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## SUMMARY

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### PROGRAM MANAGER/ SENIOR PROJECT MANAGER

- **A Seasoned and Diligent IT Program/Project Manager with 20+ Years of Experience offering a proven record of success** leading all phases of diverse technology projects across geographies and computer programming experience.
- **Business strategist; A Change Agent and Innate Leader** - plan and manage multimillion-dollar projects aligning business and Organizational Vision and Goals with Technology Solutions striving for Excellence and exceeding customer expectations.
- **Excellent communicator**; leverage technical, business and financial acumen to communicate effectively with client executives and their respective teams.
- **Expert in waterfall with a shift to Agile Project Management Methodologies.** Known for ability to produce high-quality deliverables that meet or exceed timeline and budgetary targets.

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## AREAS OF EXPERTISE

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Project Management	Program Management	Project Lifecycle Management
Change Management	Communication Management	Costing and Budgeting
Risk and Issues Management	Process Improvements	Client Relations and Presentations
Delivery Management	Vendor Engagement	People Management
Infrastructure Management	Quality Management	Business Analysis
Strategic Leader	Negotiator	Problem Solver
Coach, Mentor	Relationship Building	CRM
ERP		

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## PROFESSIONAL EXPERIENCE

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### Program Manager / Orion 11J Delivery – Middle East, Quality Control/Business solution head & Project Management Head July 2016 – January 2021

#### 3i Infotech Ltd, India, 3i Infotech FZ LLC., Dubai

Client(s): Eurostar group, Dubai ,UAE; Shankar trading LLC.; Hassani group of companies, U.A.E.; Peace world group of companies; Gates engineering ;FZ,LLC ; Mindware ; Al Khamis Trading company, Oman, UAE ; Jacky's Group of Companies, Danube Group UAE, Oman, Bahrain, Saudi Arabia, Qatar,Talal Group of companies, UAE, QATAR; Al Zubair Furnishing, Oman, SARCO, Oman.

- Spearheaded Business Portfolio with multiple geographical customers -Middle East, Far East, Kingdom of Saudi Arabia, South Asian Group, India managing complex, Multi-Million Dollar initiatives with cross functional global teams, clients and vendors.
- Built lucrative, long term client relations based on extensive in-person interaction.
- Responsible for Program progress, including scheduling; budgeting and accounting; risk and communication Management; Quality Assurance.
- Defined and provided guidance to (SEPG) on setting up business practices to build and improve Quality Management System Repository for Dev and Service Process Areas.
- Active Gatekeeper, Internal project Auditor for smooth functioning of projects and cross functional project teams.
- Involved in customer Relation/Retention Management, participated in Proposal creation, negotiation and order confirmation process with required Project profitability Assessment.
- Introduced Standard implementation practices, reusability of business configuration and automation Tools across all projects reducing development cost by 30% by and improving quality standards around 12%; Automated Integrated Validation and Verification process reduced cost of development by 5%.
- Built Project Management Office (PMO); Defined Project Management Best Practices, Minimum Acceptance Criteria, Tools and Techniques to be used with clear Input and Exit Criteria for each phase of Project Management. Process

Improvements improved Project Execution minimizing Backlogs and Fastening Turn Around times enabling Project delivery ahead of planned schedule by 2 months.

- Articulated Project Health Status of all Programs with Leadership teams and Executives.
- Participated in Business Review and Account planning meeting with Client Management team.
- Liaised with all Account / Project Managers & preparing forecast for entire Portfolio.
- Supervised Mentored and Motivated Project Managers and influenced them to take positive action and accountability for their assigned work and gain expertise.
- Conducted 100s' of hours of Training in Project Management, Quality Management across various teams in the organization.

Geography	# of Clients	Teams collaborated	Business Value	Key Achievements
Middle East	10	Project Managers: 5 Team size: 25 Cross Functional Consultant:1s:10, Architects: 10	\$3,000,000	✓ Empowered team to build robust reusable solutions and implemented standard used framework driven solution that can be used across multiple product/vertical needs with minimum customization and configurations without having a need to build from scratch enabling faster delivery to clients.
Kingdom of Saudi Arabia	2	Project Managers: 1 Team size: 11 Cross Functional Consultants, Architects: 10	\$2,500,000	✓ Change Agent in empowering Project team's mindset and Introduced Best Practices & proven guidelines methodologies to implement projects within planned schedule and cost analyzing Projects' historical data.
Far East	2	Project Managers: 1 Team size: 10 Cross Functional Consultants, Architects: 9	\$1,500,000	✓ Introduced Business Automation solution to handle large scale Business to fasten turnaround time and customer responsiveness thus improving business performance & efficiency with well defined control parameters and measures resulting to customer satisfaction
South Asia Group(inclusive India)	1	Project Managers: 1 Team size: 15 QC Leads: 2 Cross Functional Consultants, Architects: 5	\$70,000	✓ Built "Automation and Fusion" framework to interface product's finance & healthcare platform seamlessly to empower business team & users with precise information for timely decision making and risk assessments.

**Senior Manager/ Orion 10.x & Orion 11JERP Implementation Rollouts**

**July 2013 – June 2016**

**3i Infotech Ltd, India, 3i Infotech FZ LLC., Dubai**

**Client(s):** Eurostar group ,Dubai,UAE ,Shankar Trading LLC , Hassani group of companies , U.A.E. Peace world group of companies , Gates Engineering , FZ LLC, Mindware ,UAE, Alkhamis Trading company, Oman.

- Led design and multinational rollout of robust, scalable and secure enterprise resource planning (ERP) and point-of-sale (POS) systems for clients listed above.
- Responsible for end to end delivery of Distribution / trading, manufacturing suite integration with financial solution; warehouse / delivery management using mobility solution, VAT suite integration, information, clearance details for transfer of funds etc.

- Orchestrated Technology, People, and change in order to achieve goals, reach targets, and deliver the project on time and within budget.
- Hired and built a team of 5 members in Project Management Office to manage Projects in a suite of Programs.
- Articulated estimation methodology/ rationale, as applicable to the area of work, and used it for estimation purposes.
- Developed a monthly Burn rate chart to provide transparency on budget and timelines.

**Project Manager/ Solution Architect & Quality Lead**  
**3i Infotech Ltd, India, 3i Infotech FZ-LLC., Dubai**

**July 2007- June 2013**

**Client(s):** BCFC; Bahrain, Royal group of Furnitures ,UAE; Intercare; SHARLU Petrotech: Supertech Group of companies

- Responsible for Business solution and consulting to meet Project objectives within well defined parameters of scope, cost, budget, schedule and present business performance and quantify.
- Presented Return on investment against the project goals to Project sponsors;
- Provided key inputs and recommendations on business Automation and Analysis using Reporting tools for timely decision making to improve manpower planning, production and sales forecasting resulting in effective cost management and savings of ~0.25 Million USD across group companies.
- Developed a monthly Burn rate chart to provide transparency on budget and timelines.
- Introduced Quality Best practices during Design and coding phase to catch defects in early stages of test cycles than towards end of Project.

**Project Leader/Geography Accounts Manager & Quality Lead**  
**3i Infotech Ltd, India, 3i Infotech FZ-LLC., Dubai**

**August 2005 – June 2007**

**Client(s):** Royal Group of Furnitures (Ajman, UAE); Ali and Sons LLC; Shanfari Group of Companies; Juma Al Majid Group of Companies, UAE&Oman, Cencom Group of companies UAE& Africa; Backerhaus VEIT Fiberglass Coating Inc; Partnership on Supply Chain Management, USA

- Accountable for delivery of Orion Tools development and Implementation - Administrator, Configurator and Customizer
- Developed XRoadz (Orion Collaborator online portal for Automobile Management system), a web based sub system of Orion – 3i INFOTECH LTD's integrated ERP solution, primarily comprising the sales force automation and CRM modules besides sales and procurement.
- Orchestrated Technology, People, and change in order to achieve goals, reach targets, and deliver the project on time and within budget.
- Partnered with the end users, Project sponsors and other stakeholders to establish progress and direction of the project by achieving goals, reaching targets, solving problems, mitigating risks and Issues.
- Developed a monthly Burn rate chart to provide transparency on budget and timelines.

**Consultant/Module Leader/Team Leader**  
**ICICI Infotech Ltd, India, Sudan**

**April 2002 – August 2005**

**Client(s):** Cosmetic Trading DUBAI; Mazaya Foods, Saudi; Health Middle east Saudi; Al Jead Fashions DUBAI HOT POINT Kenya; Panasonic, UAE; Modern Home –Qatar; Cencom Group of companies UAE& Africa One Store Hyderabad

- Software Development ensuring robust solution taking into account reliability, availability, scalability, manageability, security and Performance.
- Developed **ERP Product ORION** to generate Sales Invoices, Sales Returns, Exchange Item, Direct Sales Return and Delivery Note with centralized ORION DB and Integrator customizing to client needs. ORION was also developed to interact with other hardware interfaces like handy/bed type Barcode scanners, Line printers, Pole display and cash drawer handling via Serial port communications. (COM Port)
- **Architected Marketing Plan**, a decision making tool, that helps to forecast sales by Quantity, Sales Value based on historical data, Plan for business and validate inventory, etc  
Liaison between Customer and team on bridging functionality gaps.
- **Built Retail and Loyalty Management System**, a product that works standalone as well on integration with ERP Product Orion for sales needs. It additionally features Dynamic report designing for printing invoices and bills, generation and print of barcodes of given items in Barcode Printers . Additional module of the Product is Loyalty.
- Developed End to End Payroll Application tightly integrated with Income tax Reporting, submission and processing.

- Managed team of size 10 to 15 members.
- Mentored new team members on technical and business front.

**Developer**  
**Sheer Magic, India**

**August 2001 – February 2002**

- Performed code analysis, modified code to meet requirements converting all text reports to Crystal Reports and creation of new reports.
- Involved in architecture Design
- Involved in authentication checking through the SQL Server.
- Conducted Quality Assurance Testing; Packaging and Deployment

**Faculty**  
**BICE, NIIT -India**

**July 1999 — April 2001**

- Trainer in Programming using C, C++, C#ASP.NET ,Scripting Java and Visual Basic , VB.NET, Crystal Reports, HTML , DHTML; SQL, SYBASE, DATABASE management.

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**EMPLOYMENT HISTORY**

- ICICI INFOTECH LTD, now 3i Infotech Ltd, India, 3i Infotech FZ LLC., Dubai | Associate Vice President/Program Manager | April 2002 – January 2021
- SHEER MAGIC, India | Programmer | August 2001 – February 2002
- NIIT LEDA, India | Faculty | Sep2000 – April 2001
- BICE, India | Faculty | July 1999 – August 2000

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**EDUCATION**

- Master of Computer Application [MCA], Indira Gandhi National Open University [IGNOU] | 2002.
- Post Graduate Diploma in Computer Application [PGDCA], IGNOU | 2000.
- Advanced Diploma in Computer Application [ADCA], IGNOU | 1999.
- Bachelor of Science in CHEMISTRY [Bsc], University of MADRAS | 1998.

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**TECHNOLOGY SKILLS**

- Tools: Microsoft Office, Microsoft Project Professional, Microsoft Visio, SharePoint.
- Operating systems: LINUX UNIX, Windows (2016, 2010, 2007, 2000, 2013, 7, 10, XP).
- Languages: C++, JAVA 1.2, UML, COM.
- Databases: ORACLE, Sybase, Microsoft SQL Server 7.0/2000.
- Web Technologies: HTML, DHTML, XML, ASP, Java Applets, Dreamweaver 3.0, HTML using Front Page. Java Script, VB Script, PWS, ASP.NET, Web Services, .Net Framework.
- GUI: Microsoft Visual Basic 6.0, Visual Source Safe 6.0, Microsoft Visual Studio.Net (VB/ASP.Net, C#).
- Design: Adobe PhotoShop 6.0/7.0.
- Reporting Tools: Seagate Crystal Report 7.0 / 8.0.

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**BUSINESS VERTICAL SKILLS**

- Enterprise Resource Planning [ERP], Retail Management, Financial Solutions interfacing with ULS.
- Warehouse Management Interfacing with Trade flow, Sales Force Automation.
- Distribution Management interfacing with Aramex solution and Fleet Management.
- Payroll & HRMS Management.

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**CERTIFICATES**

- Project Management Professional (PMP) , Project Management Institute - Valid till 2025.
- 3i InfoTech. Certificate in INFORMATION SECURITY. Dec.2020.
- Certificate in Data Scientist Master Program by Simplilearn.
- Certificate in Data Analyst by Simplilearn.

- GNIIT(System Management - 2003.
- Certificate in Administering using WINDOW NT Server 4.0, NIIT, June 2001.
- Certificate in Sun Java JDK 1.2.
- Certificate for Quality Management Program, NIIT.
- Certificates in Fundamentals of Communication and Success through communications.
- Certificates in Mastering Group Dynamics , Professional Presentation, STG Certificates.
- Certificate in Entrepreneurship Development programme conducted by Indian Bank.

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#### **TRAINING UNDERTAKEN**

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- Basics of Agile Methodologies.
- Basics of Digital Transformation by Simplilearn.
- Agile Scrum Master(ASM®) by Simplilearn.
- DevOps Certification Training by Simplilearn
- Introduction to Cyber Security by Simplilearn.
- Certified Cloud Security Professional (CCSP®) Training by Simplilearn.
- Certified Information Security Manager (CISM®) Training by Simplilearn.
- Certified Lean six Sigma Green &Black Belt Training by Simplilearn

*References available on request\**