Vijay Falcao

Email: vijay_Falcao@yahoo.com; Mobile: +91 9833006091.

Technology Solutions ~ IT Consulting ~ Business Delivery
Service Delivery Management ~ Project management

Experience Summary

- **A professional with 20+ years in IT. Specialized in managing huge AM (Application Maintenance) / AD (Application Development) projects with off-shore and on-shore teams following distributed delivery model. Proven track record of managing large size projects.**

- **Project Management ITIL certified professional** with a career donning leadership roles in Application Management, Process Study, Definition & implementation at the organization level for CMM level 3 & 5 assessments, System Study, Analysis, Design, Development, Implementation, Support of Application Software, sales support activities, Due Diligence, Transition Management, EDP/data processing, Testing (Manual & Automation) and Cloud Computing environment. **Was ATM member for the organization CMM level 3 assessments.**

- **Was onsite in UK for 1 year as onsite project manager at various client sites, managing multiple development projects. Was in Capgemini Belgium as Rightshore champ for one year.**

- Prolific relationship builder; **acquired global and multi-cultural experience** with prestigious Clients in United States, Europe (Germany, Spain, Belgium, Norway, NL & Italy) and UK. **More than 5 years onsite international client facing experience at various locations.**

- Decisive leader demonstrating a unique blend of Managerial, Technical and Functional skills coupled with sound **domain exposure to Banking, Insurance, Trading, Mail order Business, Share Accounting, Manufacturing and Real Estate Title Insurance.**

- **Thorough understanding of Project Management Methodologies** – all phases of the System Development Life Cycle, including Strategic Information Planning, Business Systems Analysis, Business Systems Development, Testing, and Implementation. Very familiar with methodologies like Deliver, Waterfall, RUP.

- **Articulate communicator** who can fluently speak the language of both people and technology, blending technical expertise with interpersonal skills while interacting with the cross-functional teams, customers and stakeholders.

- Proven ability to **communicate solution strategy and product offerings,** deft in collaborating with the Clients, Key Decision Makers and Stakeholders for developing Business Continuity Plans, Procedures, SLAs and Service Standards leading to Business Service Excellence.

- Excellent track record of people management and resource optimization

- **Completed Cloud computing course (6 months full time, four modules course at IIHT).**

- **Completed Testing (Manual & Automation) course from Seed InfoTech Ltd. (Andheri centre).**

- **Last worked as Delivery Head at ReVamp Consulting Group. ReVamp provides technical solutions to their customers based on Theory of Constraints (TOC) methodology.**

- **Public Profile: http://in.linkedin.com/pub/vijay-falcao/1/a05/804**

Professional Experience and Accomplishments

Datri Blood Stem Cell Donors Registry (NGO)	Jul-2017 to Date
Vistaar Digital Communications Pvt. Ltd.	Apr-2017 to Jun-2017
Virtuz Technology Services	Jan-2015 to Mar-2017
ReVamp Consulting Group	Jun-2013 – To Oct-2014
Capgemini Consulting India Pvt. Ltd., (Formerly Cap Gemini Ernst & Young)	Sep-2002 – 10-Apr 2012
CGI (Formerly IMR Global)	Sep 1997 – Sep 2002
Gulf Computers Pvt. Ltd.	Jan 1997 – Aug 1997

Technical Skills

S/w development methodology:	Waterfall Model, RUP, Agile Methodology
Documentation:	MS Office: Excel, Access, Word, Visio
Project Management Tools	MS Projects, Clarity, Deliver, EARS, ManageNow & Primus (KnowHow),
Servers:	Linux Servers, Virtual Servers, Windows Server 2008, NT/XP/Vista
Databases:	Microsoft SQL Server 2008, MS Access 2003, DB2, DB/400

Languages/Script:	SQL, C#, Cobol, RPG/400, JCL, CLI/400, .Net
Operating System:	UNIX, Windows 9x/NT/2000/XP/Vista, MS-DOS , Linux, MCP, AOS, OS/400, MVS, VSAM
Testing Tools	Test Link, Bugzilla, Selenium and QTP

Job Role & responsibilities at Datri Stem Cell Donors Registry
Role & Responsibilities: Manager – CSR Initiatives
As the Manager – CSR Initiatives, I am responsible and accountable for all the activities pertaining to Business Development, which includes meeting, talking to clients, total responsibility of setting and conducting awareness drives, managing CSR initiatives, maintaining the registry database and studying the NGOs IT requirements.

Job Role & responsibilities at Vistaar Digital Communications Pvt. Ltd.
Role & Responsibilities: Working Partner / Delivery Head
As the Working partner / Delivery Head, I am responsible and accountable for all the AM / AD business module, which includes execution and final delivery of Development & Support Projects.

Job Role & responsibilities at Virtuz Technology Services
Role & Responsibilities: Working Partner / Delivery Head
As the Working partner / Delivery Head, I am responsible and accountable for all the development and testing activities. My major role as a consultant is to oversee all activities pertaining to pre and post sales client interaction.
- Manage the development & testing team
- Serve as primary contact for customer inquiries
- Process definition and implementation
- Requirements gathering and initial analysis
- Quality Management

Job Role & responsibilities at Revamp
Role & Responsibilities: Delivery Head
As the delivery head responsible and accountable for all IT development & support activities. Manage and supervise the teams and ensure at all times that the deliverables delivered are as per the agreed requirements, quality and within the timelines and budget. Given below are some of my responsibilities in detail:

- Manage the development & support teams to ensure timely and accurate customer deliveries
- Successful service delivery - SLA achievement and high level of customer satisfaction
- Analyze and troubleshoot delivery issues on time
- Build positive and productive working relationships with Vector consultants & client users
- Oversee daily activities of both the development & support teams and provide direction whenever required
- Perform resource allocations and workload assignments according to delivery requirements
- Serve as primary contact for customer inquiries and concerns pertaining to delivery & support activities
- Review client requirements and plan & coordinate delivery activities in accordance with the Technical lead
- Report delivery status to clients and maintain documents like Development tasks list etc.
- Develop process improvements to achieve cost effectiveness, time saving and quality defect free deliverables
- Evaluate the performance of team members and report & resolve personal issues
- Collaborating with senior management on client requirements, issues and account management

Major Projects Undertaken at Capgemini

1. **House of Fraser Application Maintenance & Development (AM/AD) Project**
   Client: House of Fraser (Stores) Ltd, Stores Support Centre, Faraday Road, Dorcan, Swindon, Wiltshire, SN3 5HS, U.K.
   Duration:
   Onsite: Jan-2011 – Jul-2011.   Offshore: Jul-2011 – Sep-2011.
   Team Size: 24
   Role & Responsibilities: Onsite Project Manager (E-Commerce / Multi Channel Projects)
   - Involved in process gap analysis and process improvement / streamlining
   - Project manager for **multiple E-Commerce/Multi Channel** development projects assigned to me
   - **Resource management**. Involved in staffing / recruitment and on-boarding for this project
   - Respond to queries raised by users, study client requirements, **prepare high level estimation**, **draft the solution** based on the information provided by the client/users
   - Discuss the commercial aspects with the client, **negotiate & seek approval** from the client

- Update the BO team leads about the requirements, solutions, and coordinate conference calls if required for direct discussions with BO team.
- **Freeze/baseline the requirements**, provide the required documentation for the project. Identify the activities involved, **prepare the project plan**
- **Transition Planning & manage knowledge transfer** (KT) to the users
- Monitor / track the day-to-day progress of the project, Risk management, manage issues / escalations
- Reporting to the client and Capgemini senior management the project status
- **Monitor and control SAT / UAT & prepare for the release**
- Aftercare (Monitor & support after delivery / go-live). **Reviews & quality control (QGA / GQB sign-off)**

Other Projects managed at House of Fraser
- Buy & Collect Phase 2.1 & 2.2 Projects (513 Man days, £116927.98)
- E-mail content change & cancellation e-mail projects (70 man days, Approx £16000.00)

2. Matalan Application Maintenance & Development (AM/AD) Project
Client: Matalan Retail Ltd, Skelmersdale, Lancashire, U.K.
Duration:
Offshore: Jun 2010 – Jul 2010   Onsite: Aug 2010 – 14-Jan 2011
Team Size: 45
Project Net Value: - 66 Million UK Pounds
Role & Responsibilities: Onsite Project Manager
- Project manager for multiple projects assigned with the Rightshore model
- Respond to queries raised by users, study client requirements, **prepare high level estimation**, **draft the solution** based on the information provided by the client/users
- **Freeze / baseline the requirements**, provide the required documentation for the project. Identify the activities involved, **prepare the project plan**
- Monitor / track the day-to-day progress of the project, Risk management, manage issues / escalations
- Reporting to the client and Capgemini senior management the project status

Some of the Projects managed at Matalan
- VAT Update –Rate change -2011 project
- Marketing Oracle Patch upgrade project
- Oracle Financials Upgrade project
- WSSI Markdown Markup project
- LT02 Tape robot move project (3rd parties involved)

3. CapGemini SD&M (Germany) AM Transformation Project
Client: Capgemini SD&M AG, Munich Germany
Duration: Onsite 1.5 months for Due diligence, discussions, planning (Solution building, Transition), assessment of existing projects for right shoring and sales support;
Offshore: Mar 2009 – Dec 2009
Team Size: 8
Role & Responsibilities: Sales Support/AM Specialist (Solutions Architect)
- Single Point of Contact **(SPOC)** for all application maintenance, RFPs, queries in the German BU that has Rightshore component in it.
- **Primary responsible for gathering the information and provide an AM Solution using the Rightshore combination.**
- **Planning** for the **due diligence, estimation** and **reviewing the solutions for the RFPs** and thereafter provide inputs
- As part of the Transformation Team, involved in studying the existing projects being executed at onsite or client site and thereafter provide a feasibility/solution to transform them into a Rightshore project.
- **Capacity planning** and **staffing plans** for the potential Rightshore projects and **defining** the transition & training plans for the same.
- Assisted the front office teams in **preparing** the **governance models** and **defining SLAs**.
- **Defined the processes** as per the project specific requirements.

4. Aker Solutions Staff Augmentation Project
Client: Aker Solutions, Norway - Europe
Duration:
Onsite 1 week (Oslo, Norway) for planning & project initiation;   Offshore: Apr 2008 – Feb 2009
Team Size: 37
Project Net Value: 3.7 Million Euros (Five Year project)
Environment: Engineering Solutions Applications like PDMS, COMOS, PDMLINK, INTOOLS and Open Systems
Role & Responsibilities: Project Manager (Capgemini Aker Solutions Back Office Project Manager)
- **Actively involved in initial project planning and setting up the processes for the project. Defined the project specific processes and procedures compliant to the company QMS standards.**
- **Prepared the Business continuity plan** and set up the security management system for the project as per company standards and the client requirements.
- Identified the potential risks of the project and provided mitigations/solutions for the same.
- Analyzed the resource requests provided by the client and accordingly involved in recruitment/staffing and on-boarding and imparting the project specific induction program.

- Identified the knowledge gaps of the resources assigned to the project and prepared the internal training plans.
- **Took the overall responsibility of setting up the dedicated link-line, hardware (servers) for the project, right from the procurement till the installation, set-up and testing.**
- **Prepared the transition (KT) plans and monitored the Knowledge transfer**.
- Streamlined mobility processes of the resources during onsite travel at client sites for knowledge transfer.
- Monitored and controlled the project deliverables and managed the entire project team (both onsite and offshore). Day-to-day monitoring and execution of the project from the back office in Mumbai, status reporting and escalation management. Monitored tracking of efforts and raising timely invoices & follow-up with the client.
- Conducted status and project (service) review meetings (calls) with the client and the stakeholders as per the defined timelines and planned the resultant corrective actions pertaining to any issues and concerns.

5. **Rightshore Sales Support Project**
   Client: Capgemini Belgium NV/SA, Belgium - Europe
   Duration: Apr 2007 – Mar 2008
   Team Size: 5
   Role & Responsibilities:
   - **Rightshore Champ, Single Point of Contact** for all the deals that had **Rightshore** component in it.
   - **Responsible for all the sales activities pertaining to the Belgium BU and primary responsible for the Rightshore collaboration**, providing inputs for the RFP solutions, reviewing the solution provided, estimation, getting the right resources on time for the various clients in Belgium, coordinating between the offshore project managers regarding resources, deliveries and deliverables, issues/concerns.
   - Provided significant onsite sales support to the clients and discussed with them about the Rightshore model.
   - Conducted/imparted Rightshore related trainings to the front office resources in Brussels.
   - **Resource forecasting done based on the sales pipeline and initiated mobility and other travel related processes for the resources from India who were required to travel at onsite.**
   - **Prepared and got the approval / sign-offs from the clients on the SoWs (Statement of Work) and ICAs** (Inter Company Agreement) for all the resources from India working on the Rightshore projects.
   - Managed and monitored all the BO (India) resources at ON-SITE as the Rightshore champ in Belgium.
   - Managed all issues / concerns and risks pertaining to Rightshore projects.

6. **Telfort Application Maintenance & Development (AM/AD) Project**
   Client: Telfort, Netherlands - Europe
   Duration: Oct 2004 – Mar 2007
   Team Size: 87
   Project Net Value: 32 Million Euros (7 year AM project)
   Environment: Clarify (CRM), Arbor (Billing), AMTrix (Middleware) and Open Systems
   Role & Responsibilities: Service Delivery manager (Capgemini Telfort AMSC Back Office SDM)
   - Accountable for planning and managing the transition activities for all the four portfolios of Telfort.
   - **Responsible for the entire operational setup (infrastructure management, hardware/software requirements, installation and Link connectivity) of the project.**
   - **Defined the project specific processes and procedures compliant to the company QMS standards** and also monitored and managed all the changes to the same as per the change management process.
   - **Defined the governance and the escalation/communication protocol and ensured that the same was followed at all the levels.**
   - Identified the potential risks of the project and provided mitigations/solutions for the same and maintain the risk tracker.
   - Configuration management pertaining to QMS related documents (processes, procedures) and artifacts.
   - Supervised day-to-day execution and management of the entire Telfort Project from the back office in Mumbai and closely monitored the deliverables of all the four portfolios (Clarify, Arbor, AMTrix and Business Support Systems)
   - Manage, monitor and control the daily ticket flow on EARS tool (incidents logged, assigned, closed).
   - **Review the project progress at regular intervals and ensure that the service levels were met in line with the set SLA's.**
   - Instrumental in setting up the estimation process for packages (Clarify, Arbor, AMTrix) using FPA method (e-FPA estimation tool customized by the client for packages).
   - Capacity and resource planning based on the availability of resources and the volume of tickets and development work / Change requests (as per the requirements tracker).
   - Weekly / monthly Status reporting and escalation management.
   - Monitored and controlled the estimation and costs for all the development work (CRs) using the AutoProme effort management (Timesheet) tool. Ensured that all the deliverables were delivered as per the agreed timelines and within the allotted budget and as per the requirements that were agreed and maintained in the requirements tracker.
   - Preparing for all internal / external audits and reviews. Conducted quality awareness trainings for the entire project team at various stages of the project.
   - Metrics data collection and generation of various reports as per the QMS requirements. Initiated causal analysis for recurring defects and problems and took appropriate and timely corrective actions.

7. **Baxter EAS AM (Application Maintenance) Project**
   Client: Baxter, Europe (Germany, France, Spain, Belgium, Italy – spread across 13 European countries)
   Duration: Onsite Jan-2004 to Apr-2004 ((3months in Munich, Germany, Valencia, Spain & Rome, Italy)
         Offshore May-2004 to Sep-2004
   Team Size: 24
   Project Net Value: 27 Million Euros (7 years AM project)
   Environment: AS/400, RPG/400, CL/400, Supply Chain
   Role & Responsibilities: Local Applications Lead.
   - Along with the SDM of the project defined the transition approach and guidelines for the knowledge transfer for the entire project (far all 4 modules that were in the scope of the project). Prepared the transition plan, templates required for the knowledge transfer.
   - **Defined the process for maintaining the Knowledge Repository for the entire project that included storing the documents created during KT and solutions of the past tickets for future reference in the tool KnowHow (Primus).**
   - **Involved in defining the processes and preparation of other project specific QMS documents. Defined the incident management, Change management and Enhancement management processes and streamlined them across all the 13 locations of the client in Europe and with the entire project team in Mumbai.**
   - **During my onsite tenure, was responsible for planning and managing the transition (Knowledge transfer) activities for all the local applications across various entities in countries like Germany (Munich), Spain (Valencia) and Italy (Rome).**
   - As the Local Applications Lead, was responsible for the day-to-day execution and management of the entire Local applications of the Baxter Project.
   - Closely monitor and plan the deliverables of all the local applications in the three domains (Supply Chain, Finance and Business Systems) within the scope of the project.
   - Review the project progress (for all local applications) at regular intervals and ensure that the service levels are met in line with the set SLA's. Status reporting, escalation management, metrics management.

8. **Visteon Process Definition Project**
   Client: Visteon, Dearborn Detroit, USA.
   Duration: May 2003 – Jul 2003 (Onsite, 3 months); Aug 2003 – Dec 2003 (Offshore)
   Team Size: 5
   Project Net Value: -
   Role & Responsibilities: CMM / Quality SME and coordinator.
   - Associated as SME for Quality Management and CMM and accountable for defining the processes, procedures and artifacts required as per CMM level 3 requirements at the front office **(onsite)** for the Visteon project.
   - **Conduced Gap Analysis for CMM level 3 assessments and came out with suggestions and action points to fill in these gaps. Involved in training and guiding the Senior Management Team in all aspects of CMM and Quality Management.**
   - **Prepared the road-map for the CMM level 3 assessments for the Dearborn and Kansas centers' and guided the concerned team there towards achieving that objective.**
   - Was involved in the costing and budgeting of the entire project (including trainings, audit preparations and final assessment).
   - **Conducted quality related (QMS, role based, CMM awareness) trainings for the onsite / front office team members in Dearborn and Kansas City.**

9. **Visteon AM (Application Maintenance) Project**
   Client: Visteon, Dearborn Detroit, USA.
   Duration: Oct 2002 – Feb 2003 (Offshore)
   Team Size: 48
   Project Net Value: 102 Million US Dollars (11 years AM project)
   Environment: SAP ABAB, VB, C, Pro C, Oracle, D2K, Java, ASP, UNIX, SQL Server
   Role & Responsibilities: Service Delivery Manager (CGE&Y Visteon AMSC Back Office SDM)
   - Visteon project was one of the main candidates for CapGemini India **CMM level 3 assessment**, was instrumental in preparing the action plan (road-map, training plan, QMS & CMM related trainings, conducting mock sessions for the audits/assessment) for the initiative and successfully implemented the same
   - Was one of the key members of the core group that was identified by CapGemini India to prepare for the **CMM level 3 assessments**. **I was the ATM (Assessment Team Member) for the CMM level 3 assessments that was held in CapGemini Mumbai.**
   - Defined the governance model and the escalation protocol for the project in accordance with the client and FO team and ensured that the same was followed at all the levels.
   - **Overall in-charge for the day-to-day execution and management of the project and closely monitored the deliverables of all the four domains (SAP, Client Server, Plant Floor and WEB)**
   - Facilitated Peer Reviews and approval of QMS documents.
   - Escalated issues pertaining to the project and motivated the team members for successfully completion of the project.
   - Weekly Status reporting and escalation process to the senior management.
   - Manage, monitor and control the daily ticket flow on ManageNow tool (incidents logged, assigned, closed) and ensured that all the solutions were accordingly updated in the Knowledge repository.

- Preparing for all internal/external audits and reviews. Conducted quality awareness trainings for the entire project team at various stages of the project.

Major Projects Undertaken at CGI (Formerly IMR Global)

10. CMM Level 5 Assessment Project
Client: CGI India (Mumbai & Bangalore centers)
Duration: Feb 2001 to Jul 2002
Team Size: 12
Role & Responsibilities:
- Did the Gap-Analysis for the entire organization from CMM level 4 to level 5. One of my prime responsibilities was to study all the three Key Process Areas (KPAs) of Level 5 and the existing Quality Management System (QMS) and submit a gap-analysis report to the Corporate Quality Head and also suggest corrective actions to overcome them.
- **Key member of the quality group formed specially to drive all the CMM related activities.**
- **Reviewed all the processes, documents, forms and templates and gave his feedback/suggestions for improvement and also recommended changes wherever required.**
- **Defined the Defect Prevention Process for the organization and was also the member of Defect Prevention Board, which undertook the responsibility of training and implementing the Defect prevention process across all the projects being executed in the organization.**
- Also initiated the activities like tool evaluation, process change monitoring associated with the Technology Change Management (TCM) and Process Change Management, two other KPAs of level 5.
- **As a Functional Area Representative (FAR Group) representing the SEPG & the SQA groups I was assessed during the CMM level 5 assessments.**
- Conducted the Software Quality Assurance Audits for a couple of projects.
- CGI India achieved CMM Level 5 in March 2002.

11. Fares Data Conversion Project
Client: First American Real Estate Solutions (FARES), Anaheim, California.
Duration: Sep 2000 to Jan 2001 (Onsite), Anaheim California.
        Mar 2000 to Aug 2000 (Offshore)
Team Size: 5
Project Net Value: 2.2 Million US Dollars
Environment: MVS, COBOL, VSAM, DB2, DYL280 and JCL
Role & Responsibilities: Project Manager (Data Analysis & Conversion from VSAM to Standard DB2 Format)
- FARES had acquired a few companies who maintain data files in VSAM format. FARES application maintains data files in DB2 format and wanted all the databases of the acquired companies to be in a standard DB2 format.
- Responsible for getting the requirements from the client, discuss the feasibility about the same, seek sign-off and explain those requirements to the team members.
- As the PM, I was responsible for developing the Project management plan, defining the project's methodology, planning, identifying potential problems and their solutions and get the client's approval for the same.
- Was responsible for the day-to-day execution, support, training, monitoring & planning based on the milestones that were defined in the high-level project plan.
- Status reporting to the client and also to the senior management at CGI India.
- **After the project was completed here Offshore, my prime responsibility ON-SITE was to do the testing, implementation & on-site support.**

12. Fingerhut CIP – 20 (Y2K year 2000 conversion) Project
Client: Fingerhut, Minneapolis, MN, USA.
Duration: Feb 1999 to Apr 1999 (Onsite), Minneapolis. MN, USA.
Team Size: 1
Project Net Value: 20K US Dollars
Environment: IBM 3090, VS-COBOL II, COBOL – 370, IMS, DB2 and JCL.
Role & Responsibilities: Project Leader (Year 2000 conversion).
- As the **ON-SITE** Project Leader, was responsible for defining the project's methodology and preparing the project plan for planning and execution purpose.
- **Studied the requirements, did the Y2K impact analysis and prepared the estimation.**
- Did the complete coding, baseline testing, and creation of test data, unit testing & the final acceptance.
- Gave support during the final UAT and implementation/go-live.

13. Fingerhut CIP – 11 (Y2K year 2000 conversion) Project
Client: Fingerhut, Minneapolis, MN, USA.
Duration: Dec 1997 to Jan 1999
Team Size: 6
Project Net Value: .5 Million US Dollars
Environment: IBM 3090, VS-COBOL II, COBOL – 370, IMS, DB2, JCL, TELON & Assembly language.
Role & Responsibilities: Project Leader (Year 2000 conversion)

- **As the Project Leader, was at onsite (Minneapolis. MN, USA) from Dec 1997 to do the system study & baseline testing. During my stay there prepared the Project management plan, defined the project methodology and processes.**
- Studied the requirements, did the Y2K analysis and prepared the estimation based on the Y2K impact.
- From Apr 1998 to Nov 1998 executed the project at Mumbai (Offshore) with the project team.
- Monitored the day-to-day execution of the projects at BO Mumbai for all the SDLC phases that were involved (Design, coding, creation of test data and unit testing).
- **Gave support during the final UAT and implementation/Go-live at onsite from Dec 1998 to Jan 1999.**

14. **Fingerhut CIP – 6 (Y2K year 2000 conversion) Project**
   Client: Fingerhut, Minneapolis, MN, USA.
   Duration: Jan 1997 to Nov 1997 (Offshore).
   Team Size: 8
   Project Net Value: 1.1 Million US Dollars
   Environment: IBM 3090, VS-COBOL II, COBOL – 370, IMS, DB2, JCL & Assembly language.
   Role & Responsibilities: Team Member (Year 2000 conversion)
- **As a team member did the impact analysis for the Y2K conversion and submitted the analysis report to the project leader.**
- Based on the training provided by the project leader on the processes and conversion methodology, did the requirements study, coding and unit testing for the work that was assigned.
- **Gave support during the final UAT and implementation/Go-live from offshore.**

Other Details:

Marital Status:	**Married**		
Date of Birth:	**9-July-1961**		
Passport No:	**H3686650**	**Validity:**	**18-Mar-2019**
Pan no:	**AACPF2251J**		