Jawad A. Chishty

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Dynamic Leader with extensive experience in all facets of the development and design of innovative business solutions. Skilled at interfacing with individuals from various levels while working to ensure business goals are met and exceeded. Adept at solving problems and implementing SDLC processes from requirement gathering to application release.

Core Competencies

Portfolio Management | Relationship Building | Leadership | Project Management | Program Management
Product Management | Cross-Functional Leadership | IT Management | Vendor Management | Change Management
Release Management | Strategic Planning | Process Improvement | Risk Management | Business Analysis | SDLC
Enterprise Architecture | Solution Architecture | Software Development | Database Management | Data Modeling

PROFESSIONAL EXPERIENCE

CNO Financial Group | Technical Platform Manager (Data and Applications) | 2022 – Present

Leads Build, Run and Platform. As an IT Product Manager manages multiple Agile teams and also oversees multiple waterfall projects. Leading a large team of CNO resources as well as vendor resources. Oversee and guide managed service providers and hold them accountable to SLAs. Manage software vendor relationships, services, and budgets. Align application development and infrastructure processes with corporate and social responsibility, environmental, and technical policies, and applicable standards. Support Technical Platform Owners and data leaders to implement and manage strategic data roadmaps, status reporting, metrics, and benchmarks. Interface with management and peers to coordinate processes and resources for completion of tactical objectives.

- Ensured data technology performs well in production by managing support activities including enhancements and upgrades.
- Partnered with the security team to ensure organizational data and software products were secure and risks were mitigated.
- Forged relationships with product managers and business relationship managers to provide insight into how data and technology can be used to enable insights.

IRI | Application Support Leader/VP/Head of Application Support | 2019 – 2021

Led and directed a team of 30 individuals comprised of Lead Engineers and On/Offshore Application Support Directors/Managers. Oversaw the private cloud support team, software configuration management team and the software delivery management team. Ensured the success of tech bridge / war rooms for P1/P2 incidents and root cause analyses surrounding it. Monitored team performance and made suggestions relating to headcounts, skillsets, and tools needed to meet targets and maximize customer satisfaction. Cultivated the skillsets of staff members and provided career and growth opportunities to ensure longevity of product knowledge employees at the organization. Leveraged knowledge and skillsets to train Service Desk and Product Specialists on IRI products. Managed and monitored projects to ensure successful implementation and adherence to company standards.

- Increased the effectiveness and efficiency of the Application Support Team while ensuring absolute client satisfaction.
- Guaranteed teams met published and contractual targets, goals, and client SLAs established to measure team performance.
- Established a team environment and culture of collaboration with internal teams.
- Identified and implemented opportunities to reduce the number of tickets escalated for resolution.
- Defined monitoring, thresholds, configurations, and other standards for implementation.
- Determined the strengths and weaknesses of solutions, conclusions, and approaches to problems.

HCSC | Senior Manager AMS Portfolio | 2016 – 2019

Oversaw the RCAR service intake process using an expedited approach. Established processes for the AMS team quicker than planned. Collaborated with Divisional Technology Officers, Portfolio Delivery Leads, Product Managers, and Business Solution Leads weekly. Provided a consolidated reporting view of maintenance and production support activities. Offered input on vendor performance.

- Integrated AMS services for a portfolio to help improve processes and efficiency.
- Prioritized defects within a portfolio in collaboration with vendors and Portfolio Product Managers.
- Prevented missing or inaccurate information by ensuring vendor support documentation is properly maintained.
- Reduced incidents significantly from the previous year by working with stakeholders and relationship management to make improvements in the relationships within the portfolio.
- Led multiple team members to success and helped individuals move from Developer to Senior Developer, Architect, or Manager.
- Managed 50 vendor resources within the organization.

- Improved service / delivery efficiency and cost by implementing continuous improvements and automating manual interventions.

HCSC | Supervisor / Manager / Scrum Master / Agile Coach | 2012 – 2016

Managed 30-50 direct reports and teams of offshore and onsite developers. Conducted annual reviews for direct reports and matrix resources. Oversaw invoicing and billing operations for the retail market. Planned and scheduled EPICs with most portfolios finishing on time or ahead of schedule. Supervised defect reviews and resolutions for billing, interface, and reporting teams. Established goals and developed action plans for direct reports. Mentored team members on the design, development, and deployment of applications.

- Improved processes to increase the performance of the IT department.
- Resolved significant problems that arose while motivating and forming high-performance teams.
- Eliminated unnecessary manual processing through automation.
- Ensured required training was completed on time by managing time reporting processes.
- Recognized multiple times with SPOT awards for being a top team player.
- Enabled the creation of a complex database heavy application for ACA / Obamacare for under 65 VMS.
- Generated a database for regular schedule deployments on test servers; entered mock data into it and ran unit tests to ensure the database still functioned without technical issues.
- Completed ACA project management by year-end 2013; nominated and received a SPOT award for $1K from the division head.
- Spearheaded the effort to outsource in-house application support to vendors (Cognizant).

HCSC | .NET Team Lead | 2012

Led and directed teams of onsite and offshore developers for VMS development. Partnered with Project Managers, Business Owners, SMEs, Senior IT Management, and Testers daily. Recruited team members for open positions and conducted performance appraisals to help improve team performance. Developed and managed code in-house instead of being completed by an outside vendor.

- Established processes for daily code deployments to non-production environments.
- Championed an effort to setup TFS build and application servers and migrate code from TFS 2008 to TFS 2010.
- Enhanced the effectiveness of the development team by working on the selection of an application tool.
- Spearheaded the migration of an unmanaged DB code to SQL DB within a large-scale development.
- Led the development of releases for Over 65 with an optimized waterfall approach and iterative development cycles.

ADDITIONAL WORK EXPERIENCE

Architect / Team Lead, FPRS | **Senior Software Engineer,** Valcom | **Technical Lead Analyst,** ECON / General Motors
Instructor, KVCC | **Technical Lead / Developer,** Don Seelye Ford's Autonet Department
Architect and Developer / Database Administrator / Assistant XPL Workshop, Western Michigan University
Developer / Data Collection Partner, Martin Brower | **Network Administrator,** PTCL
Developer / Programmer, Hamdard University | **Network Administrator,** PAKNET

EDUCATION AND TRAINING

MS in Computer Engineering, Western Michigan University | **BE in Information Technology,** Hamdard University
Scrum Certification | ITIL Foundation Certification | Safe Agilist Certification

COMMUNITY INVOLVEMENT

JPMorgan Corporate Challenge - *Promoted health and fitness in the workplace; fostered goodwill and camaraderie among team members; demonstrated a commitment to the community and environmental practices.*
DuPage Human Race | Crop Hunger Walk | ICNA Relief | Loaves and Fishes Org
DuPage United - *Formed public relationships and acted together with churches, mosques, synagogues, non-profit agencies, and associations to improve the quality of life for individuals, families, and communities.*

TECHNICAL SKILLS

IDMC | Snowflake | Informatica Power Center | SAP BO | SAS | EDC | AXON | BigID | Data Ware House | ETL | MS Azure | AWS | Alteryx | Cloud Computing | SaaS | IaaS | PCF | PaaS | Agile | Scrum | Optimized Waterfall | Epic | RAD | Jira | C#.NET | VB.NET | VB ASP.NET | ASP | Oracle PL/SQL | SQL T-SQL | XML | XSLT | C | C++ |JavaScript | VBScript | HTML | Flash | Photoshop |Front Page | DTD | Oracle | Java | DB2 | WebLogic | TFS | Web Services | MVC | ODBC | RDO | ADO.NET | ADO | Mainframe | DCOM | ActiveX | Use Cases | MS Office Suite | My SQL | Sybase | User Stories | Design Patterns | SOA | Together Architect UML | MATHEMATICA | Linux RedHat | Unix | VRML | CORTONA | GMAX | MAXSCRIPT | OpenGL | OPENHAPTICS | MATLAB