**Ramya Gokarnesan**

**Mobile: 8939431015 |Email:** [ramya6senthilnathan@gmail.com](mailto:ramya6senthilnathan@gmail.com)

**Summary:** Accomplished Project Management professional/PMO with over 12 years of experience in Business Requirement Analysis and writing of detailed use cases, functional requirements across various industries like Healthcare, Insurance, Telecommunication, Manufacturing, Automotive, Networking, Banking & Financial services.

Experienced user of MS Project and MS Office toolset (SharePoint, Word, Excel and PowerPoint) and VBA Macros. Strong knowledge and work experience in "Java/J2EE technologies”- developing java web based applications using Servlets, Jsp, Java Script, Angular JS. Experience of customization, administration & support in PLM Teamcenter & Windchill, giving a pedigree to support implementations.

**Skills:**

* PMO Governance
* Agile process management
* Advanced skills Microsoft Excel and PowerPoint
* Performance management/controlling
* Program and Project Management
* Vendor Management
* Stakeholder Management
* Resource Management
* Onboarding & Offboarding
* Financial & Accounting
* Client Relationship Management
* Data Analysis
* Risk & compliance
* Team Management & Leadership
* Business analysis.

**Certifications**: PRINCE2 Agile Foundation

**Technical Skills:**

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| **Project Management Tools** | Clarity, JIRA, MS Project, Mind Map, PARMA & ROMA, ATTRACT, WebCIP, O2C, Timesheet tools, Workday, Monday.com, Clockify |
| **Microsoft Office Suite** | MS Excel, Word, PowerPoint |
| **Methodologies** | Agile(SCRUM), Waterfall |
| **Programming Languages** | Java (Core Java, Applets, Swing) |
| **Web Development** | Javascript, XML, HTML, CSS |
| **Product Engineering tools** | Windchill PDMLink 10.0,10.1, Teamcenter 8.3, BMIDE |
| **Database** | Oracle 10G,11G |
| **IDE** | Eclipse |
| **Tools** | SDM, SNOW, JIRA | SONAR HUDSON, Tortoise SVN |

**Experiences:**

**IT Project support | FinTark Limited, Chennai |April 2023 to till date**

* Deliver the project or solution as per the baseline scope, cost & schedule.
* Revenue, Scope, Budget, quality, Resource Management
* Colloborating with different stakeholders, i.e. Product owner, architects, pre-sales, developers, testers and deployment team, vendors to run the project smoothly and deliver quality projects on time.
* Monitoring project risks and providing strategic direction during the implementation stages.
* Inline with the Client’s project governance structure, support the Director and the client PMO to provide monthly project reports, update cost models and track budgets
* Prepare the monthly Client SteerCo presentations
* Manage the client onboarding process for new members.

**Associate Consultant | Atos, Chennai | July 2011 to March 2023**

* Experience in Budget management – P&L understanding, project Costs, and revenues, resource planning and forecast, tracking budget gaps and high analytical skills
* Assisted PM in maintaining project schedules, work breakdown structures, decision logs, meeting summaries and reports to ensure effective, ongoing communications. Maintain sub level development plan according to progress, align development with cross functional dependencies and project risk.
* Instill sense of urgency, drive team debate around key issues and risk while keeping big picture and long-term targets in mind. Helps the Product Owner maximize productivity. Delivers on the key metrics of the project. Responsible for facilitating the implementation and sustainability of processes and practices.
* Actively build and contribute to the company's Agile Community and help develop Communities of Practice, mentor Agile practitioners. Leads team effort in relentless improvement, implement improvement stories to increase the velocity of the program. Development of documentation in support of processes, reporting and Governance and project Gating; creation of supporting operational procedures
* Involvement in technical discussions with the development team to understand the product better, document them and address customer concerns raised related to the product. Provide on-call and ongoing troubleshooting, technical suggestions to internal and external stakeholders
* Assess, design, develop and implement new business processes, systems and services that are the deliverables from a strategic business change project as part of an overall strategic business programme. Complete a complex and diverse range of tasks against KPI’s. Define business, financial, and operations requirements and systems goals through partnership with decision makers and end users
* Analyse business processes, gaps in capabilities, as well as appropriate data sources and process changes required to address capability gaps. Own customer database acquisition, segmentation, optimization, integrity and security. Regular reporting on progress against goals & relevant database metrics.
* Ensure that service delivery standards are met. Represent the Services functions as necessary on product teams and in various other’s decision-making forums. Analyse business processes, gaps in capabilities, as well as appropriate data sources, interfaces and process changes required to address capability gaps.

**Projects Details**

**ARAA PRACTICE | Team Size: 10 | Associate Consultant(Project Management and Operations) | Dec 2021- till date**

**DESCRIPTION:**

* **Working in Automation, Data analytics R&D operations**
* Working with the stakeholders for defining and documenting the operating model of the initiatives.
* Working with the Business / Functions for assessing resource requirement for project execution.
* Scheduling / Prioritizing project activities.
* Planning and monitoring project timesheets.
* Providing regular project status update to the senior management and other stakeholders.
* Maintaining governance, process and tools for ARAA Practice.

**NETWORK RAIL -UK | Team Size: More than 10 | Senior Analyst | Dec 2021- July 2022**

**DESCRIPTION:**

* Preparing daily reports for customer with respect to incidents, changes, Problem status
* Responsible for attending customer meetings and preparing MoM
* Responsible for creating snow change requests for customer
* Employee assignment, WBS code creation in O2C.
* Creating OMM reports monthly
* Action updates from customers

**NEST (National employment Savings Trust) | Team Size: More than 10 | Financial Analyst | Skills: Clarity tool (WebCIP), MS Excel, PARMA, Sharepoint | March 2021-Dec 2021**

**DESCRIPTION:**

* Working as a Financial analyst for NEST Project analyzing, comparing, discussing about the forecasting numbers and comparison between Actual and Forecast numbers
* Updating the NEST Project list everyday and circulate to Project Managers. Assigning WBS and Person responsible in O2C Platform. IBC updation in WebCIP Clarity tool. Monitoring actuals vs forecast often and report to Project Managers. Generating dashboard, Contract, Generic forecast reports monthly.
* Provide financial support to accomplish plans, including financial modelling, scenario planning, monitoring performance against strategic decisions with a moderate opportunity to impact the business.

**WEBCIP Deployment Project | Team Size: 10 | Junior WebCiP Champion | Skills: WEBCIP tool, PARMA tool | Sep 2020-Feb 2021 |**

**DESCRIPTION:**

* Working in WEBCIP and PARMA tool and maintaining various entries by helping each GBU Project managers
* Entering project figures in WEBCIP project tool. Generating report in PARMA tool. Interacting with various GBU Project heads

**UKES-PMO Project | Team Size: 5 | Senior PMO Analyst | Skills: Reporting, Mailbox Monitoring, WBS assignment | June 2020 – Aug 2020**

**DESCRIPTION:**

* Preparing and delivering various reports daily and Monitoring the mailbox at allotted time and solving the issues of UK customers such as Edrington Distillers, Johnson Matthey, Northern Foods, Lucite International, Karro, Park cakes, etc.
* Preparing various reports daily for different UK customers. Mailbox monitoring of daily issues. Timesheet correction. Quality review summary reports. Solving various estimates coming in mailbox
* Work with business and technology subject matter experts to assess requirements, define scope, create estimates, and produce Project Charters and other documentation needed for funding approvals

**Atos-Syntel Migration Project2020 | Team Size: 2 | Atos-Syntel Timesheet Validator | Skills: Timesheet validation, reporting, status tracking, validation mismatch reporting | March 2020 to August 2020**

**DESCRIPTION:**

* Validating Atos Syntel timesheets of employees with booked and released dates against the master data and reports the mismatch entries to higher management, questions mismatch entries to concerned persons and gets that resolved.
* Maintaining the master list of all timesheet entries. Validation of timesheet of employees. Timely reporting of mismatch entries. Frequent meeting with PMs for timesheet mismatch entries

**COE PORTFOLIO MANAGEMENT | Team Size: 5 | Rapid Quality Manager | Skills: Project management including change management, reporting, status tracking, change management, and project reporting, AGILE (SCRUM) | Dec 2017 to Feb 2020**

**DESCRIPTION:**

* Clear insight on the process of Project Management (PMO) and identifying and solving problems and providing ongoing services to ensure that problems stay solved and do not recur.
* Preparing and Analyzing Pipeline & OPD Reports on monthly basis. Quarterly LifeCheck Report submission. RAPID Quality report to quality department monthly.
* Support ad-hoc clean-up and bulk modification requests in sharepoint database. Dashboard creation using VBA Macros. Publishing the Utilization Report PowerPoint slide as per CoE on monthly basis.
* Maintaining the quality of the RAPID Master File. Scheduling meetings for current & upcoming RAPID’s as requested by the Rapid Manager’s. Chasing the OPEN action items for RAPID on weekly basis

**Teamcenter Application Support | Team Size: 10 | Client: Mettler & Toledo | Tools: Teamcenter 10, Autodesk Inventor Professional, Mentor Expedition | Ticketing tools: ServiceNow(SNOW) | May 2017 to Nov 2017 |**

**DESCRIPTION: Application support in Teamcenter to MT**

* Solving incidents related to Teamcenter issues in their MT environment. Solves more than 3000 tickets and going on. Preparing status reports and Project Management. Identify appropriate resources needed and develop schedules to ensure timely completion of projects by meeting project milestones risks.
* Contributes to the advancement and improvement of Agile practices within the organization. Facilitates and supports all scrum events: Sprint Planning, Daily Scrum, Sprint Review, and Sprint Retrospective. Anticipate bottlenecks

**BMW Veronika | Team Size: 10 | Client: BMW, Germany | Technologies: Java, GWT, Sencha | Tools: Eclipse3.2.2, Teamcenter 10 | July 2016 to April 2017 |**

**DESCRIPTION:**

* Customizing Teamcenter AWC environment as per BMW requirements for their product data management
* May perform installation and configuration of Teamcenter software, coding, customization, GUI development, testing, debugging and deployment. Involved in Maintenance, bug fixing, Testing and integration of the Application. Practiced Agile methodology with Sprints and Code maintenance.
* Maintained Java coding standards. Involved in creating test plans and peer review.

**FCI | Team Size: 5 | Client: Amphenol FCi,Singapore | Technologies: Java, Javascript, Swing, J2EE (Servlets & JSP’s), MVC Pattern,Oracle 11G | Tools: Eclipse3.2.2, Windchill PDMLink 10.0,10.1,10.2 | Jan -2014 to Jun 2016 |**

**DESCRIPTION:** A web-based master product data management repository that also helps teams manage critical processes such as change/configuration management, and detailed design. It consists of three servers which is development, test and Production. Manages data up to date. Supporting applications includes creo, ProE, and Visualisation server. Maintains data with full accuracy and customized as per customer requirements.

* May perform installation and configuration of Windchill software, coding, customization, GUI development, testing, debugging, data migration and deployment.
* Involved in coding and designing GUI as per requirement specifications. Analyzing the client requirement and preparing functional specifications document. Involved in Unit testing & Integration testing & Bug fixing of applications. Preparing Unit test plan and Reports for the Client requirement.

**Business Logic Migration | Team size: 7 | Client: GEMALTO, France | Technologies: Java and J2EE, Javascript, JSP | Jun 2013 to Jan 2014 |**

**DESCRIPTION:** This Project is mainly on migrating Business logic code of PLM (Product Life Cycle Management) system from Legacy system to Upgraded System. Gemalto uses Winchill 8.0 for their data management for SIM Cards design and manufacturing. We as Implementation team helped them to migrate the legacy business logic to upgraded Windchill 10.2 system.It is a Web based application that is used to collbarate across global design and Manufacturing centers.

* Requirement Collection and Estimation of tasks. Developing the code for given requirements. Testing within the team members to ensure code quality. Followed Agile Methodology

**APQP Implementation | Team size: 6 | Technologies: Java Swing, JSP | Apr – 2012 to Mar – 2013**

* Responsible for developing Excel based forms into GUI’s using Java Swing, RAC, ITK. Configuration of any new requirements or changes for the business process as per the requirement of client. Development: Customizing forms using Java, RAC. Requirement Collection. Designing the application
* Responsible in Creation of properties in BMIDE, data validation, testing. Main goal is to manage the entire lifecycle of a component and its associated data through design and manufacture, service and maintenance and finally disposal. Coding and Designing the swing based screens.

**DWH Testing | Team size: 6 | Client: KPN N.V (Dutch landline and mobile telecommunications company) | Technologies: Manual Testing | October - 2011 to March – 2012**

* Writing manual test cases and used bug tracking tool for test cases. Data input is taken from customer requirements and different data sources and new data warehouse is build and verified with the help of ETL tools. Business and Requirement Understanding. Validating. Test Estimation. Test Planning
* Designing test cases. Design and develop a reusable architecture for the test automation. Prepare reusable functions, which improve the robustness, re-usability, and maintainability of their test scripts. Design and implement software components for a distributed object storage system in a service-based architecture.
* Log articulate and detailed descriptions, and steps required to reproduce the bugs. Identify a bug's "root cause" whenever possible. Timely response on requests for more information and bug flow.
* Meticulous about documentation and maintaining test cases and test results. Designing, developing and supporting frameworks for test infrastructure and providing automation expertise. Participate in test case reviews improvements.

**Education**

* M-Tech (Communication Systems) -2011
* B-Tech (ECE) -2008