

DIVYA PARAMESVARAIYER

Cell: 732-824-2905
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Dynamic, proactive, and highly self-motivated professional with 20+ years of people/program management experience and over 10 years of proven experience in the financial services industry. Exceedingly business-minded, results-oriented individual with exemplary capacity for managing complex **strategic** business transformation projects with matrixed, cross-functional teams; and directing large global initiatives (over \$1M and 10 months) resulting in widespread measurable ROI efficiencies. I am PMP certified, Certified Scrum Master, have a BS in Computer Science and MBA in Global Management.

CORE COMPETENCIES

- ✓ Proficient ability to drive Business Transformations by laying out roadmap & managing execution
 - ✓ Highly Detail Oriented with focus on balancing customer satisfaction and triple constraints
 - ✓ Extensive experience at managing projects through SDLC from conceptualization, requirements gathering (JAD/JAR sessions), development, UAT to release management
 - ✓ Proficient in Waterfall and Agile Development Methodologies (Scrum)
 - ✓ Adept at mobilizing stakeholders towards effective, pragmatic, and timely solutions
 - ✓ Proven ability to Champion Organizational Change, equip staff to adapt quickly
 - ✓ Excellent verbal and written communication skills, presentation and interpersonal skill
 - ✓ Experience in directing parallel projects towards 'change/run the bank' initiatives
 - ✓ Self-motivated with ability to work independently and with a team
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PROFESSIONAL EXPERIENCE

MICROSOFT, WASHINGTON

Jul 2021 – Current

PROGRAM MANAGER

VALIDATION INFRASTRUCTURE TEAM

Validation Infrastructure Team PM to drive Cirrus strategy for supporting critical services for customer cohorts with focus on key performance and reliability problems that has the greatest impact.

VWAC, WASHINGTON

Oct 2020 – Jun 2021

PRODUCT OWNER/PROGRAM MANAGER – DATA PRODUCTS/AI/ML

DATA PRODUCTS/AI/ML

Product owner of data products. Responsible for building out and deploying data platform solutions using cutting-edge automotive cloud on Azure on top of MCVP (Microsoft Connected Vehicle Platform). Responsible for laying out the roadmap that is aligned with business priorities. Technology stacks used include AKS, Cosmos DB, SQL, EventHub on Azure.

MICROSOFT, WASHINGTON

Feb 2020 – Oct 2020

PROGRAM MANAGER

AZURE ML - DATA TO AI PM

Part of Core UI team managing programs for Azure Machine Learning (ML) teams. PMing the GA of Azure ML product called Studio for data scientists. Technology stacks used for CoreUI include React and TypeScript.

MICROSOFT, WASHINGTON

May 2019 – Dec 2019

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PROGRAM MANAGER

INFORMATION PROTECTION GOVERNANCE AND COMPLIANCE TEAM

Managed programs for Information governance and compliance team to bring down and manage risks for Microsoft services (MCS, Premier, and Unified) globally across all contracts (public sector and private).

T-MOBILE, WASHINGTON

Apr 2019 – May 2019

PROGRAM MANAGER

NETWORKING IT PRODUCT TEAM

Program managed tools for RAN Performance & Analytics. Responsible to lead programs to innovate and create awesome solutions to aid and enable our RF field engineering teams to support existing and upcoming technologies.

AMAZON, WASHINGTON

Jul 2018 – Mar 2019

PROGRAM MANAGER

COMPLIANCE IT

The Compliance World Wide Environmental Health & Safety (WW EHS) Systems Project manager uses data and in depth analytics to drive process improvements across the team. Responsible for managing, prioritizing and delivering multiple initiatives in partnership with cross-functional teams to deliver the best user experience.

MICROSOFT, WASHINGTON

Jan 2017 – Jul 2018

PROGRAM MANAGER

UNIVERSAL STORE - SECURITY

Manage critical security projects within the Microsoft Universal Store businesses. Responsibilities includes IT project management, budget management, reporting dashboards to upper management using Microsoft Office, SQL, Azure, C# and PowerBI.

TECHNOLOGIES USED: POWERBI, AZURE, C#, VISUAL STUDIO

MATERNITY LEAVE (WITH TWIN BOYS)

Nov 2014 - 2016

VISA, WASHINGTON

May 2014 – Nov 2014

SR. MANAGER, PROGRAMS

MERCHANT & ACQUIRER PROCESSING – PRODUCT DEVELOPMENT

Advise and collaborate with stakeholders and project staff to define, plan, and direct activities to provide significant improvement to programs, project, and executive reporting for Visa/CyberSource's Product Development organization. Technical advisor to the VP and CTO.

T-MOBILE, WASHINGTON

2012 – 2014

SR. MANAGER, PORTFOLIO MANAGER - PMO TEAM - MARKETING

- Managed one of the most volatile strategic portfolios (over \$85M and 50+ programs/projects) in the organization for the marketing business.

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- Acted as a business partner in laying out the business/product roadmaps to ensure the alignment of programs and projects with organizational strategic objectives – focusing on customer user experience. Laying out the ROI and cost analysis for prioritization and business justification.
 - Managed project intake and governance processes and relationships with key business partners across the enterprise.

Tools used include MS Office, Project, Clarity, **Sharepoint, SQL**.

HSBC, ILLINOIS 2001 - 2012

GROUP PROGRAM MANAGER

ACCOUNT OPENING PRODUCT, GLOBAL BANKING & MARKETING PRODUCTS, CONSUMER LENDING PRODUCTS

People manager managing teams/programs across business units and matrixed teams across the world. I have extensive experience leading a diverse team of individuals towards a common organizational goal.

Extensive experience establishing global SME teams and leading business transformation programs, including **rich social media web projects**, to define and drive product features and come out with one global service, solution or product. I am involved in the product implementation and the projects from the concept stage through completion – through the complete SDLC life cycle while adhering to aggressive timelines. Gap analysis to understand as-is state and to-be state and get to it.

As part of my role I layout the roadmap for the program and ensure that it aligns with the organizational goals and timelines. I split the project into phases, as needed, in order to meet the aggressive timelines. I manage the projects in pipeline in order to forecast demand and manage supply accordingly. I promote collaboration among the team and establish processes to streamline operations. Responsibilities included relationship management, **product owner, vendor management, communications management, risk management, quality management, change management, budget management, release management** etc.

Acted as liaison between stakeholders. Interact with business during ambiguity in order to bring in some **clarity on business and functional requirements**. Work on projects from inception phase through proof of concept, design, development, and implementation and ensure global support is established. Extensive experience on projects with **remote teams overseas**.

Tools used include MS Office, Project, Clarity, **Sharepoint, SQL**.

HEXAWARE

TECHNICAL LEAD AND DEVELOPER

1998 – **2001**

- Project design and roll out of applications for automating systems and enhancing processes.
- Lead the program to web-enable all manual forms for philanthropic organization leading to operational efficiencies.
- Lead the initiative to automate systems and migrate from mainframe to AS/400 for an automotive company in UK.
- Tools used include MS Office, Project, **SQL**.

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SCHOLASTIC OVERVIEW

MICROSOFT CERTIFIED

- ✓ **AZURE AI FUNDAMENTALS**
- ✓ **AZURE DATA FUNDAMENTALS**
- ✓ **AZURE FUNDAMENTALS**
- ✓ **GLOBAL HACKATHON 2021 AWARD WINNER**

CERTIFICATIONS

- ✓ **CERTIFIED SCRUM MASTER (CSM)**
- ✓ **PROJECT MANAGEMENT PROFESSIONAL (PMP) CERTIFICATION FROM PMI**

DEGREE

- ✓ **MASTER OF BUSINESS ADMINISTRATION (GLOBAL MANAGEMENT, GPA 3.93)**
- ✓ **BACHELORS IN ENGINEERING (COMPUTER SCIENCE)**

COMPUTER PROFICIENCIES

- ✓ **Microsoft Project**, Visio (UML and ANSI), Sharepoint, Word, Excel, PowerPoint
- ✓ Rich Media Web, Social Networking software (Lotus Connections and MySpace)
- ✓ RBPM and R2BP process methodologies, Six Sigma methodology
- ✓ Project management tools including Clarity, RPD, OneView
- ✓ Progressive experience with managing multiple technology disciplines including Java, Websphere Application Server (WAS) on Linux, DB2 on AIX/Linux, SQL Queries, AS/400, Mainframe, COBOL, Domino and Lotus Notes, Active Directory, Group directory, NDM, Telnet, ftp, sftp, GSD
- ✓ Principle Certified Lotus Domino Professional (PCLP) R7, R6, R4 and R4