ANOOP KUMAR

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SENIOR PROJECT/PROGRAM MANAGER

Implementation Management ~ Process Design ~ Client Relationship Management

➢ Innovative, solution-driven IT Program Manager with 16+ years leading software development projects and four years using Agile Scrum methodologies.

➢ Background collaborating with business partners and IT staff to define functional and non-functional requirements for process improvement and software development projects.

➢ Extensive experience conducting professional presentations and leading meetings with audiences including C-level executives and external customers.

➢ Possess strong technical background combined with IT strategy development and business collaboration skills.

➢ Effective communicator with the ability to disseminate complex technical information across all levels of an organization in a manner appropriate to the respective audience.

➢ Highly credentialed, with a Bachelor of Engineering and MBA as well as Certified Scrum Master, Professional Scrum Master and PMP certifications (in progress).

♦ Requirements Gathering	♦ Continuous Improvement	♦ Vendor Collaboration
♦ Technical Integration	♦ Offshore Team Leadership	♦ Continuous Delivery
♦ IT/Business Collaboration	♦ User Training	♦ Data Analysis

PROFESSIONAL EXPERIENCE

UBS Financial Services Inc.   2016 (July) – Present
Senior Program Manager (Through HCL America)

• Manage Program for Cross Border Booking for Fixed Income and Equities trading for USB customers
• Developed over $500k of new business driving new partnerships.
• Actively involved in Business Development, completed Task Order of $500k by conducting PoC and conducting orals
• Executed and spearheaded internal and external business strategies to optimize customer relationships
• Managing and leading 3 programs of 2.5 Mn budget to be completed in 2017.
• Coordinating with participating 7-8 teams and leading the Working Group and Steering meetings
• Managed multiple business intelligence (BI) projects for UBS bank in market risk reporting division.
• Conducted project planning, scope management, client relationship management and team supervision.
• Prepared management dashboards and implementation roadmaps; supervise project activities.
• Interfaced with various vertical business users, vendor and multiple onsite and offshore technology teams to prepare project and release plans, project charter and business case for the project.
• Lead team of 20+ resources in distributed agile delivery model designing complex SSRS cubes and generating reports for market risk reporting analysts.
• Engaged with stakeholders to develop collaborative platform for analysis, exploration, visualization, and conduct data simulations using report designer capabilities of Microsoft suite.

CAPGEMINI CONSULTING   2007 – 2016
Project/Program Manager

• Led multiple large, high-level projects for major clients, with projects up to $4.8 million in budget and timelines of up to two years; ensured projects delivered the value/ROI sold with the engagement.
• Interfaced extensively with up to three layers of client-side stakeholders with a focus on DevOps.
• Managed end-to-end development team including UX engineers, business analysts, developers and testers concurrently, with up 35 resources.

Program Manager, T-Mobile, Seattle, WA (2015 – 2016)

Project Manager, Business Intelligence Business Requirements

• Managed a team of 10 Business Analysts gathering BI requirements for a complex billing software development project for a business support system affecting 60 million customers.

- Led requirements gathering, interacting extensively with clients. Solicited requirements, developed business requirements document (BRD) and delivered documentation to the development team.
- Fostered partnerships with cross-functional leadership from business streams, vendors and end users to understand needs, capture real-time data, and translate project requirements into deliverables.
- Facilitated ongoing project communication between Ericsson stakeholders (co-vendor on the project), developers, and internal executives to understand and mitigate complex system challenges as well as advise on high-risk issues.

Project Manager, Non-Functional Requirements Team
- Managed a team of three Business Analysts for Uprising project, tracking, monitoring progress and elaborating on 500+ non-functional requirements (NFRs) including system availability, system load speed time, security requirements, and other architectural and technical requirements.
- Established standards for NFR identification, engaged proper teams, apprised stakeholders, published NFR documentation and sent weekly status report to stakeholders.

Accomplishments
- *Led two complex projects for successful delivery and client engagement during a time of frequent client leadership change.*
- *Effectively managed relationship between customer (T-Mobile), vendor (Ericsson) and Capgemini.*
- *Improved contribution margin for the project by restructuring team pyramid for cost-effective delivery, hiring recent college graduates to support senior Business Analysts.*
- *Doubled the speed of delivery for business requirements by developing innovative delivery model. Prioritized requirements for parallel elicitation, reassigned project resources, eliminated silos, implemented SharePoint, instituted frequent status updates and required closer project tracking.*
- *Established work stream-specific project management office (PMO) with accountability for project scope, schedule, resources, and project-tracking documentation.*

Engagement Manager, Cisco, San Jose, CA (2013 – 2015)

Project Manager, Advanced Cisco Experience (ACE) group
- Led 20-members team working on Big Data (Hadoop) and Tableau using Agile Scrum methodology.
- Managed team to analyze usage of Cisco devices and tools (400,000 devices for 100,000 employees).
- Monitored and tracked employee group and individual usage, utilizing BI data analytics to determine where technology could be leveraged to increase efficiency (limit travel time and cost, etc.).
- Utilized collaborative dashboard app to determine staff utilization of devices, with the object to leverage data to pitch products to clients.
- Used tools such as MPP for planning and tracking resources, timeline, and Agile-JIRA for tracking and reporting. Created various dashboards and burndown charts for tracking changes and progress.
- Reported and presented weekly status, impediments and accomplishments, and showcased delivery to Steering Committee.

Accomplishments
- *Recognized by Cisco CIO for the value the end application deliverable created for Cisco Sales.*
- *Created comprehensive knowledge base of 300 collaboration technologies-based metrics requirements and business functions used across the organization; won accolades for result.*
- *Accomplished massive reduction in manual report generation time, while making information dynamic by successfully implementing Big Data (Hadoop) system to collect, organize and manage all business function-related analysis information and using Tableau (business analytics application) for interactive dashboard and reporting.*
- *Significantly increased project revenue by identifying sales opportunities during and after contracting by developing and leveraging positive client relationships; project started with $500,000 budget and completed at $4.8 million.*

Lowe's, Charlotte, NC (2012 – 2013)

Business Analyst
- Conducted business analysis, conducting JAD sessions and assisted in managing QoS.

- Initiated and accomplished completion of various required business documents such as business requirements document (BRD), Business Solution Document, end-to-end business flow and more.
- Prepared training documentation to explain functionality and optimum usage of the system.

<u>Various Capgemini Clients, Bangalore, India</u> (2007 – 2011)

Engagement Manager, Various Clients
- Managed overall project for relationships between technical, business, and senior management teams for custom application development for a retail supply chain customer; led a team of 35.
- Led project- and program-level meetings with clients, partner teams, and senior management.
- Interacted with client CEO and board of directors, presenting monthly steering committee reports and managing the relationship with top client management.
- Managed projects for multiple clients utilizing RUP and Waterfall methodologies.

Accomplishments
- *Designed the operations flow for supply chain logistics solution. Won accolades from executive management for exceptional user experience and rich analysis framework setup.*
- *Reduced rework and system bugs by instituting business analysis best practices. Motivated stakeholders and product management to use innovative approaches for requirements gathering.*
- *Led the project to achieve Star Team award; awarded to only one project team in the business unit.*

COVANSYS INDIA LIMITED, Bangalore/San Francisco/Atlanta   2006 – 2007
Senior Business Consultant, Fidelity and Visa
- Led a team of six analysts for functional requirements gathering of loan origination module.
- Defined and documented high-level and detailed use cases and requirements documents for different core banking modules of TouchPoint by Fidelity Information Services.
- Assisted in setting up new engagement structure, defining the governance model, creating maintenance procedures manual and conducting workshops to simulate production support processes.

Accomplishments
- *Awarded "Certificate of Excellence" for contributing brilliantly in Corporate Strategy initiative.*
- *Designed general engagement structure including infrastructure planning and process design.*

Previous experience includes hands-on technical/software development experience with Tata, Infosys and Oracle. Used C/C++, Python, UNIX shell scripting, Oracle, MS SQL on Unix and Windows.

EDUCATION/CERTIFICATIONS

PROJECT MANAGEMENT INSTITUTE
Project Management Professional (PMP), training completed, 2016

Certified Scrum Master® (CSM – Scrum Alliance), 2016
Professional Scrum Master™ 1 Certification (PSM – Scrum.org), 2015

HARVARD UNIVERSITY, Cambridge, MA
Executive course in Leadership Studies, 2012

INDIAN SCHOOL OF BUSINESS (ISB), Hyderabad, India
Master of Business Administration (MBA), focus in Analytical Finance and Strategic Marketing, 2006

INDIAN INSTITUTE OF TECHNOLOGY, ROORKEE, Roorkee, India
Bachelor of Metallurgical Engineering, 1999