.
- ✓ Functional Requirements, Technical Requirements Gathering & Analysis Software Development of Lifecycle Oracle Applications 11.5.10 11.5.8 & R12: Accounts Receivables, Account Payables, General Ledger, Fixed Assets, Cash Management, iExpenses, Report Manager, Property Manager, Purchasing, Order Management Order to Cash process, Inventory and Service Contracts.
- ✓ Lead an enterprise architecture team to formulate technology strategy in collaboration with key line of business executives. This strategy included a 3 year roadmap for legacy application rationalization and transformation with the objective of driving down the cost. The key benefit drivers were efficiency gains leading to reduced headcount, compliance cost avoidance and hardware decommissioning savings.
- ✓ Led an effort to select the BPM platform for mortgage technology from amongst the top BPM industry vendors (Pegasystems, Appian, IBM). Key activities included architecture assessment, sourcing strategy, contract negotiation, infrastructure setup, product adoption and enablement for internal application development teams.
- ✓ Led a large cross-functional team comprising of business architects, system architects, application development, QA, DBA, Middleware Administration, technology infrastructure resources to deliver common frameworks & scale up the infrastructure to meet the demands of a $10-$30MM annual BPM application delivery portfolio.
- ✓ Assist Release management and Configuration across all the processes. Includes hands on in PEGA.
- ✓ Planningprojects and scope changes through Microsoft Project Plan (MPP).
- ✓ Metrics Report preparation through IPM+ (Infosys internal tool).
- ✓ Use other client specific tools like HP ITSM, Request Tracker, Remedy, Kintana, Propel, Ciscodocs, PREP. PEGA, Rally.
- ✓ Prepare Weekly Status Reports and share with clients and Infosys Management on weekly basis.

Title: Program/Project Manager

Client: Fedex

Duration: From 5 Aug 2013 TILL 26 Aug 2014

Description: Coordinating and implementing Hardware and server request from the initial request, build, configuration, move to production, and project closeout processes like planning, tracking, reviewing purchases and managing day – to – day activities.

Role and Responsibilities :

- ✓ Planning through Microsoft Project Plan (MPP)
- ✓ Tracking through MPP, Request Tracker, Infrastructure Readiness Coordniator Tracking Tool
- ✓ Metrics Report preparation through IPM+ (Infosys internal tool).

- ✓ Use other client specific tools like HP ITSM, Request Tracker, IRC Tracker, Equipment Purchase Database, Infra Capacity Management, IP Address Distribution (IPAD) Lookup.
- ✓ Prepare Weekly Status Reports and share with clients and Infosys Management on weekly basis.
- ✓ Coordinated with multiple vendors from geographically distributed teams for successful implementation of servers.

Title: Project Manager (Houston, Texas)

Client: Sysco Foods

Duration: From 07 Dec 2012 TILL 15 July 2013

Description: There are around 70 Operating Companies (OpCo) where each OpCo is comprised of three components namely – Vendor, Item and Customer.
Leading this enhancement will provide an automated process for searching on existing Vendors, Item and Customers in Sysco Unified Systems (SUS) built in AS400 technology. Currently, each OpCo is designed to pull data from MDM (Master Data Management) system built from Corporate which is a single unit connecting all the OpCos for billing, reporting and all other IT related services. Going forward, the corporate will be converted to a SAP technology application which means an Enhancement has to be made at each OpCo level to build a new interface with the SAP based corporate to fetch data all the required data for a Vendor/Item/Customer.

Role and Responsibilities :

- ✓ Responsible for handling Offshore team of size 8, coordinating between Clients and Offshore to meet client's requirements
- ✓ Go through the entire SLDC life cycle and make sure the project is delivered within the deadline and support the application whenever needed
- ✓ Maintain and resolve production tickets through BMC Remedy tool.
- ✓ Served as primary point of contact on a 24-hour, 7-days-a-week basis for Network Operations, Customer Service Operations, Production Control, Computer Operations, and Help Desk.
- ✓ Coordinated timely disaster recovery procedures affecting the stability of data center operations.
- ✓ Interfaced daily with client users worldwide to address a range of technical issues and concerns.
- ✓ Developed and revised departmental procedure manuals to assist staffs in technical operations.
- ✓ Implemented Quality Control procedures to ensure full compliance with Service Level Agreements.

Title: Project Manager/Team Lead

Client: Walmart

Duration: From 19 SEP 2011 TILL 30 Nov 2012

Description:The scope of this TITAN project is to update all the applications to reflect the current operational alignment of the client's equipped store. As part of this project new database & new set of tables for holding the new operational alignment will be created. All the impacted screens/programs will be referring to the new database. All the reports which is at Market level will be converted into Region level. New Market level Reports will be created if required by business
    Also the scope includes making the alignment structure flexible for any future operational alignment changes and all these make it Clean & Accurate data in all reports & screens.

Role and Responsibilities :

- ✓ Responsible for handling Offshore team of size 8, coordinating between Onsite/Offshore and deliverables from Offshore
- ✓ Go through the entire SLDC life cycle and make sure the project is delivered within the deadline and support the application whenever needed
- ✓ Maintain and resolve production tickets through BMC Remedy tool.

Company: Cognizant Technology Solutions   Period: 9 Feb 2004 to 30 Oct 2010

Projects

Title: Developer/ Senior Develope

Client: The Bank of Newyork Mellon

Duration: From 9 Feb 2004 to 30 Oct 2010

Description: Worked for a merger project where two banks mergedalong with their Global Shares. At present in one bank, global shares processing was done for two clients. In addition to these two, a new client needed to be processed for which fractional shares needs to be handled. All are German based clients but processed from US.

Role and Responsibilities :

- ✓ Started at offshore as a team lead and went onsite for the new region creation
- ✓ Got KT from clients (Onsite) and established the team at offshore single handedly for the application.
- ✓ Interacting directly with the clients from offshore. Involved in all phases if SDLC process.

Coordinated with multiple vendors from geographically distributed teams for successful implementation of servers.

Academic Qualification

- • Bachelor of Engineering in Computer Science in 2003