

BINDU SREE S

(BSc, MCA, PMP)

IT MANAGER, PMI CERTIFIED PROJECT MANAGER (PMP) & Scrum Fundamentals Certified (SFC)

PROJECTS (AGILE & Traditional)

ERP Implementation Projects (SAP / SCALA/ ORION/ WMS/HRNET/HERMS)

Data Warehousing Projects

IT Infra Migration & Installation Projects

Business Transformation Projects

Security Surveillance & Risk Management Projects

HRMS, Healthcare, Warehouse Management, Logistics & Supply Chain Projects

Core Banking Solutions Projects

SME, Retail Industry and Trading Projects

Payroll & Financial Solutions Projects

E-Commerce Projects

Port Management Projects

Web Portal Projects and Online Custom ERP Project

BI & ETL Projects

AREAS OF EXPERTISE

Project Management (Agile & Waterfall) and Project Budgeting

Define Technology Roadmap and Delivering Complex Technology Solutions

SAP Project Life Cycle, Develop Business Blueprint (BPB)

SAP HCM/MM Functional Consultant

Scope, Cost, Schedule & Quality Management

Stakeholder Management (Vendor, Client & Customer Management)

Project Coordination & PMO

Risk & Communication Management

Change and Incident Management

IT Operations Management and Process Improvement

BI & Reporting Services

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IT Project Management & Solution Delivery Profile

Snapshot: Highly Accomplished and Performance-Driven **Project Manager**, with a career span of **22 years** in various sectors of **Information Technology** with proven track records in the End-to-End Project Management, from Project Planning and Execution to Project Closing.

Expertise in Project Planning, Budgeting and Cost Benefit Analysis, Project Coordination and Communication, Business Case Analysis, Change Management, Business Process Improvement, Project Team & Stakeholders / Vendor Management and Cost-Effective Solution Delivery skills.

Offering rich multi-faceted experience in delivering High Quality, Complex, Strategic and Change Driven Business Automation solutions of Industry best practices and standards within Project Budget, involving multi-functional departments and stakeholders.

Certified Project Management Professional (PMP), Energetic, Independent, Detail Oriented specialized in delivering Industry Standard ERP, Non-ERP, e-Commerce & Financial Solutions using Conventional SDLC Driven and Agile Project Management Methodologies, who successfully led Cross Functional Teams Onshore and Offshore.

Proficiency in different fields & aspects of IT Industry and experience in IT Business Systems Analysis, Solution Design, Development and Implementation in multiple Domains and Tools, expertise in successfully implementing complex IT Projects within the Scope, Schedule and Budget Estimations with required product Quality aligned with the Organizations Business Strategy.

Capability Index

- ✓ Result Oriented Project Manager and Project Coordinator with high levels of Communication and Interpersonal skills capable of deliver Qualitative and Industry Best Practice Business Automation Solutions within the Estimated Scope, Cost and Schedule Baselines.
- ✓ Characterized as a person with focus on discipline, prioritization, and keeping emphasis on mission critical objectives by contributing support towards Product Delivery and Support.
- ✓ Well Organized Project Analyst and PMO Coordinator
- ✓ Efficient System Analyst with high degree of Business Case Design, Analysis and Evaluation
- ✓ High degree of Vendor Relationship Management and Customer Relationship Management Skills
- ✓ High Degree of Team management and Team Development Skills with ability to structure teams, lead programs and manage individuals
- ✓ Leading Solution Delivery Teams and Solution Integration Teams
- ✓ Proficient in delivering ERP (SAP) and non-ERP Business Solutions.
- ✓ Functional Knowledge in SAP ECC 6.0 & S/4 HANA Application Tool.
- ✓ Cross-Functional having experience delivering fast, technology-intensive projects
- ✓ Efficiency in managing and engaging Stakeholders with varying interests and functional capabilities in Complex and High Budget Projects.
- ✓ Proficiency in building highly motivated Cross Functional Teams focused on achieving organizational as well as individual performance goals.
- ✓ Capability to develop and maintain good business rapport with corporate clients, ensuring

customer satisfaction by achieving delivery & service quality norms.

- ✓ Skilled with Business Automation expertise in multiple Technologies and Platforms and can automate business in any Domain/Industry
- ✓ Full stack system developer and excellent programmer proficient in multiple programming languages and Database Management Systems
- ✓ Proficient in End-to-End SDLC (Software Development Life Cycle), SOP (Software Operation Procedures) and Solution Management
- ✓ Proficient in Project Documentation, Business Blueprints, Design and Functional Specifications
- ✓ Influential Change Manager with expertise in Level 1, 2 and 3 Support Management
- ✓ Adaptive to Technology Changes and up to date with the current technology trend
- ✓ Efficient Service Desk Coordinator and with high levels of Timely Support Management skills within no or less system downtime
- ✓ Excellent relationship management and effective communication skills with the ability to network with a wide section of people with consummate ease
- ✓ An excellent contributor to the PMO for Research & Development, Project Documentation and Lesson Learned Library
- ✓ Efficient Tester and well organized UAT Facilitator
- ✓ Subject Matter Expert, well versed Mentor and Trainer
- ✓ Proficiency in multiple Project Management Tools like MS Projects, JIRA, GitHub, Smart Sheets, Monday etc.

Achievements






- ✓ Certified Project Manager (PMP) successfully completed and delivered many complex big budget IT Systems Projects within the estimated Scope, Schedule, Cost and Quality.
- ✓ Played significant roles in development and delivery of Complex Business Automation Solutions with a wide variety of technological platforms and multi-client environment with Cross Functional Teams helped a cost saving of 1 million
- ✓ Delivered Industry Standard Solutions to multiple Business Industries including End-to-End ERP Implementations with excellent project governance in strict deadlines, KPIs and estimated budgets resulted in operational efficiency and customer satisfaction.
- ✓ Worked on End-to-End SAP Implementations Projects and Third-Party Support Management Projects with exposure to Global Template Rollouts (Global ASAP Methodology) including UAE and International Payroll Modules.
- ✓ Worked as a Functional Consultant of SAP HCM Module and single point contact between the Vendor and the Business.
- ✓ Introduction of Project Management Best Practices in complex Projects achieved 100% accuracy and scalability in Application Systems.
- ✓ 100% User satisfaction through timely and efficient support management activities.
- ✓ Devised strategies to align multiple disciplines, coordinating efforts between business groups and driving complex systems integration for robust, high-quality systems that solve business problems within the estimated time frame.
- ✓ Successful Project Coordination and single point of contact between the Business & External Vendors in Solution Management and Configuration achieved efficient and faster results to Operational Issues.
- ✓ Well analyzed and designed data models & Dashboards for Data driven MIS Projects in different domains helped Management to take effective and accurate Business decisions on time.
- ✓ Being well proficient in Information Technology, efficiently incorporated latest Technological advances in solutions through continuous Research & Development of newer Technologies helped the Business up to date with leading Technologies.
- ✓ Successfully managed big and small teams and customers of cultural diversity helped maintaining

- ✓ a good client-customer relationship which increased the sell rate of the Product.
- ✓ Efficiency in Coaching and Training brought up independent Teams for Routine Operations which regulates the AMC Cost.
- ✓ Appreciated for best performances in multiple contexts and won Employee of the Quarter Award for excellent services and customer satisfaction.

Notable Project Management Domains & Fields

- ✓ Industry Standard Business Automation Projects in multiple Domains for Retail Industries, Hotels, Hospitals, Real Estates, Constructions, Insurance, Warehouses, Aftermarket etc
- ✓ Security Surveillance Projects
- ✓ ERP Implementation Projects (SAP & Custom Developed)
- ✓ Core Banking Solutions Projects
- ✓ Payroll & Financial Solutions Projects
- ✓ E-Commerce Projects
- ✓ ICT Projects
- ✓ Web Portal Projects and Online Custom ERP Project
- ✓ Access Control Biometric Device System Installation and Configuration Project (Hand Punch, Finger Scan, WI200) Project
- ✓ Complex Data Migration & Integration Projects
- ✓ Big Data Analysis & Data Cleaning Projects and Dashboards

Job Positions

<u>Roles</u>	<u>Period</u>	<u>Organizations</u>
 IT Project Manager & IT Head	Mar 2019 – Till Date	Al Amani TVR Group
 Project Manager & HCM Functional Consultant	Aug 2010 –July 2018	Gulftainer Company, Sharjah, UAE
 Project Implementer & Senior System Analyst	Jan 2008 – Apr 2010	BSG FZ LLC, Dubai, UAE
 Software Consultant & Project Delivery Manager	Feb 2004 - Dec 2007	Net Solutions FZ LLC, Dubai, UAE
 System Analyst & Application Developer	Apr 1998 - Dec 2003	ARGM Software Exports, India

Education

<u>Degree</u>	<u>Institution</u>	<u>Year</u>
✚ PMP – Project Management Professional	PMI	2016
✚ SFC – Scrum Fundamentals Certification (Agile)	SCRUM Studies	2018
✚ MCA - Master of Computer Applications – Post Graduation	IGNOU	2003
✚ APGDCA - Advanced Diploma in Computer Applications	IGNOU	2002
✚ PGDCA - Post Graduate Diploma in Computer Applications	LBSCST	1995
✚ BSc - Bachelor of Science- Chemistry	University of Kerala	1993

Professional Training

✚ Project Management (PMI)	✚ Business Process Design
✚ Agile Requirement Foundation	✚ ITIL Foundations
✚ ASP.NET & MVC Development	✚ SAP ECC 6 (HCM-Payroll, MM, FICO)
✚ PowerBuilder 12.5	✚ JIRA for Agile, Kanban & Scrum
✚ Software Development & Implementation	✚ Success Factors Employee Central

Career History

27.03.2019 – Till Date IT **PROJECT MANAGE / HEAD OF IT**

Amani TVR Group, Dubai, UAE

Industry: Automotive (Japanese, Korean & Taiwan Car Parts Genuine and Aftermarket Sales & Distribution)

IT Department Operations Management | IT Project Management | IT Budgeting | Resource Management | Group Companies IT Operations Coordination | IT Security Administration

Goal Oriented and Top Performing IT Manager, ensuring the industry best practices of IT Management, Data Security and Business Process Automations, for the Group Companies aligned with the Operational Strategy of the Organization

- Delivering, Facilitating and supporting strategic plans for implementing Information Technologies in the Corporate Office, Head Office and for the Group Companies and Branches in UAE and Overseas, aligned with Organization Business Policies
- Defining and Implementing of IT policies and procedures for the Group Companies.
- Department & IT Projects Budgeting
- IT Project Management
- IT Assets Administration & Vendor Management
- IT Resource Planning and Recruitment
- Business Process Automation and Enhancements
- Change Management and Issue Tracking
- Implementation & Administration of IT Security
- Data Centre Management
- Team Management & Coordination

22.08.2010 – 31.07.2018 **PROJECT MANAGE / HCM FUNCTIONAL CONSULTANT**

Gulftainer Company, Sharjah, UAE

Industry: Sea Port Management & Logistics

Project Management | Software Development & Implementation Lead | Stakeholder Management | Timeline Management | Change Management | Support Management | Project Risk Management | SAP HCM Techno Functional Consultant

Top Performing IT / ERP Project Manager leading strategic initiatives including business process automation, ERP systems implementation for In-house Business Operations Management. Led and monitored several projects with varying levels of complexity; identified and mitigated potential risks, determined project scope, managed requirements, and managed resources to support internal software development projects.

- Performed Lead roles in high budget ERP and Non- ERP Software Implementations projects involving stake holders from multiple Functional Departments and big teams with cross functional members of cultural diversity.
- Liaised with the Business Process Owners and Functional Team to gather the Business requirements through repeated sessions and document them for further analysis.
- Identified Stakeholders with varying project interest and impact and engaged them effectively for higher degree of user satisfaction
- Managed stakeholder's engagement, communication and status reporting with respect to their impact and interest in the project.
- Effectively managed the relationship between the Business Process Owners and External Clients / Venders.
- Implemented & Coordinated complex Information Technology Projects by analyzing the Business Needs and the Project Benefits to the Organization, Prepared Project Scope Document and Project Plan, Scheduled the Project, allocated human Resources, managed project communication, Risk management, Execution, Status Reporting, Changes and ensured Functionality and Quality till the final implementation, UAT and Project Closure.
- Ensured the Balancing of Cost and Benefit of the Projects thru detailed Cost Benefit Analysis and Return of Investment (ROI) Calculations
- Applied project management methodologies (Traditional Waterfall or Agile) with respect to the nature, risk and

priority of the Requirements.

- Effectively managed Project risks by managing the Risk Register and mitigation plans.
- Established and communicated SMART Goals and directed team activity. Lead the project team in Development and Successful Implementation of Business Application aligned with the Organization standards.
- Performed GAP analysis between the Existing Business Systems and the new Business Requirements and documented and proposed enhancements in the existing systems if the gaps are less else developed new system.
- Prioritized the Business Needs and Planed activities accordingly.
- Defined and documented complete and clear Business Requirement Document (Business Blueprint) from the analyzed Requirements aligned with the Organization strategies and Policies and got sign off.
- Successful Business to vendor Coordinator and single Point of Contact to vendors and external Consultants
- Geared up **SOP** (Software Operation Process) and the Functional Specification (**FS**), Technical Specification (**TS**) and Configuration Specification (**CS**) Documents for the signed off Business Blueprints (**BPB**) and **As-IS** Documentation.
- Effectively communicated external Vendors the Business Requirements and implemented applications for the same.
- Developed custom ERP Applications and Existing System Enhancements as per full SDLC methodology
- Ensured Status Reporting as per Business Workflow.
- Designed Database Architecture and Data Modeling for different Applications
- Implemented System Changes as per predefined Change Management Workflow.
- Organized Test Scripts and Test Cases and ensured that the Business Requirements are satisfied thru complete end to end system testing.
- Gained operations satisfaction with timely Support with 24/7 Service Desk Coordination of prioritized incidents and service requests logs as per predefined workflow where efficiently analyzed the Root Cause and given permanent fixes.
- Documented Lesson learned of the supports and maintained an organization knowledge base for future reference.
- Equipped Testing with Test Scripts and Test Cases and facilitated UAT schedule and ensured completion of the Business Requirements as per process owner expectation.
- Developed Interface mapping and Business Systems Integration with other custom and Third-Party Solution implementations
- Ensured Data Security in Business Applications by Integration of Applications Security as per company Policy and Procedure
- Fulfilled the Client Portal Requirements of the Company as per the End-to-End System Development Life Cycle
- Implemented Web Services, Tested and Hosted for external vendors aligned with Company Business
- Performed Ad-hoc data retrieval and analysis through relational databases, Excel and other data management Tools
- Applied faster Data Migration Techniques for MIS Analysis
- Ensured on time Delivery of Business aligned Solutions
- Incorporated controlled changes and version control for Business Applications.
- Scheduled and Monitored Automated Business Processes

01.01.2008 – 30.04.2010 PROJECT LEAD/PROJECT DELIVERY HEAD

Business Systems Group FZ LLC (Currently Exatus), Dubai Knowledge Village, Dubai

Industry: Information Technology Solution Provider

Project Lead | Software Development & Project Implementation | Timeline Management | Change Management | Client Management & Client Support | Ontime Project Delivery

Goal Oriented Project Manager & Application Team Lead Implemented the Logistic ERP systems WMS for high-end Middle East clients such as SunNSands Ltd, Transworld, Madina Logistics, and Gava Forwarding LLC and Effectively Managed Virtual Teams in Application Development and Deployment.

- Designed, Developed & Delivered Custom ERP Software **Application projects** for multiple Clients as per the full SDLC procedures
- Liaised with client Business and Functional Team to understand the Client Requirements and documented them and developed /customized the system as per that
- Visited Client Place as per pre-scheduled meetings and perform requirement gathering by applying different requirement gathering techniques and documented them.
- Performed Scope Analysis, Scope Documentation, Project Plan, Data Base and Application Customization, Testing, License Agreements, UAT, Implementation, End User Training and Sign Off.
- Prepared Data Migration Plans, Templates and Algorithms and performed initial data upload for Go Live.
- Managed Post implementation Maintenance and client support as per project contract.
- Delivered Time based Solution s, Go Live Client Applications within the agreed Budget and Deadline.
- Managed Existing Systems Enhancements like new Module Integration or enhancement the existing modules with new features as per full cycle SDLC, Design, Development, Implementation, End User Training, Sign Off for existing clients.
- Provided End to End Support for existing clients as per AMC agreements.

PROJECT CONSULTANT / DELIVERY MANAGER

16.02.2004 - 31.12.2007 Net Solutions FZ LLC, Dubai Internet City, Dubai

Industry: Information Technology Solution Providers

Project Management | ERP Implementation Lead | Project Management Best Practices | Project Leadership | Software Implementation & Support | Timely Project Delivery

Implemented ERP applications for multiple clients in Middle East like NBF, Damas Jewelers, System Constructs, Abu Dhabi Corniche Hospital, Saudi Perfumes, EMAR Properties Tower Rotana Hotel, DP World etc and Kenana Sugar in South Africa with collocated and virtual teams of cross functional, analysts & programmers and ensured project activities aligned with project requirements. Conducted Gap analysis, documented and developed project plan. Identified and mitigated potential risks.

- Customized, Designed, Developed & Implemented Custom **ERP Application Projects** for Clients both Middle East and International in compliance with the full SDLC procedures
- Liaised with client Business and Functional Team understood and documented Client Requirements.
- Visited Client Places as per pre-scheduled meetings and performed requirement gathering by applying different requirement gathering techniques and documented them.
- Performed Scope Analysis, Scope Documentation, Project Plan, Data Base and Application Customization, Testing, License Agreements, UAT, Implementation, End User Training and Sign Off.
- Prepared Data Migration Plans and Templates.
- Managed Post implementation Maintenance and client support.
- Delivered Time based Solutions, Go Live Client Applications within Budget and Deadline.
- Performed Existing Systems Enhancement like new Module Integration or enhancement the existing modules with new features as per full cycle SDLC, Design, Development, Implementation, End User Training, Sign Off for existing Clients.
- Provided End to End Support for existing clients as per AMC agreements.
- Managed Version Control, Change Management and system updates
- Performed SQL / Oracle Database Management and Database Programming
- Provided End to End Client Support Onshore and Offshore
- Prepared Training Materials for End User Training
- Implemented T24 Integration with the Custom ERP Application

PERSONAL SNIPPETS	
Linguistic Knowledge	English, Hindi, Malayalam
Nationality	Indian
Current Location	Dubai / India

Key Skills		
<u>Domain Proficiency & Areas of Expertise</u>		
P roject M anagement P roject Integration P roject P lanning R equirement Gathering & Documentation S takeholder Management C ost Estimation, Budgeting S chedule Management R esource Management & SLA C ommunication Management Q uality Management R isk Analysis, Mitigation R isk Management P rourement Contract & Vendor Management C hange Management P eople Management P roject Status Reporting	P M O Governance Procedures and Status Reporting B usiness Case Analysis and Evaluation B usiness Process Design & Modeling P roject C oordination C ost Benefit Analysis, Benefit Realization & ROI P roject Documentation (<u>Project Charter</u> , <u>Project Plan</u> , <u>As-Is Document</u> , <u>Technical & Functional Specifications</u> , <u>Business Blueprints</u> , <u>Test Scripts</u> , <u>Test Cases</u> , <u>DFDs & ER Diagrams</u>) U A T Facilitation & Management U S E r M anual Preparation E nd U S E r T raining M entor & Subject Matter Expert T echno Functional Consultant	S ystems Analysis & Design G A P Analysis B usiness Automation Software Design, Development & Implementation S oftware Development & Testing D atabase Design & Development D atabase Programming D ata Cleaning & Data Migration R eporting B ig Data Analysis R esearch & Development I ncident Management
<u>Soft Skills</u>		
Strong work ethic Positive Attitude Dependability Ownership & Accountability Independent Confident, Diplomatic & Logical Leadership Skills	Team Building & Team Development Communication and Interpersonal Skills Presentation Skills Time Management Abilities working well under Pressure Negotiating & Cost Oriented Self-paced and Quick Learner	Team Player Organized & Goal Oriented Problem Solving and Analysis Skills Coachable & Open to Learning Adaptable to Changes and Challenges
<u>Hard Skills</u>		
PMBOK & SBOK M S Project, Lucid Chart, Visio, Smart Sheet SDLC, Entity Frameworks & UML MS Power BI, Power Designer TOAD Data Modeler, VBA Web Services, WCF, WPF, Web API	Windows Server, Unix, Linux Office365 and Outlook, Skype for Business Manage Engine Service Desk LAN/WAN Basic Hardware Awareness .NET Framework 3.5,4,4.5,4.6,4.7	Services (SSRS) SQL Server Integration Services (SSIS) MicroSoft Reporting Services (MSRS) Oracle and PL/SQL Sybase ASE Database TOAD Database Interface

SAP HCM-Payroll /FICO/MM/SD/EAM SAP R/3 and S4 HANA Basics SAP NetWeaver BPC, EPM ABAP, SAP Success Factors EC PowerBuilder (8,9,10.5,11,11.5,12,12.5) PowerBuilder.NET, PFC APPEON PowerBuilder	Visual Studio.NET (ASP.NET/VB.NET) and MVC, AJAX C, C++, C#, VB Java, Python, Scala, R, jQuery, REST IIS, Angular JS, Apache SPARK, PHP HTML, CSS, OO JavaScript & VBScript MS Azure & Client Computing, MS SQL Server & T-SQL, DTS, SQL Server Reporting	MS Word, MS PowerPoint, MS Excel Ms Access, RDBMS Windows Forms & Web Forms Crystal Report & Data Reports Windows Job Scheduling SharePoint
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