



## Specialties

- Project Management
- Python
- Machine Learning
- Mainframes
- Cloud Platforms
- Retail
- Banking
- Insurance

## Summary

- ◆ Have been with EY working at Chennai from Aug 2022 to present.
- ◆ Have been with Tata Consultancy Services working at Chennai from Sep 2007 to July 2022.
- ◆ Worked as Project manager, Delivery Manager, Data Scientist and Technical leader during the tenure.
- ◆ Effectively performed Initiation, Planning, Execution, Control and Closure of project.
- ◆ Proven project management, stake holder management, communication, team building, strong analytics and leadership capabilities.
- ◆ Experienced as Project Manager, Application Portfolio Manager, Technical lead, Data Scientist providing AI - ML Solutions using Machine learning Algorithms and Python.
- ◆ Received 100% Customer Satisfaction Index in many projects for several quarters.
- ◆ Received many client appreciations and TCS-Gems Appreciations and Awards.
- ◆ Have varied experiences across Retail, Insurance and Banking domains.

## Education

B.Tech in Electrical and Electronics Engineering - Pondicherry University	2003-2007	<b>8.35(CGPA)</b>
Higher Secondary - St Joseph of Cluny Higher Secondary School, Pondicherry	2001-2003	<b>88.5%</b>
Matriculation - St Joseph of Cluny Higher Secondary School, Pondicherry	2000-2001	<b>91.03%</b>

## Certifications

- Microsoft Azure AI Engineer Associate AI-100
- IBM Certified Application Developer DB2-700 Universal Database V8.1 Family
- American Institute for Chartered Property Casualty Underwriters Certified Property and Liability Insurance – Exam INS21
- IBM Certified Designer - Cognos 8 BI Reporting
- Fundamentals and Payment System Concepts from TCS Business Domain Academy – Exam TCS BDA

## Achievements

- ◆ Got many new engagements for TCS with my skill set.
- ◆ Received 100% CSS from customer many times during the career.
- ◆ Earned and Maintained trust and confidence of several customers and clients throughout my career.
- ◆ Successfully delivered projects to clients without any defects and on time and received appreciations.
- ◆ Successfully built and delivered Product and using TOGAF methodology worked towards IP Safe activities of the product tool
- ◆ Received many appreciations from higher management like Vice presidents, Director and also CEO of the client.

## **Project Manager, EY (08/2022 -Present)**

### **Project – An International Retail Customer for AI based solution**

#### **Responsibilities:**

- On time Delivery Management
- Effective Project Management
- Resolved conflicts within team
- Prepared project plan, risk management plan and handled quality aspects through Internal Quality Reviews
- Project coordination with Internal teams and extended teams
- Support the team helping them to work in multiple projects and balance their load accordingly.
- Reported Risks to management on timely basis w.r.t the goals and upcoming deliverables.
- Help expedition to remove blocking issues, and to resolve major impediments.
- Direct the team accordingly through direct reportees mentioned above to streamline the delivery excellence related processes followed in TCS before each and every deliverable
- Support the Delivery Excellence Team by improving the Quality of the deliverables.
- Help the project team members to turn the requirements backlog into working software functionality.
- Facilitate and encourage effective and open communication within the team.
- Addressing the Interpersonal issues, Team building and resolving conflicts.
- Discuss the short-term plans and plans to overcome obstacles.
- Enhance the tool and practices used in the development process.
- Motivate the team and play the mentor and protector role for the team members and increase the team bonding.
- Identify potential risks and generate solutions for mitigation.
- Prioritize the suggestions and feedback received from the team and consider to improve the delivery.
- Manage the project – scope, cost, timeline and the overall quality of the project.
- Manage multiple projects at a time.
- Focus on processes and allocates tasks to the team members.
- Report to the management about the project progress and coordinates with other teams.

## **Project Manager, TCS (04/2018 -Present)**

### **Project – An International Retail Customer**

#### **Responsibilities:**

- Managed project team to delivery solutions on time by having regular connects with Tech Architects, Doc AI Architects, Scrum Master regarding the project updates of multiple Scrum teams.
- Reported Risks to management on timely basis w.r.t the goals and upcoming deliverables.
- Help expedition to remove blocking issues, and to resolve major impediments.
- Direct the team accordingly through direct reportees mentioned above to streamline the delivery excellence related processes followed in TCS before each and every deliverable
- Support the Delivery Excellence Team by improving the Quality of the deliverables.
- Help the project team members to turn the requirements backlog into working software functionality.
- Facilitate and encourage effective and open communication within the team.
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- Focus on processes and allocates tasks to the team members.
- Report to the management about the project progress and coordinates with other teams.

### **Project Manager, TCS (04/2015 -03/2018)**

#### **Project – Machine First Delivery Model – Research & Innovation**

##### **Responsibilities:**

- On time Delivery Management
- Effective Project Management
- Resolved conflicts within team
- Prepared project plan, risk management plan and handled quality aspects through Internal Quality Reviews
- Project coordination with Internal teams and extended teams
- Manage delivery of business process automation using machine learning techniques.
- Develop solution for email classification, ticket creation, Browser Issue customer feedback analysis, Post purchase and App feedback analysis.
- Helped team to Deliver ML solutions on time.
- Helped team work on time series data using Time Series Analysis techniques
- Helped with Python: including working with Python Standard Library, Numpy, Pandas, Matplotlib, Seaborn, ScikitLearn, Keras, Tensorflow, Spacy, PyTorch, and most Machine Learning Libraries
- Data Cleansing, Data Wrangling and using ML modelling techniques to build solutions
- Exploratory Data Analysis for data visualization and gaining data insights.
- As project manager, Owned the development of product and related documentation like getting Intellectual Protection using IP safe
- Call out the risks
- Discuss the short-term plans and plans to overcome obstacles.
- Enhance the tool and practices used in the development process.
- Motivate the team and play the mentor and protector role for the team members and increase the team bonding.
- Identify potential risks and generate solutions for mitigation.
- Prioritize the suggestions and feedback received from the team and consider to improve the delivery.
- Manage the project – scope, cost, timeline and the overall quality of the project.
- Manage multiple projects at a time.
- Focus on processes and allocates tasks to the team members.
- Report to the management about the project progress and coordinates with other teams.

### **Application Portfolio Manager, TCS (05/2012-03/2015)**

#### **Project – Banking and Financial Services – Electronic Check Payment Processing System**

##### **Responsibilities:**

- Coordinate & facilitate communication with co-workers (Business, IT, Support, other business lines)
- Define & implement best business practices
- Communicate with required Stake holders within and outside project based on requirement
- Manage the Team in the right direction and remove all the impediments
- Own the development of product and related documentation like getting Intellectual Protection using IP safe process
- Manage the team to fulfil the expectations like timeliness and quality with zero defects
- Coordinate with different teams when other applications are involved
- Manage the project and report to the management with governance details in a timely manner
- Constantly track status of the works and provide next steps and drive the work towards perfection and completion
- Understanding the Requirement and translating to design and provide actionable approach
- Provided Innovative Ideas for Project Development/Enhancement/Customer Value Addition
- Enhanced communication skills through power messaging
- Successful communications including elaboration of challenges, escalation of blockers and risks

- Involved in Incident, Performance Improvement and SLA Management
- Work with the team and remove all the impediments and fulfill the expectations like timeliness and quality with zero defects
- Manage and report to management with governance details in a timely manner
- Constantly track status quo and provide next steps and drive the work to closure
- Timely and Proper communication of progress until post validation of deployment
- Timely signoff obtainment before deployment from various downstream applications
- Experience in managing team at onshore and offshore with proven Leadership skills
- Lead the application team located in multiple centers and avoided downstream impacts

#### **Technical Leader, TCS (05/2010-03/2012)**

##### **Project – Insurance Domain – Workers Compensation Bureau Reporting and Compliance System**

##### **Responsibilities:**

- Manage project delivery of team and propose advice about the feasibility and suitability of possible solution to optimise
- Review BCM docs such as PID, BRD, test cases and stakeholder article
- Be in charge of maintenance of evolution of IRP systems. Ensure proper innovation and design are in line with legacy systems
- Tracking the Change Request Management
- Conduct Meetings with multiple locations to understand the need and report the progress on the agreed services.
- Recruitment, Training, People Management and Resource Planning
- Work with Operation Managers to implement improvements to current production processes
- Individual should be experienced in driving projects from conception to delivery.
- Projects can range from new web development, introducing changes to existing systems, migration of system functionalities to new avenues, building reports, or building new products.
- Formalize & share business project roadmap and strategic vision plan
- Follow up the project portfolios
- Contribute to productivity by ensuring sustainability of core projects and tools
- Contribute to Identify weaknesses in the current process & system
- Recommend improvements minimizing manual workload and reducing risks
- Define & implement best business practices
- Collect Business investment ideas and requests for initiatives
- Successful SLA management, incident management and service management technique followed and driven teams so as not to miss any SLA anytime, thereby avoided penalties.

#### **Developer, TCS (11/2007-03/2010)**

##### **Project – Insurance Domain – Workers Compensation Bureau Reporting and Compliance System**

- Involved in SDLC activities of waterfall project model
- Propose Solutions for the Business Requirement
- Analyse, Design and Build the solution working as the Technical lead
- Communicate with required Stake holders within and outside project based on requirement
- Lead the Team in the right direction and Work with the team and remove all the impediments
- Own the development of product and related documentation like getting Intellectual Protection using IP safe process in Master Craft
- Work with the team to fulfill the expectations like timeliness and quality with zero defects
- Keep the supervisor updated on the progress and the blockades, risks from time to time
- Coordinate with different teams when other applications are involved and show oneness
- Manage the project technically and report to the management with governance details in a timely manner
- Constantly track status of the works and provide next steps and drive the work to move
- Have good experience interacting with various business clients directly, like Insurance Business and Banking and Financial Services Business.
- Communicate with required Stake holders of the project based on requirement.

- Single handedly worked on important Edit package building for reporting to NCCI and in testing with more than 300 test cases.

<b>Programming Languages:</b>	Python, COBOL, Machine Learning, JCL, IBM DB2 SQL
<b>Data Sources:</b>	SQL Server, Excel, Web, PostgreSQL, MongoDB, DB2, Cloud SQL, GCP Firebase
<b>Data Visualization:</b>	Tableau, Cognos
<b>Machine Learning Algorithms:</b>	Linear Regression, Logistic regression, Principal Component Analysis (PCA), K-means, Random Forest, Decision Trees, Natural Language Processing (NLP), SVM, K-NN, Deep learning, CNN, RNN, LSTM, BERT, GAN-BERT, Time Series Analysis, Ensemble methods, Optical Character Recognition extraction
<b>ML Frameworks, Libraries</b>	TensorFlow, Keras, Scikit Learn, SciPy, Pandas, Matplotlib, Seaborn, Spark
<b>Cloud Platforms</b>	GCP, Azure
<b>Operating System:</b>	Linux, Windows, Unix, OS370, IBM Mainframes, zOS

## Education

Course Name	Completion Date	Name of Institution	Score/Specialization
Diploma Course	2019 March	Alison	Quality Management
BTech	2007 March	Pondicherry University	8.35 CGPA Electrical and Electronics Engineering
HIGHER SECONDARY	2003 March	St. Joseph of Cluny H.S.S	85.5%
Matriculation	2001 March	St. Joseph of Cluny H.S.S	91.03%



## TCS Honors and TCS Awards

	Name of TCS Award	Date	Short Description
1	Service & Commitment Award	20-Aug-2018	Service Awards for Completion of 10 Years
2	On The Spot Award	14-Dec-2017	Awards for Excellence for Client Applaud
3	Star of the Month Award	21-Nov-2017	Awards for Excellence for Accurate Delivery of Complex Edit Package
4	On The Spot Award	07-Jun-2017	Awards for Excellence for Development and Defect Free Delivery
5	On The Spot Award	17-Aug-2016	Awards for Excellence for Achievement
6	Service & Commitment Award	12-Sep-2012	Service Awards for Completion of 5 Years
7	Champions of ILP	06-Dec-2010	Learning Awards for being a remarkable ILP Faculty
8	Star of the Quarter	13-Oct-2010	Awards for Excellence for Accomplishment
9	Service & Commitment Award	27-Sep-2010	Service Awards for Completion of 3 Years
10	On The Spot Award	16-Sep-2010	Awards for Excellence for Wonderful CSS
11	On The Spot Award	04-Mar-2010	Awards for Excellence for Accomplishment


#### Basic Information

Gender	Female
Languages	English, Tamil and Hindi
Relationship	Married
Medium of education	English
Preferred location	Puducherry, Chennai
Citizenship	India

#### TCS Learnings Dashboard



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Level:  
**Champion**


**3335**  
Learning Points

**189**  
Courses


**98**  
Competencies

**24**  
Certifications


#### Badges Unlocked




Enthusiast  
0




Apprentice  
102




Skilled  
201




Advance  
557



Adept  
1003



Specialist  
1501



Champion  
2001