**SUMMARY**

* PMP certified project management professional with 13+ years of IT experience
* Effectively maintains a $33M+ P&L for a top tier P&C insurer
* Managing QA team of 560+ FTEs (about 110+ in US)
* Excellent program management and consulting skills
* Has experience with various global delivery models including managed services models
* Strong in staff development, including training, coaching and evaluation
* Good interpersonal and communication skills

**CORE COMPETENCIES**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ● | IT Program Management | ● | Account Management | ● | Quality Assurance |
| ● | Global Delivery Mgmt | ● | Client Engagement | ● | Vendor Management |

**PROFESSIONAL EXPERIENCE**

***Associate Director – Projects Travelers – Hartford, CT***

## ENTERPRISE TESTING CENTER OF EXCELLENCE July 2011 to Till Date

* Responsible and accountable for all the TCoE engagements across 5 LOBs
* Provide leadership for the strategic programs across various LOBs
* Build credibility, establish rapport and maintain communication with stakeholders at CIO and VP levels
* Coach, mentor and lead a pool of QA managers
* Responsible for meeting key SLAs and year over year savings
* Overseeing delivery comprising of more than 560 Cognizant resources working in US and India

## PERSONAL INSURANCE – QUALITY ASSURANCE DIVISION Dec 2009 to June 2011

* Played a key role in winning a $42 Million, 5-year managed service deal for establishing TCoE and managing QA activities for PI line of business
* Implemented new processes, procedures and tools for test standardization, defect tracking, status reporting and problem resolution in waterfall, Iterative and Agile development environments to reduce operating costs and increasing efficiency
* Established key metrics and processes to measure the success of the QA organization
* Responsible for managing strategic programs and regular monthly version deliverables across personal insurance LOB including estimating, budgeting, resource planning, allocation, risk identification and mitigation

## BUSINESS INSURANCE – PRODUCTION SUPPORT (PASD) Jan 2006 to Nov 2009

* Managed entire production support portfolio, consist of 120 FTEs and 9 Million revenue.
* Defined and implemented service-oriented model for certifying production applications for any infrastructure changes. This service aka CISO was awarded the runner up award under process category by Global Cognizant Innovation group. The CISO engagement was selected among 200+ nominations under the process category
* Introduced significant organizational changes like 100% offshore engagements, extended hours and weekend support, onsite/offshore rotation, etc.,
* Successfully delivered all the strategic and key projects; eCOBOL, OARS to DBS, Northland to DBS, and BMP Conversion on time

***Project Manager/Lead MetLife – Morristown, NJ / Hauppauge , NY***

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# METLIFE – TRAVELERS INTEGRATION PROJECT April 2005 to Dec 2005

* As a project manager, managed and coordinated MetLife and Travelers Life & Annuity business merger for 16 different systems with each system being a project of it’s own
* Overseeing and tracked the project status - responsible for all the project plans, schedules, project cost estimates and task coordination
* Provided Status report to senior management - Project dashboard and scorecards are created on weekly basis to report to top management executives
* Communicated with suppliers/buyers - Facilitating coordination between the application development team, enterprise technology team and quality assurance teams

# INTEGRATED BROKER COMMISSION SYSTEM Jan 2003 to Mar 2005

* As a project lead, managed various maintenance and enhancement projects using Cognizant onshore-offshore model
* Successfully executed and delivered PBCP Admin re-write and web enabling EOP projects

# LE$$ – LEGACY SYSTEM SIMPLIFICATION Aug 2002 to Dec 2002

* Successfully executed MSAM-CPM consolidation project which was part of LE$$ strategic program. It was an initiative to reduce the IT cost to the business by eliminating and consolidating legacy systems

***Team Lead/Developer (Nov 1998 to July 2002)***

* Worked on various projects for FDR and ADP as team lead/developer
* Involved in ongoing maintenance and enhancements projects in Credit Card, MME (Money Moment Engine), Trust Accounting System and Tax systems
* Analyzed the cause and provided permanent solutions for several high volume direct data update requests

**EDUCATION**

MS in Software Engineering from BITS, Pilani, India

BS in Mechanical Engineering from Annamalai University, India

**CERTIFICATIONS**

Project Management Professional (PMP) from PMI

Project Management from Brainbench

Presentation Skills from Brainbench

COBOL II Fundamentals from Brainbench

DB2 fundamentals from IBM

General Insurance from Cognizant Academy