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| **Harisankar Viswanathapillai** |

**Email: pmharishankar939@gmail.com  
 Project Manager**

Certified IT Project Manager with 20 + years of experience in Implementing, analyzing & managing large-scale IT projects within technology-oriented environments. Repeated success in delivering multi-stage **BFSI - IAM -Govt** projects from conception to completion in line with time and budgetary constraints by utilizing **Agile-Scrum** methodologies.Stellar record of gathering requirements and interpreting into deliverables, ensuring compliance with objectives, organizational policies, procedures, and standards. Excellent in tracking project progress, Identifying and mitigating encountered risks, and Implementing changes upon requirement. Recognized by senior management for overseeing multiple project deployments generating 4M$ revenue concurrently. Expert at leading and mentoring diverse teams for seamless operations and achieving strategic objectives. Established project scope and direction, ensuring clear communication with staff and adherence to Agile methodologies resulting in on-time and on-budget delivery.Refined communicator with strong interpersonal skills and innate capacity to cultivate positive relationships with stakeholders and peers for achieving and surpassing business goals.

**Areas of Expertise**

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| * Project Management Methodologies * Data Migration/Mapping * Quality Assurance & Control * Leadership Skills * Change Management | * Agile / Scrum Methodologies * Resource Planning & Allocation * Requirements Gathering & Analysis * Stakeholder|Vendor Management * Presentation Skills | * Effective Communication * Risk Analysis & Mitigation * Performance Management * People Development & Training * Documentation & Reporting * SDLC |

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|  | **Technical Competencies** |  |
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| Tools: | Clarity, Sail Point, Service now, Azure Board, Tableau, Apptio - Target Process, Gherkin, MS Excel, MS-Project, MS Office Suite, JIRA, Rally, MS-Visio, TFS, Zen Desk, Rational Rose |
| Technologies: | DOT NET 3.5, C#, WCF, ASP.NET, VB.NET, ASP, VB 6.0, MS SQL, COM, XML. Java Script, HTML, IIS |

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|  | **Career Experience** |  |
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**Agile Project Manager | Scrum Master, Comprehensive Resource Inc Jan 2021 – Present**

**Client:** TIAA **Duration:** Dec 2023 - Present

**Description**: As the Project Manager\Scrum Master responsible for managing multiple TIAA projects such as FASS History, Toggle, FE Mapping to FSDF, IT change management process etc.

**Job Duties :**

* Managing both onshore\offshore TIAA Flow\Asset Legacy project teams & releases
* Led a team of developers in the successful implementation of RESTful APIs for multiple client projects, ensuring adherence to industry best practices and client requirements
* Understand the TIAA project processes\tools\technologies
* Utilize the TIAA process\tools\technologies to track the TIAA project progress
* Prepare project presentation for the weekly\monthly meetings & present to Internal\external stakeholders
* Prepare\maintain project plan for the TIAA project
* Present the project plan on weekly\monthly meetings with all stakeholders
* Review \record documents for all the project learnings & update in the TIAA document repository
* Maintain TIAA project change control logs using Service Now
* Maintain TIAA risks\issues using MS Excel
* Maintain TIAA project minutes of meeting
* Conduct\attend daily meeting with the TIAA Team.
* Conduct\attend weekly Internal TIAA Meetings

**Client**: MetLife UKL - BFSI **Duration:** June2022– Nov2023

**Description**: MetLife RIS (Retirement & Income solutions) group partnering closely with other constituents across MetLife in order to provide the leadership, delivery of technology solutions that enable the MetLife business to achieve their goals and objectives. Also Provide funding and financial solutions to institutional investors that maintain and secure meaningful retirement as well pension plans.

MetLife-UKL (UK Longevity Insurance) is part of this Initiative to maximize value to MetLife customers, stakeholders, and employees by delivering retirement and benefit funding, migrate existing LISA (Longevity Insurance) to LIRA (Record Keeping application) initiative solutions in specialized markets.

**Job Duties:**

* Analyze and understand Met Life UK Longevity RIS (Retirement & Income) product requirements
* Understand the MetLife UK Longevity Agile processes \ tools \technologies
* Utilize the MetLife process\tools\technologies to track the UK Longevity product progress
* Prepare presentation & present to internal\external stakeholders regarding the sprint progress
* Conduct MetLife UKL weekly\monthly meetings with all internal\external stakeholders.
* Review\document all the Project learnings & update in the MetLife document repository
* Manage\Direct onboard the team for reverse\ forward shadow Gate processes
* **Conducted 50+** Agile ceremonies including **Daily Stand ups, Sprint Planning, Sprint Reviews, Sprint Retrospectives,**

**Story refinement, Release planning and Wall Walks**

* Experienced in [**Conflict Resolution, Continuous Improvement & Servant Leadership**](https://www.linkedin.com/jobs/view/3729303853/?refId=ByteString(length%3D16%2Cbytes%3D4a7cef92...a4c7bc06)&trackingId=AwacJwBCLXMSQp70a3A%2FLg%3D%3D)
* Knowledge & understanding of **TDD, BDD, ATDD**.
* Conducted both internal and external team communication, promoting transparency, and sharing critical team information
* Tracked and communicated 20 + project progress to both Internal and external stake holders.
* Implemented best Practices for java development, including code revies, unit testing, and continuous integration, to maintain high standards of code quality and reliability.
* **Removed 30 + Impediments** and managed risk to enable team efficiency and effectiveness
* **Conducted 10 + wall walk reviews** as part of the Capacity\velocity mapping

**Client:** TIAA Bank  **Duration:** Jan 2022– May 2022

**Project Manager**

**Description**: Managed \ Assisted on multiple **TIAA Corporate Programs – Top Hat work place App, Vector flow, Density sensors, 1918 Eats, Embrava Desk Signs, GSC Data Hub- Book IT, Return to Office enhancements.**

**Job Duties:**

* Ensure that all projects are delivered on-time, within scope and within budget
* Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
* Ensure resource availability and budget allocation using **Clarity Tool**
* Implement Kanban Methodology to Streamline Project Workflows, increase productivity, and improve project visibility.
* Meet budgetary objectives and adjust project constraints based on financial analysis
* Develop a detailed project plan to monitor and track progress
* Measure project performance using appropriate tools and techniques
* Manage the relationship with the client and all stakeholders
* Establish and maintain relationships with third parties/vendors
* Create and maintain comprehensive project documentation
* Track project performance, specifically to analyze the successful completion of short and long-term goals
* Meet with clients to take detailed ordering briefs and clarify specific requirements of each project

**Client:** State Street Bank  **Duration:** Jan 2021– Dec 2021

**Agile Project Manager**

**Description**: Managing multiple **IAM-PAM-RBAC** solutions projects to track compliance of **non-human accounts** ownership analysis. Managing the state street migration projects (APMD-ESF), working with various application teams to prepare- review the deployment plans & successful completion of project migrations.

**Job Duties:**

* Responsible for managing-tracking weekly meetings, review status update, working closely with senior management to share the project progress update.
* Developed and Maintained Restful APIs for various web and mobile applications, focusing on Scalability, performance and security
* Understand the state street bank processes\tools\technologies
* Prepare presentation leadership team on the progress of MVP
* On board training for new team members following agile methodologies
* Responsible for managing non-human account ownership analysis using **Active Directory.**
* Involved in non-human account management via **Sail point.**
* Understanding of the **IAM RBAC (Role based access controls)**
* Extensive interaction with both internal\external stake holders to prepare-review-track the Deployment plan & progress
* Analyze\Understand the **PAM** (Privileged Access Management) compliance list & create \allocate the stories to resources
* Generate the Dashboard reports to track the progress and presentation to senior leadership team

**Technical Project Manager, HID Global** **Duration:** March 2018 **–** Nov 2020

**Description:** Managed and led teams for various external clients - **Bank of America (BOA), BCBS, NIST, Atrium, SRP, uPenn**.   
The purpose of this projects is to Implement New | upgrade the existing **HID SAFE Suite PIAM\VIMS** **COTs** Products to latest SAFE PIAM\VIMS version by incorporating all features and seamless integration with external systems.

**Job Duties:**

* Manage\Direct onboard the team for reverse\ forward shadow processes.
* Conducted in-depth feature review and gap analysis in conjunction with internal upgrade team with dedicated attention.
* Developed and maintained vendor relationships to optimize costs.
* Directed cross-functional and on-/off-shore team in line with industry-related best practices to achieve desired outcomes.
* Examined, collated, authenticated, and drafted requirements effectively partnering with business, development, and technical teams
* Assisted Project managers in Planning excuting and monitoring projects using ServiceNow Platform ensuing adherence to project timelines, budgets and quality standards.
* Conduct the **Product Backlog, Sprint Backlog, Sprint planning, Sprint retrospective, Sprint zero, Wall walk ceremonies**
* Workflow management, processes and check points using JIRA tool to help with release management
* Experience managing JIRA backlogs for the project progress
* Prepared and presented weekly/monthly governance reports to business & IT management that comprised of status update on quality, scope, and schedule.
* Formed positive partnerships with all stakeholders to steer production planning and deployment.
* Executed design and feature requests in line with specified requirements by leveraging MS-Visio extensively.
* Built and retained top talent, while establishing goals and delivering feedback to motivate team and elevate performance.
* Organized meetings with the stake holders on regular basis and engaged actively over change requests with utilization of excellent negotiation skills.

**Technical Project Manager, HID Global Duration:** July 2014 – Feb 2018

**Client:** Comcast|NBCU

**Description:** Adhered to hybrid agile methodology and delivered quality support for Scrum activities, including sprint planning, daily stand up, sprint demo, retrospective, and backlog grooming meetings. Developed product backlog, sprint planning, epic creation, and burn up \burin down chart by deploying JIRA extensively. Migrated customer data into SAFE product from various data sources, including MSSQL/Flat file by configuring HR data sources and designing data mappings for HR/training systems. Ensured proper allocation of existing resources by effectively utilizing retained budget.

* Facilitated smooth access control integration and data migration by partnering with customer-oriented IT team.
* Resolved encountered encumbrances by coordinating with development team & supporting team to meet and exceed sprint goals.
* Managed high performing engineering team through comprehensive training & mentoring while managing departmental resources in best possible manner.

**Project Manager, Cegedim India PVT LTD** **Duration:** Aug 2010 – July 2014

**Clients**: Otsuka, Sanofi, Meda, BMS

**Description:** Recruited and managed team of 30 + resources for the Americas region to oversee the Implementation of the **pharmaceutical CRM product Mobile Intelligence (MI)**. Managed actively various stages of application development, including client requirements gathering through analysis, design, development, testing, and maintenance phases. Supervised numerous performance-related activities, including goal setting, on-going performance communication, employee engagement, development, review, and staff mentoring. Analyzed and modified technical design direction for pharma projects, as well as prioritizing senior leadership's business goals.

* Managed & implemented various client projects within the time line by adhering to budget.
* Organized 15 + product workshop sessions with onshore\offshore customers.
* Coached junior developers and engineers through onboarding process and long-term team contributions.
* Directed resource planning, forecasting, and allocation for developers across NCSA Region for projects requirements.
* Core technology focus area included C#, .Net, Asp.Net, and SQL

**Technology Consultant, Hewlett Packard Duration:** Jan 2001 – July 2010

**Client: HP, ABB, DMV-MI, Marathon Oil**

* Led a global engineering team to ship large scale enterprise solutions and distributed systems
* Experienced in Human Resource workforce planning function for the Americas region
* Worked on requirements analysis and developed system requirements / functional Specification document
* Core technology focus area included .NET, C#, SQL, ASP.Net, VB.Net, COM, XML.

**Systems Analyst, Sonata Software Duration:** Mar 1998 – Dec 2000

* Involved in Analysis, Design, Development, and testing phases of the Scala project
* Design and development using C-Basic, Btrieve
* Written SQL scripts to create database objects like tables, views, and sequences.

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|  | **Education & Certifications** |  |
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**Post Graduate Diploma in Business Management, Symbiosis Institute Pune, India**

**Bachelor of Technology (Mechanical Engineering), College of Engineering Thiruvananthapuram, India**

**Certified Project Management Professional (PMP)**

**Certified SAFe 6 Agilist**

**Certified Scrum Master (CSM)**