**Ayyachamy Nagaiahsamy (Nagy)**

Dynamic and Experienced PMO and IT Project Manager. Proactive Results-Oriented Senior IT and Business Professional. Certified Project Management Professional (PMP). Significant expertise managing high-performing and energetic project teams. Proven ability to thrive in a fast-paced, changing environment. Key strengths include large-scale, enterprise-wide program management and a keen ability to align fundamental business strategies with practical technical and business solutions. Able to interface with all levels of Executive Management

**Summary:**

* **Over 10 years** of extensive experience in the field of IT application development (AD), testing, support and maintenance (ASM)
* **9+ years** of experience in Project and Program management
* **6 years** of experience in handling large AD and ASM projects
* Experience with Waterfall and Agile project management methodologies, Onsite Offshore model.
* Well rounded SCRUM/Agile expert
* Extensive domain experience in Telecom, manufacturing and publishing
* Experience in client relationship building and technical proposals
* Experience in Transition management, Transformation initiatives, Risk Management
* PMI Certified Project Management Professional (PMP)
* Six Sigma Green Belt Certified; Lean Six Sigma practitioner
* A positive attitude with excellent communication, relationship building, analytical, negotiation & interpersonal skills.

**Experience:**

**HCL America, USA / HCL Technologies, (August ‘2011 – present)**

**Client: Wolters Kluwer**

**Role: Sr. Project Manager**

**Roles & Responsibilities:**

* Program governance, portfolio management,
* Establish good governance and align with organizational strategies and goals
* Encourage collaboration between project teams and functional groups
* Implement standard project management methodologies and practices
* Implement shared methodology and practices
* Service level management, Client commitment and contractual compliance management
* Implement resource utilization and productivity improvements
* Manage P&L, budget planning, resource forecast
* Competency development and trainings
* Monitor the processes, identify improvement areas and implement adequate measures to maximize customer satisfaction level.

**HCL Technologies, Chennai India (August 2008 – August 2011)**

**Client: British Telecom (UK)**

**Role: Sr. Project Manager**

**Roles & Responsibilities:**

* **Transitioning of Critical applications** that were part of large deal contract
* **Platform Delivery Head for Customer Management Platform –** Responsible for application support and maintenance of over 60+ applications. Responsible for delivering services as per the agreed Service Level agreements and Key Performance Indicators. Building rapport with various stakeholders. Timely reporting of various measures for different levels of stakeholders
* **Escalation Management –** Manage all escalations and provide tactical and strategic solutions to the issues being reported
* **Transformation initiatives** – Implement various transformation initiatives like Incident reduction, improving customer experience of applications, Improving quality of the Incident handling
* **Business Development** – Responding to Request for Proposals (RFP) for Application and Support and Maintenance, Application Development and End to End testing projects

**Tools and Technology used:**

Microsoft Suite, MS Projects, Various web and client server technologies, products in the respective business units

**HCL Technologies, Belgium / HCL Technologies, Chennai India (March 2005 – August 2008)**

**Client: Alcatel-Lucent (Belgium)**

**Role: Sr. Project Manager**

**Roles & Responsibilities:**

* **Project Manager** for delivering End to End testing services for a flagship product of Alcatel-Lucent which offers bandwidth on-demand and Quality of Service (QoS) in next generation networks
* **Test Management –** ResponsibleforTest Planning, Analysis, design, review, environment planning and preparation. Implementation of **Risk-based Testing** strategy (RBT) for various test types including Functional and Non-functional testing – Security, Performance, Usability and High Availability
* **Setting up of Offshore Test Centre** – Created a test lab for the Bandwidth Manager product and deployed appropriate resources for the Offshore Test center
* **Business Development** – Responding to Request for Proposals (RFP) for additional testing and application development requirements and preparation of Statement of Work (SoW)

**Tools and Technology used:**

Oracle, MS-Project, Twiki for requirements management, Bugzilla, Custom SIP / Diameter call generators, In-house developed traffic generators, WinRunner, LoadRunner, QTP, BadBoy, J-Unit, J-System, Java based Simulators and Stubs, perl, Shell scripts, Radius, Diameter, IMS, ATM and Ethernet Networks, SIP

**HCL Technologies, Chennai India (January 2004 – February 2005)**

**Client: Convergys Corporation (USA)**

**Role: Sr. Project Manager**

**Roles & Responsibilities:**

* Lead and managed the application development team
* Involved in requirement analysis, design, estimation, coding, unit testing, integration testing
* Lead the team in developing new features and customization of some features for global telecom market.
* Features developed include interface to external Credit Scoring Systems and SAP Systems.
* Wrote simulators to simulate the XML response from http server interface.
* Wrote Unit Test cases, Integration Test cases and Regression test cases for newly developed features to cover all business requirements.
* Updated System Architecture document for newly developed features
* Managing resources to ensure satisfaction and rotation of skills

**Tools and Technology used:**

C++, Solaris, Oracle 9i, OIT GUI Development Tool, SCCS, Roguewave Tools, MS Visual C++, Sun Visual Workshop, GreatCircle, ksh, Perl, perl-dbi,

Atlys Telecom Billing

**HCL Technologies, Chennai India (June 2002 – January 2004)**

**Client: Convergys Corporation (USA)**

**Role: Sr. Project Manager**

**Roles & Responsibilities:**

* Worked as the Technical Lead at Offshore for supporting one of the leading wireless service providers in US in their User Acceptance test (UAT) and Operation Readiness Test (ORT).
* Coordination between Client and various teams such as System Administrators, DBAs, Developers and System Engineers.
* Developed system test plan and procedure to test IP, Data, SMS and Voice usage
* Generating test data to test the new features
* Record defect incidents, and work with developers to resolve it
* Resolving issues that arise during UAT and ORT.
* Providing Test automation scripts (perl, ksh, awk) to client
* Work with client in implementing new releases and performing Cycle Zero Tests
* Providing status reports to the Client and the On-site Managers on issues worked by Client / HCL.
* Performance and Fine-tuning of API Response time.
* Doing the capacity planning for the disk space and CPUs.
* Scheduling the cron jobs and performing regular maintenance windows

**Tools and Technology used:**

C++, Tuxedo, Solaris 2.8, Oracle 8, K-Shell Programming, Perl, awk

**Jain Software Consulting, USA (February 2000 – May 2002)**

**Client: Convergys Corporation (USA)**

**Role: Sr. Project Manager**

**Roles & Responsibilities:**

* Played the role of Senior Software consultant.
* Involved in Systems requirement study and designing the responder module of switch manager (Provisioning System)
* Unit Testing Service Order and Service order Transaction responder module for switch manager
* Written simulators and test automation scripts in perl and ksh.
* Wrote test cases to cover all business scenarios as mentioned in Software Requirement Specification and Software Design Specification
* Performed regression and Integration testing

**Tools and Technology used:**

C++, Tuxedo, Solaris 2.8, Oracle 8, K-Shell Programming, Perl, awk

**Education:**

**Master of Computer Applications (MCA)**

**Bachelor of Computer Applications**

**Certifications:**

**PMI Certified Project Management Professional (PMP)**

**ISTQB Certified Tester**

**Six Sigma – Green Belt Certified**

**Programming Skills:**

**Languages/Technologies :** C, C++, VB 6.0, C#, VB.NET, ASP.NET , Java, ATM, NGN Networks, L2, L3 Testing, SIP, Radius, Diameter, perl, awk, Shell Scripts

**Operating Systems:** Unix (Solaris, HP-UX ), Windows 9x/ XP, Windows Server 2000/2003, MS-DOS

**Tools:** PMSmart, Remedy, OPAS, MS Visual Source Safe, CVS, Project Locker, MS Project, WinRunner, LoadRunner, QTP

**Database:** Oracle 8i/9i, MS Access, SQL Server 7/2000/2005,