DR PRASHANT CHAVAN

Director IT Program Delivery Management

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A tenacious leader with a proven track record of managing large-scale tech portfolios and global teams, adept in overseeing all aspects from delivery to quality control. Leverages robust technical acumen and managerial prowess to drive Agile, DevOps, Robotic Automation, Testing/QA, and Payment initiatives. Embodies a transformational leadership style, fostering team collaboration and embracing organizational culture shifts while catalyzing productivity and performance enhancement. Eager to bring these skills to a dynamic and progressive organization to contribute to strategic goals.

Professional Summary

- 25 years of IT experience encompassing Delivery, Program, and Project Management, Product Development, Professional Services, Software Testing, and QA. Demonstrated leadership as a Director, Associate Director, Senior Manager, Program Manager, Global Practice Head, and Project Manager. Proficient in Agile methodologies, including Scrum, SAFe, and Kanban. Effectively managed a 100+ global professional team and a substantial USD 20 Million account. Domain expertise spans Payments, Banking, Finance, Retail, Insurance, Healthcare, and GIS, with a track record of publications in international conferences and journals. Collaborated with global clients and extensive onsite experience in the USA, UK, Germany, Singapore, and South Africa. Active participation in national and international conferences, including contributions to the "Lead the AI Era" conference organized by Microsoft and "EVC Infrastructure in India" conference organized by Govt. of India. Pursuing "PG Program in Artificial Intelligence for Leaders" from University of Texas and Great Lakes Institute of Management.

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Soft Skills

- Communication And Collaboration
- Stakeholders Management
- Customer Engagement
- Executive Leadership
- People Management

Technical Skills

- Azure Cloud
- SAP Oracle Apps 11i Finance
- AppScan Appium VMWare
- Gomez Silk Performer VSTS
- DevOps Nexus Jenkins
- Selenium Ranorex JMeter
- Confluence WIKI OneDrive SharePoint
- Artificial Intelligence
- Oracle PL SQL MS SQL
- Java .Net C# C++
- Bitbucket Git VSS SVN
- RPA UI Path Blue Prism
- Agile Scrum SAFe Kanban
- Windows iOS Android Linux Unix
- JIRA HP-ALM RALLY Quality Center
- API SoapUI Postman Mulesoft PAG
- ChatGPT PowerBI
- ISO Audit CMMi TMMi Six Sigma

Career Timeline

Apr 2017 - Present	**Director – Program & Delivery Management (Agile, Payments, QA, Automation)** Diebold Nixdorf
Sep 2015 - Mar 2017	**Programme Manager** Northgate (NEC)
Dec 2014 - Sep 2015	**Practice Head** Miles Software (Ebix Cash)
Sep 2011 - Dec 2014	**Manager** VISA Inc. (Playspan)
Aug 2008 - Aug 2011	**Project Manager** L&T Infotech (LTIMindtree)
Jun 2003 - Aug 2008	**Software Specialist / Project Lead** PATNI / iGATE (Capgemini)
May 1997 - Jun 2003	**Senior Design Tech. (Oracle/PL-SQL)** ROLTA India Ltd.

Core Competencies

- Product Development
- IT Consulting and Coaching
- Business Development
- Customer Engagement
- IT Services and Operations
- Payments (Cards, Wallets, UPI)
- Portfolio Management
- Professional Services
- Payments
- Agile Coach
- Software Testing Management
- Banking Finance (BFS)
- Center of Excellence
- Program Management
- Insurance and Healthcare
- Process Improvements

Work Experience

Apr 2017 - Present

Director – Program & Delivery Management (Agile, Payments, QA, Automation)

Diebold Nixdorf

Responsibilities:

Leading Global CoE team wherein managing the portfolios Agile, DevOps, Robotic Automation, and Payments. Enabling the organization to embrace Agile, DevOps,

Robotic Automation as a Culture Shift. Foster cross team communication and Agility.

Workdone:

- Tools: JIRA, XRay, Confluence, SAP PPM, Selenium, Ranorex, JMeter, Postman, Appium, Allure, Power-BI, Grafana
- Initiatives: Robotics Payment Automation, Automation & Performance CoE, FCx NextGen (Portfolio Integration), Process Improvements
- Projects: Data Center Replacement (FRP), EVC Payment Integration (EVC), Mobile Solution (Me), BP NL Migration, CEPSA CTR
- Technologies: .Net (C#), Azure Cloud, DevOps (Jenkins, Bitbucket, Nexus, Black-duck, SonarQube), MS-SQL, Windows, Web Applications

Achievements

- Successfully led the global CoE team and managed the portfolios in Agile, DevOps, Robotic Automation, and Payments.
- Enabled the organization to embrace Agile, DevOps, Robotic Automation as a Culture Shift and fostered cross team communication and Agility.

Sep 2015 - Mar 2017

Programme Manager

Northgate (NEC)

Responsibilities:

Led a global team of Software Engineers, Business Analysts, Project Leads, Project Managers, Scrum Masters, Onsite Coordinators. Managed budget, capacity planning, resource utilization, resource allocation, tools requirements, and training needs for the project.

Workdone:

- Technologies: Java, .Net, Client-Server, Windows, Unix/Linux, Oracle PL-SQL, JIRA, Quality Center, QTP
- Projects: Athena, Call-Touch, Connect, GIS, DRM, CARM, ANPR, Reality, Socrates

Achievements

- Successfully led the implementation of Delivery Governance practice for all 9 Projects which helped to convert RAG status from Red to Amber, and Amber to Green.

Dec 2014 - Sep 2015

Practice Head

Miles Software (Ebix Cash)

Responsibilities:

Provided strategic testing approach and methodology for Project teams in terms of Tools, Processes, Standards, and Artefacts. Defined, developed, implemented, and enhanced comprehensive quality assurance process & testing methodologies. Managed Practice QA department wherein 50+ Software Engineers were working on various Products and Projects.

Workdone:

- Products: Fundware, Integra, Moneyware, Tradevisor, Custody, Vantage, UCITS
- Technologies: Java, Client-Server, Windows, Unix/Linux, Oracle PL-SQL, SVN, VSS, HP ALM, QTP, Load Runner, Win-Runner

Achievements

- Successfully implemented Automation, Performance, Security (Penetration), and Agile Testing practice.

Sep 2011 - Dec 2014

Manager

VISA Inc. (Playspan)

Responsibilities:

Led team of Software Engineers, Project Leads, and Vendor Managers, to successful drive Quality, Delivery, and Customer Satisfaction. Responsible to

- Agile methodologies
- Scrum Master
- Risk Assessment and Management
- GIS / Navigation
- Quality Assurance Management
- Practice Management
- Software Engineering leadership
- Delivery Management
- Project Management
- Project Contract SLA SOW AOP
- Strategic Planning & Execution
- Retail / ECommerce / Supply Chain

Certifications

- 2018 - Entrepreneurship Development
- 1998 - Certificate In Computing
- 2015 - ITIL Foundation
- 2015 - Certified Agile Professional
- 2019 - Executive Leadership IATD
- 2008 - NCFM Financial Markets
- 2017 - Scaled Agile SAFe
- 2007 - ISTQB Certified
- 2013 - PMP Project Mgmt Professional
- 2014 - Certified Scrum Master
- 2006 - Oracle Certified OCA
- 2018 - DevOps Manager
- 2017 - Master Agile Practitioner
- 2002 - Computer Programming
- 2016 - Lean Six Sigma GreenBelt

Education

- Post Graduate Program in Artificial Intelligence for Business Leaders
  University of Texas (Austin)
  Jan 2014 - Dec 2017

- Doctorate/PhD (IT Management)
  University Grants Commission
  Jan 2014 - Dec 2017

- Executive Program in Project Management
  Indian Institute of Technology (IIT)
  Jan 2013 - Dec 2013

- MBA (Information Technology)
  IIBMS and CTU
  Jul 2010 - Jun 2012

- Bachelor Degree in Computer Applications
  Indira Gandhi National University
  Jan 1997 - Dec 2000

- Electronics Engineering (Diploma)
  Mumbai University (BTE)
  Jul 1993 - Aug 1996

Languages

English Marathi Hindi

Achievements

- Implemented Robotic Payment Automation, reducing manual regression efforts by 60%, saving $200K USD.

maintain Product Backlog, User Stories, Technical Tasks, Delivery Strategy, Development Plan, and Metrics / KPIs.Payments Methods Certification PayPal, Ultimate Card, Credit Card, Chase, Ultimate Points, PaySafe, Western Express, Visa Cards.

Workdone:
- Products: Ultimate Pay (UPAY), Micro-Transactions (MTX)
- Technologies: Java, .Net, Client-Server, Windows, Unix/Linux, Oracle PL-SQL, SVN, VSS, JIRA, SharePoint, Selenium, Robot Framework, JMeter

Achievements
- Managed the implementation of initiatives like Payments CoE, VISA Certification, Transaction-as-a-Service (TaaS), Digital Wallets, Credit-as-a-Service.

- Presented 4 White Papers in ISSN Journals and National/International Conferences.
- Participated in National Conferences – "Lead the AI Era" sponsored by Microsoft and "EVC Infrastructure in India."
- Managed & delivered 50,000 PDs, $20M+ USD account, leading a team of 103 globally.
- Contributed to establishing a TSL Delivery Business Unit with 800+ professionals in L&T Infotech.
- Designed & Implemented Delivery Governance, cutting defect leakage from 15% to 8%, saving $50K USD.
- Implemented Agile Delivery Framework, boosting deployment frequency by 25%, achieving 90%+ Customer Acceptance and a 20% ROI increase.
- Built global team from 1 to 103 software professionals within a year.
- Recognized with awards: Best People Manager, Project Manager, Project Team, Star Performer.

Aug 2008 - Aug 2011

Project Manager
L&T Infotech (LTIMindtree)

Responsibilities:
Led a team of Project Leads, Senior Software Engineers, Software Engineers, and Onsite Lead. Managed the day-to-day project activities and deliverables, including schedules,financials, and project change requests. Prepared estimates, detailed project plan for all phases, reports on status, metrics, test, and deployment management activities.

Workdone:
- Projects: GE Capital Information Services, GE Fleet Services
- Technologies: Oracle Apps 11i Financials (ERP/CRM), Oracle Server, PL-SQL, Windows

Achievements
- Successful delivery of the projects on Production environments without any showstopper.

Jun 2003 - Aug 2008

Software Specialist / Project Lead
PATNI / iGATE (Capgemini)

Responsibilities:
Led a team of Software Engineers and Onsite Coordinator and managed day-to-day development & testing activities for daily deliverables including Code, Debug, Run, and Report. Responsible for creating Overall Strategy, Development Plan, Estimations, Work Allocation, Customer Review, & Definition of Done.

Workdone:
- Projects: Paceart® System Study (USA), Patient Health-Check Data Management
- Technologies: Java, VMWare, Unix, Linux, Windows Server

Achievements
- Successful worked on VMWare projects from Palo Alto (USA) and built the team at Mumbai location same time.
- Successfully setup VMWare Lab at Mumbai location, trained the people, and delivered the projects.

May 1997 - Jun 2003

Senior Design Tech. (Oracle/PL-SQL)
ROLTA India Ltd.

Responsibilities:
These are GIS based Telecom domain projects related to Migration & Conversion of Structural, Aerial and Underground Telecom features which are linked through Oracle DB. Project activities include Data Creation, Data V&V, Database & Graphic QC, Data Edge-match, DB Reporting, and Data Connectivity.

Workdone:
- Projects: USWest Telecom, British Telecom, England Power Supply Company, Saudi Telecom
- Technologies: MicroStation Java/SE, Windows, Oracle, PL-SQL, Mainframe, MS-DOS

Achievements
- Successful journey from Junior Engineer to Team Lead to Executive Engineer.
- Automated DB Edge Connectivity using Oracle PL-SQL which resulted 50% efforts saving in V&V Project Work.

Projects

Retail Payments: Robotic Automation

- In a groundbreaking initiative, we automated critical transaction flows—B2B, B2C, and Loyalty—across diverse countries such as the United Kingdom, Germany, Austria, Luxembourg, Poland, and the Netherlands. Our comprehensive solution encompasses 450 tailored End-to-End Scenarios, empowering the BAU project team for independent use with both Chip Cards and MSR Cards. This robotic marvel is meticulously customized to meet specific business requirements, delivering exceptional results. Notably, our implementation resulted in a substantial 60% reduction in Manual Regression Efforts, concurrently boosting productivity by an impressive 50%. The cumulative effect of these efficiencies translated into significant cost savings, amounting to $200K USD for the entire project.

Retail Payments: British Petrolium (EVC)

- As the Director of IT overseeing DN's groundbreaking Electric Vehicle Charger (EVC) project for British Petroleum in Europe, my strategic focus encompasses efficient Delivery Management. Since the project's inception in October 2022 with a nimble 4-member team, our interim goal prioritizes interoperability and the development of an EMV-compliant, payment association-certified terminal. My role involves orchestrating seamless transactions within BP's payment infrastructure across diverse European countries, including Luxembourg, Austria, France, the UK, Germany, and the Netherlands. Utilizing cutting-edge technology, such as Alpitronic's EV Charger Simulator and UPT1000F and S1U2 terminals, ensures our commitment to advancing BP's electric vehicle charging payment infrastructure with precision and innovation.

Retail: POS and Checkout

- In my capacity as the Director of Program Management, I've orchestrated the initiation, design, development, execution, and successful delivery of Vynamic Checkout, Self-Checkout, and NextGen projects for clients across the US, Europe, UK, EMEA, and APAC. Guiding a proficient team of over 30 members, our emphasis is on ensuring a streamlined customer experience through both Physical EDGE and Cloud Approach. Our specialized focus spans from Point-of-Sales to Self-Checkouts, Interactive Kiosks, and Cash Management solutions. As a leader in Global Retail Practice, I maintain a persistent focus on Portfolio Integration, Agile Delivery Implementation, Payments Certification, Automation, Performance, and ongoing Process Improvements, aligning with software development and delivery best practices.

Retail / Supply Chain Management: Ingram Micro

- As a Transition Manager, I orchestrated the seamless transfer of supply chain management services from a previous vendor to L&T Infotech. My responsibilities encompassed overseeing production support, implementing enhancements, and managing web releases for the logistics of electronic and computer goods. This transition included successfully establishing and leading teams in the USA and India (Chennai), scaling the workforce from a single member to 40 professionals. Acknowledged for outstanding performance, I received prestigious accolades, including the "Best Project Team" and "Best Project Manager" Awards from L&T Infotech, underscoring my leadership and contribution to the successful project execution.

Payments: VISA Inc. (UPay & Micro-Transactions)

- At VISA, my integral role in managing two pivotal products, Ultimate Pay and Micro-Transaction, spanned the entire product lifecycle, from Development and Testing to Integration and Implementation. My focus centered on orchestrating diverse payment methods such as PayPal, Ultimate Card, Credit Card, Chase, Ultimate Points, PaySafe, Western Express, and Visa Delta/Debit. As a vital part of the Global Payments Team, I diligently worked on ensuring product compatibility and delivering comprehensive support across 124 unique Locales, each with its distinct currency. My responsibility further extended to overseeing IT Professionals from different vendors on a contractual basis, successfully managing a team of 50+ Professionals, including both full-time employees and contractors.

Banking: ATM Software

- In DN's Banking team, I played a pivotal role of Associate Director in Professional Services, leading the team's growth from 3 to 34 IT Professionals across the globe. Our core responsibility was to validate product customizations based on customer specifications, encompassing both functional and non-functional requirements. Achieving timely and high-quality project deliveries, we extended support for Automation and Build Release Transformation. Our professional services catered to clients globally, spanning the US, Europe, UK, EMEA, and APAC regions. As a key member of the Banking PS Leadership Team, my active involvement included Pre-Sales, POC, Workshops, Project Estimation, Project Scheduling, Resource Loading, Environment Setup, Automation, BRT, Monitoring & Control, Reporting, Management Review, and Customer Engagement.

Finance: Miles Software Financial Solutions (EBIX Cash)

- In my role as Finance Practice Head, I orchestrate the delivery of comprehensive technology solutions for Wealth and Asset Management at Miles. I lead a team dedicated to seamless execution, encompassing Core Product Development, Installation, Integration, Customization, Maintenance, and Support for diverse FinTech organizations globally. Our focus is on ensuring the success of private banks, asset management firms, brokerages, wealth advisors, and family offices through specialized financial products like Fundware, Integra, Moneyware, Tradevisor, Custody, Vantage, and UCITS. By prioritizing precision and efficiency, we contribute to the enhancement and sustainability of our clients' financial operations on a worldwide scale.

Finance: Barclays (Commercial Credit Risk & Wealth Mgmt.)

- As a Business Analyst, my role focused on meticulously analyzing and verifying the customer's economic position for commercial loan approval. This involved assessing Assets, Investments, Business Portfolio, and Infrastructure to derive a comprehensive credit score. Project activities included designing and executing test scenarios, emphasizing data validation and verification. Furthermore, I spearheaded the verification of customer portfolios in Wealth Management, encompassing Fixed Assets, Cash Flow, Mutual Funds, Debentures, Loans/Debts, and Credit History. The successful delivery of these projects to Production environments without encountering any showstoppers highlighted my adept project management skills, ensuring seamless implementations.

Finance: GE Capital & GE Fleet

- In my role as an Oracle Apps 11i Financial Developer, I spearheaded a project focused on providing crucial production support for financial modules, including Accounts Payables (AP), Accounts Receivables (AR), General Ledger (GL), and Fixed Asset (FA). The primary objective was to ensure the seamless maintenance and enhancement of the system, specifically catering to accounts associated with lease and new vehicles. The project extensively involved working with GE Capital Information Services and GE Fleet Services, leveraging Oracle Apps 11i Financial Technologies. A key accomplishment was the successful collaboration with Business Analysis and Onsite Coordinators to address issues promptly and enhance the system, completing Change Requests and Small Enhancements efficiently within specified Customer SLAs.

Insurance: HMIC & FINEOS (Personal/Group Life & Claims)

- In the realm of insurance, my role as a Program Manager encompassed overseeing the testing of various applications, including Personal Line, Group Life, Auto, Home, Dwelling, and Umbrella. The project incorporated critical elements such as the Personal Line Replacement System (PLRS), Group Life Insurance (GL), and Claims Settlement. Over the course of a year, our team achieved successful implementations for 11 states in the USA. Juggling three distinct projects, I managed a diverse team of 45 professionals located across global locations, ensuring seamless collaboration and efficient project execution within the insurance domain.

Healthcare: St. Jude Medical (Paceart) & Toshiba (TMSC)

- In the Paceart® System Study (USA) project within the healthcare domain, our emphasis lies in enhancing access to cardiac information systems and implementing workflow tools for streamlined data management. Simultaneously, the Patient Health-Check Data Management project employs advanced tele-monitoring tools, ensuring immediate access to critical information at remote locations. Effectively managing both projects, our primary goal is to uphold high delivery and quality standards within the healthcare domain, contributing to the efficient functioning of cardiac data systems and comprehensive patient health-check data management. As a Software Lead Engineer, I drive these initiatives with a focus on innovation, reliability, and the unique needs of the healthcare sector.

Public Services: Northgate (NEC)

- In my role as a Programme Manager at Northgate, I led initiatives focused on fostering Team-Work, Transformation, and delivering Results. Northgate's products and projects aimed to provide Public Services & Utilities, forming strategic client partnerships to drive effective change. The primary objective was to enhance Customer Experience by achieving cost efficiencies, reducing paperwork, and improving overall performance. I successfully managed a team of 103 IT Professionals globally, overseeing diverse projects such as Call Touch, Network Rail, Athena, Connect, GIS, DRM, CARM, ANPR, Reality, and Socrates. Our esteemed customers included Network Rail, London Underground, Metronet, Tubelines, Manchester Metronet, Nottingham Express Transit, South Eastern Trans, Virgin Trains, and Heathrow Airport Terminal 5.

Geographic Information Systems (GIS): NAVTEQ & BISON

- As an Onsite Coordinator in these GIS-centric projects, my primary role is to oversee the validation of NavStreet products using various GIS tools, with a specific focus on Geo-marketing and Fleet/Transportation markets. In the Oracle Transportation project, I manage the seamless transportation of GDF data to Oracle CRM for North America and Europe, ensuring automatic updates for Daylight Saving in the database. Operating from Chicago (USA), I serve as a bridge between the on-site and off-site teams, facilitating collaborative engagement with the customer. This role enhances communication, drives efficient software development practices, and contributes to the successful delivery of projects in the GIS domain.

VMWare: Virtual Server, Licensing, & Appliances

- In the pursuit of optimal efficiency, automation, simplicity, and security within a virtualized IT environment, I assumed the role of Software Specialist. My responsibilities included overseeing three critical products—Virtual Center Server, Licensing, & Appliances—focusing on resource optimization and ensuring high application availability in VMs. Engaging in VMWare projects from Palo Alto, USA, I successfully orchestrated the establishment of a team in Mumbai and set up a VMWare Lab. My hands-on training sessions for team members contributed to the project's successful delivery, emphasizing quality in software development. Specializing in VMWare solutions, my role epitomized the software development life cycle in a cutting-edge, virtualized landscape.