



## PROFILE

A Dynamic & Proficient Programme & Project Manager with over 15 Years' experience, across various sectors, Telecom, Retail, Insurance, Public sector, Logistics & Banking. I am performance driven & entrepreneurial & take pride in driving initiatives that exceed targets. I excel at cross functional collaboration to achieve on-time, on-budget, on-spec results.

## Senior Technical Programme Manager

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- bakshiabhi@gmail.com
- London, UK
- British Citizen
- [My LinkedIn](#), [My Website](#)

### Skills / Expertise

- Programme / Project Management
- Leadership, Coaching & Team Development
- Test & Quality Management
- Communication, Negotiation & Risk Management
- Stakeholder & Vendor Management
- Budgeting, Monitoring & Control

### Education

- Bachelor of Engineering (Information Technology)

### Certification

- Microsoft AZ-400 Designing and Implementing Devops
- PRINCE2

# ABHISHEK BAKSHI

## WORK EXPERIENCE

### Role: Staff Technical Programme Manager

Company: Deliveroo

Duration <July,2021> to <Current>

**Role Description:** Programme Management of multiple new initiatives in consumer application and financial integrity domain

### Key Responsibilities & Achievements:

- Leading the creation of Deliveroo's first development centre in India
- Establishing key metrics for success and improvements for offshore teams in India including HR, Recruitment, Engineering and Product
- Liaising with stakeholders from all division/departments, assessing offshore requirements & fulfilling those for UK, Dubai and HK markets
- Managing end-to-end program delivery for consumer application and bringing synergy with restaurant, riders and grocery verticals
- Designed and Maintained Strategy and program plans for multiple programs
- Identified and aligned inter-dependencies between multiple deliveries and actively managed timely completion of each side to avoid slippages to the tight delivery schedule
- Setting up internal SLOs, SLA, SLIs and KPI in line with Key results with platform teams
- Created, maintained, and delivered IT roadmap for successful continuous rollout & features/ business objectives
- Leading a team of Programme Managers in devops and agile transformation

### Role: Programme Manager - Digital

Company: Appriss Retail

Duration <Apr,2019> to <June,2021>

**Role Description:** Appriss Retail offers real time fraud monitoring, loss prevention and return eligibility check services to the world's biggest retailers in US, UK, and Australia. My main role is to bring whole range of Appriss products to one Appriss platform on azure cloud, replace multiple versions of our app with SaaS model and establish devops to deliver customer value faster

### Key Responsibilities & Achievements:

- Lead digital transition from multiple app versions to 1 evergreen cloud version
- Created, maintained, and delivered IT roadmap for successful monthly rollout & features/ business objectives
- Leading transition and synergy exercises between US & UK teams for agile ways of working across dev, test & ops
- Restructured existing roles to align to cloud migration and developed a task force to refine & refactor legacy systems and deliver MVP changes following sprint establishment which focuses on customer value and revenue streams

## Capabilities & Technology

- **Complex systems integration& Digital Transformation**
- **Designing & implementing delivery frameworks**
- **High traffic, enterprise scale systems**
- **Online digital, mobile and back office**
- **Scrum & Kanban in Scaled Agile environments**
- **Software and infrastructure refresh**
- **Technology evaluation & vendor selection**
- **Implementation & large data migration**
- **Project Lifecycle Management & governance**
- **Automated builds, deployments & test**
- **Cloud hosting, Automation, TDD-BDD**
- **Delivery & process improvements, Dev-ops**

- Identified & delivered Automation capability with open-source tooling and integrated this with devops
- Developed & managed rollout plans with customers for onboarding exercises and new mode
- Replace existing inhouse infrastructure with azure IAAS/PAAS offerings saving cost , working with google analytics and azure BI offerings
- Implemented robust test and quality gates at every stage in SDLC
- Recruited, Coached & Developed teams across multiple geographical locations of testers, developers, Project managers and business analysts

## Role: Digital Programme Manager

**Company: Royal Mail Group**

Duration <Feb 2017> to <Apr 2019>

**Role Description:** RMG IT delivery is divided into 5 platforms and PDA platform builds & deploys solutions for physical fulfilment/delivery of letters & parcels to customer premises. My main responsibility was to deliver quality products with no service disruptions.

### Key Responsibilities & Achievements:

- Project management of £10m Digital transformation strategy from legacy to Azure cloud with zero down time and no disruptions
- Create, maintain, and deliver IT roadmap, Re-aligning and redefining cloud migration requirements into deliverables against business objectives
- Leading transition from waterfall to agile ways of working across dev, test & ops. Supervised Agile transformation across multiple projects, setting up transition walkthroughs & new ways of working
- Develop phased rollout plans with suppliers (onshore / offshore) & vendors and actively manage deliveries
- Legacy Infrastructure costing RMG 3 million/ quarter was replaced by hybrid cloud model saving more than 2 million/ quarter
- As a sign off authority, I proactively challenged supplier Plans and budgeting, reducing programme cost by 15%
- I brought performance testing, failover, and DR testing inhouse, and developed a strong test and quality process to showcase any deviations/issues before any sprint demo/go live
- Improved stability of the legacy platform by scaling both infrastructure and software layers in readiness for the higher demands
- Recruited, Coached & Developed teams across multiple geographical locations of testers, developers, Project managers and business analysts

**Role: Journey Programme Manager**

**Company: Barclay Card**

Duration **<Oct, 2016> to <Feb 2017>**

**Role Description:** The bpaid was a multi stream transformation program and I successfully lead and delivered the merchant onboarding journey.

### Key Responsibilities & Achievements:

- Managed end-to-end program delivery, from concept to delivery
- Designed and Maintained Strategy and project plans
- Supplier and Vendor Management, against agreed KPIs and SLAs
- Identified and aligned inter-dependencies between multiple deliveries and actively managed timely completion of each side to avoid slippages to the tight delivery schedule

Platforms, Technologies

- Cloud services- Azure, AWS
- Microsoft Dynamics (CRM & ERP)
- GSM- 3G/4G, MPF, SMPF
- MSAN- Multi-service access node
- Mobile handsets and Android and IOS applications
- Salesforce
- SAP-ERP, BI/BW
- JDA (WMS), Planograms
- SharePoint, Microsoft

Methodologies

- Agile- Scrum, Kanban
- Waterfall
- V Model
- Dev Ops

- Set up offshore development and test factory for on boarding work steam in India, significantly reducing costs & timelines
- Coached & developed team of 20 direct reports including project managers, mentoring, and guiding my team to deliver better results
- Meticulous planning with 3rd party vendors and card acquirers & managed delivery
- Challenged test duplication by setting up test command centre and introduced automation
- Planned and coordinated with card acquirers for Visa, Master Card, Amex for release updates and customer on boarding. Set up API based status update for 3<sup>rd</sup> party to access
- Managed 3rd party's integration points e.g.: Equifax and company house and acquired required sign off within project timelines

**Role: Programme Manager**                      **Company: Cubic Transport system for (TfL)**  
Duration <Feb,2015> to <Oct, 2016>

**Role Description:** Delivered a new “oyster app” to top up oyster cards using Azure cloud which would get the feed from TfL’s existing legacy setup. My role was to plan, manage and deliver these projects & to create product pipeline for faster route to market without any quality compromise.

**Key Responsibilities & Achievements:**

- Delivered TfL's Azure Cloud capability for "Oyster pay as you go app" by working closely with 3rd party suppliers and replacing legacy services with hybrid PaaS & IaaS solution, delivering more functionality faster
- Designed & achieved 2-week release cadence for oyster mobile app & 6-week release cadence for contactless cards - a first at TfL/cubic for complex System Integration delivery
- Designed and maintained Agile framework with supplier and vendors for delivery including apple pay and google pay
- Shifted testing to left, by improving delivery model and introducing devops framework & tooling
- Project Coordination with card acquirers for Visa, Master Card, Amex for Accreditation & PCI DSS signoff
- Improved stability of the legacy Oyster platform by scaling both infrastructure and software layers in readiness for the higher expected demands from the mobile platform
- Implemented a robust performance proving regime to validate the exceptionally high transaction volumes

**Role: On Site Consultant**                      **Company Tata Consultancy Services**  
Duration <Sept,2004> to <Feb, 2015>

**Home office, UK :** Project Manager

**Kingfisher IT:** Test Manager

**The Co-op:** Project Management

**AXA :** Project Management

**Vodafone:** Test Manager for BGDSL and WSDL EDGE

**British Telecom :** Test Lead for BT Projects at onsite with most of the team offshore

**Nokia :** Site and Test engineer for Nokia BTS, BSS and MSC deployments