Mukesh Singh

**Project Manager | Manassas, VA 20109 |** | [**LinkedIn**](https://www.linkedin.com/in/withmukesh/)

Experienced Technology Manager with a demonstrated track record in various industries, including Healthcare, BFS, eCommerce, Trading, Enterprise Trade Risk Management (ETRM), Accounting, and Construction. Known for taking ownership and initiative, with a strong work ethic and a drive to exceed company expectations. Skilled in building productive relationships and thriving in fast-paced, deadline-driven environments. A technology leader with 17 years of experience, adept at managing goals, team development, and delivering exceptional customer service. Known for balancing team performance with business objectives and maximizing productivity. A forward-thinking manager who implements new processes, plans innovations, and evaluates employee performance. Adaptable and committed to driving improvements through leadership and innovation. A motivational and empathetic leader, skilled in team building and customer service. Quick to identify opportunities for positive change and drive company success. Excellent in training, monitoring, and fostering employee engagement and performance. A dedicated team player with a positive attitude and the ability to establish rapport with clients.

**SKILLS:**

|  |  |
| --- | --- |
| * Agile Methodologies (Scrum, Kanban, Lean). * Team Facilitation. * Stakeholder Engagement. * Sprint Planning and Backlog Management. * Risk Identification & Management. * Continuous Improvement. * Conflict Management. * Communication and Collaboration * Agile Tools (Jira, Confluence) * Software Development Life Cycle (SDLC) * Project Management * Time Management * Cross-Functional Team Management * Employee Training and Development * Performance Management | * Team Leadership * Business Development * Business Planning * Key Performance Indicators * Complex Problem-Solving * Operations Management * Engineering Best Practices * Solutions Architect * Data Modeling * Database Architecture * Software Testing Lifecycle (STLC) * Cloud Platform (AWS, Azure, GCP) * DevSecOps * Continuous Integration/Deployment * SaaS, PaaS |

**Benekiva**, Client of Everest Infotech LLC Jul 2023-Current

Technical Manager

**Technologies:** MEAN, Webservices (API), Microservices, AWS, AOP, SOAP, Solid Principle, TDD, BDD.

Responsibilities:

1. Technical Planning and Design:  
   - Collaborate with stakeholders to understand project requirements and objectives.  
   - Participate in project planning activities, providing technical expertise and insights.  
   - Contribute to the architectural design and technical specifications of the project.  
   - Identify and recommend appropriate technologies, frameworks, and tools.  
   - Define coding standards and development methodologies to ensure high-quality code.

2. Development and Coding:  
   - Lead the development and coding efforts by example, writing high-quality code.  
   - Review and provide feedback on code written by team members.  
   - Ensure adherence to coding standards, best practices, and quality guidelines.  
   - Troubleshoot and resolve complex technical issues or bugs.  
   - Continuously explore and recommend improvements to the development process.

3. Team Leadership and Management:  
   - Provide technical guidance, mentorship, and support to the development team.  
   - Assign tasks and responsibilities to team members based on their skills and expertise.  
   - Conduct regular team meetings to communicate objectives, progress, and address any issues.  
   - Foster a collaborative and innovative team environment.  
   - Ensure effective resource allocation and manage workload distribution.

4. Technical Guidance and Support:  
   - Act as a technical point of contact for the development team and stakeholders.  
   - Provide guidance on technical decisions, including architecture and design choices.  
   - Support the team in overcoming technical challenges and roadblocks.  
   - Stay up to date with emerging technologies and industry trends.  
   - Conduct knowledge-sharing sessions and training to enhance the team's technical skills.  
  
5. Collaboration and Communication:  
   - Collaborate with other teams, such as project management, quality assurance, and operations.  
   - Communicate effectively with stakeholders to ensure alignment on technical aspects.  
   - Facilitate discussions and resolve conflicts related to technical decisions.  
   - Regularly update project stakeholders on technical progress and challenges.  
   - Act as a liaison between the development team and stakeholders.  
  
6. Quality Assurance and Testing:  
   - Collaborate with the quality assurance team to define test plans and strategies.  
   - Review and provide input on test cases and test coverage.  
   - Ensure that appropriate unit testing, integration testing, and system testing are conducted.  
   - Participate in bug triaging and assist in resolving critical issues.  
   - Champion a culture of quality and continuous improvement within the development team.  
  
7. Documentation and Technical Documentation:  
   - Ensure that technical documentation, such as architecture diagrams and system documentation, is created

and maintained.  
   - Review and provide input on technical documentation created by the team.  
   - Document important design decisions, trade-offs, and technical considerations.  
   - Contribute to knowledge base articles and share technical insights within the organization.  
  
8. Continuous Learning and Improvement:  
   - Stay updated with the latest technologies, frameworks, and industry best practices.  
   - Seek opportunities for professional development and knowledge enhancement.  
   - Encourage a culture of learning and continuous improvement within the team.  
   - Identify areas for process improvement and propose solutions.  
   - Stay informed about emerging trends and technologies relevant to the project and organization.

**Domain:** Healthcare, Insurance, Payment, Insurance, Real estate, Retail

**COTIVITI**, Feb 2018-May 2023

Sr. Technical Project Manager

**Technologies:** JAVA, Spring Boot, JPA, Webservices (API), Microservices, Angular (SPA), D3 charts, AWS, AOP, SOAP, Solid Principle, TDD, BDD.

Responsibilities:

1. Technical Planning and Design:  
   - Collaborate with stakeholders to understand project requirements and objectives.  
   - Participate in project planning activities, providing technical expertise and insights.  
   - Contribute to the architectural design and technical specifications of the project.  
   - Identify and recommend appropriate technologies, frameworks, and tools.  
   - Define coding standards and development methodologies to ensure high-quality code.

2. Development and Coding:  
   - Lead the development and coding efforts by example, writing high-quality code.  
   - Review and provide feedback on code written by team members.  
   - Ensure adherence to coding standards, best practices, and quality guidelines.  
   - Troubleshoot and resolve complex technical issues or bugs.  
   - Continuously explore and recommend improvements to the development process.

3. Team Leadership and Management:  
   - Provide technical guidance, mentorship, and support to the development team.  
   - Assign tasks and responsibilities to team members based on their skills and expertise.  
   - Conduct regular team meetings to communicate objectives, progress, and address any issues.  
   - Foster a collaborative and innovative team environment.  
   - Ensure effective resource allocation and manage workload distribution.

4. Technical Guidance and Support:  
   - Act as a technical point of contact for the development team and stakeholders.  
   - Provide guidance on technical decisions, including architecture and design choices.  
   - Support the team in overcoming technical challenges and roadblocks.  
   - Stay up to date with emerging technologies and industry trends.  
   - Conduct knowledge-sharing sessions and training to enhance the team's technical skills.  
  
5. Collaboration and Communication:  
   - Collaborate with other teams, such as project management, quality assurance, and operations.  
   - Communicate effectively with stakeholders to ensure alignment on technical aspects.  
   - Facilitate discussions and resolve conflicts related to technical decisions.  
   - Regularly update project stakeholders on technical progress and challenges.  
   - Act as a liaison between the development team and stakeholders.  
  
6. Quality Assurance and Testing:  
   - Collaborate with the quality assurance team to define test plans and strategies.  
   - Review and provide input on test cases and test coverage.  
   - Ensure that appropriate unit testing, integration testing, and system testing are conducted.  
   - Participate in bug triaging and assist in resolving critical issues.  
   - Champion a culture of quality and continuous improvement within the development team.  
  
7. Documentation and Technical Documentation:  
   - Ensure that technical documentation, such as architecture diagrams and system documentation, is created

and maintained.  
   - Review and provide input on technical documentation created by the team.  
   - Document important design decisions, trade-offs, and technical considerations.  
   - Contribute to knowledge base articles and share technical insights within the organization.  
  
8. Continuous Learning and Improvement:  
   - Stay updated with the latest technologies, frameworks, and industry best practices.  
   - Seek opportunities for professional development and knowledge enhancement.  
   - Encourage a culture of learning and continuous improvement within the team.  
   - Identify areas for process improvement and propose solutions.  
   - Stay informed about emerging trends and technologies relevant to the project and organization.

**Domain:** Healthcare, Payment, Insurance, Real estate, Retail

**Clients:** Humana, Walmart, BCBS, AON, Highmark, Willis - USA clients

**Good Minds Technologies,** Nepal Sep 2016 - Jan 2018

Technical Business Analyst

**Technology/Tools:** Figma, Balsamiq, Word, Excel, PowerPoint, Tableau, MS SQL, Oracle, MYSQL, JIRA, Confluence, Jira Align, Asana, Rally.

Responsibilities:

1. Agile Project Management:

- Conduct and facilitate project planning, including defining goals and facilitating sprint rituals.

- Coordinate with other teams on the Agile Release Train (ART) as necessary.

- Participate in Scrum of Scrums (SOS) to present team progress.

- Set deadlines, assign tasks, and monitor progress.

2. Team Support and Leadership:

- Help the team prioritize workload and achieve their goals.

- Foster an environment for high-performing team dynamics and continuous improvement.

- Guide the team in capacity planning and ensure efficient utilization.

3. Documentation and Reporting:

- Conduct regular retrospectives and ensure action items are assigned and followed up.

- Manage team's RAID (Risk, Assumption, Issue, and Dependency).

- Compile and publish team reports on metrics.

4. Collaboration and Communication:

- Work with Engineering Manager for team development and efficiency.

- Escalate issues to higher authority when necessary.

- Coach the team in agile methodologies and ensure compliance with change management processes.

5. Continuous Improvement:

- Contribute to improving processes, practices, and standards.

- Develop and conduct agile development and process training.

- Promote a culture of continuous improvement and innovation within teams.

6. Systems Development and Analysis:

- Troubleshoot and resolve problems with programs and systems.

- Contribute to successful deployment of business system improvements.

- Gather and evaluate business requirements and design computer systems.

7. Business Intelligence and Data Analysis:

- Collect, track, and analyze business and market trend data.

- Maintain and update business intelligence tools and databases.

- Communicate with customers and competitors to stay informed of industry trends.

8. SCRUM Master Role:

- Fulfill responsibilities as a SCRUM Master, including backlog management, sprint planning, and user story writing.

- Work closely with the product owner and stakeholders to discuss potential features.

**Domain:** Healthcare, Payment, InsurTech, Real estate

**Clients:** Cotiviti Inc., Leapfrog Technologies. – USA

**Zerone Technologies WLL,** Gurgaon, IndiaAug 2015 - Aug 2016

Technical Project Manager

**Technologies:** PHP (Zend Framework), .Net framework, Embedded system, Health Kiosk, Fit bands integration, MySQL, MSSQL Server

Responsibilities:

1. Project Management and Communication:

- Manage projects and communicate with clients through various channels (email, Skype, phone).

- Set deadlines, assign tasks, and monitor progress to prioritize workload.

- Provide regular management status reporting to senior management.

2. Performance Tracking and Reporting:

- Develop and track performance metrics for assigned projects.

- Manage project risks and financial performance.

- Provide status updates and reports on project portfolios.

3. Jira Management and Team Support:

- Utilize Jira for creating Confluence pages, gathering business requirements, and participating in scrum calls.

- Manage Jira configuration and serve as the go-to person for Jira issues, enhancements, and best practices.

- Support intake creation and manage stories and tasks with the team.

4. Project Risk and Quality Management:

- Identify and manage project risks.

- Ensure deliverable quality is met.

- Partner with team members to address challenges and opportunities.

5. Team and Resource Management:

- Manage multiple development/project teams.

- Align project specifications and schedules across teams and external parties.

- Optimize production and delegate tasks to meet company needs.

6. Analysis and Planning:

- Conduct system analysis and design.

- Set specific project goals and measure progress.

- Propose solutions for improving efficiency, costs, or profits.

7. Monitoring and Evaluation:

- Monitor operations, review records, and analyze key performance indicators.

- Track project schedules and encourage timely completion.

- Work with human resources for employee management and organizational planning.

8. Client Engagement and Industry Analysis:

- Organize client meetings to provide project updates.

- Determine consumer needs and propose market-appealing products or services.

- Write reports on industry trends and contribute to business planning.

**Domain:** EdTech, Web Application, MIS, Healthcare, eCommerce, Banking and Finance, Hospitality, InsurTech, real estate, Construction

**Clients:** Product development for healthcare KIOSK embedded system platform. - Dubai Based

**Leapfrog Technology Inc,** Boston MA June 2012 – July 2015

Technical Project Manager

**Technologies:** PHP, .Net framework, JAVA, React, JavaScript, Angular, MySQL, MSSQL, Amazon AWS, Oracle, Data.

Responsibilities:

1. Project Risk Identification and Management:

- Identify and manage project risks to ensure project success.

2. Team and Project Management:

- Manage multiple development/project teams in a cross-functional environment.

- Maintain close connection with project personnel to quickly identify and resolve problems.

- Update project plans based on changing objectives and specifications.

- Track budgets, expenses, and timelines while communicating with key stakeholders.

- Convey project objectives to stakeholders and maintain open communication.

3. System Analysis and Design:

- Define application problems by conferring with clients and evaluating procedures.

- Develop solutions by preparing and evaluating alternative workflow solutions.

- Control solutions by establishing specifications and coordinating production with programmers.

- Validate results by testing programs and ensure operation by training client personnel and providing support.

- Provide documentation as a reference and accomplish information systems and organizational mission.

4. Deliverable Quality and Improvement:

- Ensure deliverable quality is met.

- Drive continuous improvement of project delivery process.

5. Project Planning and Implementation:

- Devise project strategies, scopes, and implementation plans.

- Perform cost-benefit and ROI analyses.

- Streamline and improve system and resource allocation.

- Outline work plans, assess resources, and determine timelines.

- Bring in additional project personnel and resources as needed.

- Manage submittals and Requests for Information.

6. Leadership and Communication:

- Lead IT program, project, and portfolio endeavors involving multiple teams and products.

- Collaborate with stakeholders, technical professionals, administrators, and testers.

- Keep project teams on-task with proactive control of budgets, schedules, and scopes.

- Conduct thorough risk assessments and deploy management and response strategies.

- Collect and review project stakeholder requirements, produce documentation, and create mock-ups.

7. Agile/Scrum Implementation:

- Implement Agile process and orchestrate the delivery of simultaneous projects and services.

**Domain:** EdTech, Web Application, MIS, Healthcare, eCommerce, Banking and Finance, Hospitality, InsurTech, real estate, Construction

**Clients:** Laudio, Hopelink, Clinicast, Cobli, UCSF, Vroozi - USA Based.

**SPI,** Atlanta, GA June 2010 – June 2012

Software Engineer

**Technologies:** PHP, Oracle, MSSQL, MySQL JavaScript, JIRA, Confluence, SVN, Git

Responsibilities:

1. Requirement Analysis:

- Analyze requirements for software development projects.

2. Software Development:

- Design software architecture and develop software modules.

- Develop and maintain databases.

- Conduct testing, debugging, and performance analysis.

- Utilize various case tools for testing.

3. System Implementation and Maintenance:

- Implement software systems and ensure their proper functioning.

- Review and modify tests to improve software quality.

- Collaborate with cross-functional teams to define features and build products.

- Document technical specifications and testing methods.

4. Software Quality Assurance:

- Perform regression and performance tests.

- Recommend enhancements and updates based on user feedback.

- Introduce automation tools to improve workflow.

- Schedule ongoing performance quality assurance checks.

5. Collaboration and Communication:

- Coordinate with project managers and stakeholders.

- Engage with user experience designers to create intuitive software interfaces.

- Liaise with QA testers and contribute to sales presentations.

6. Software Engineering and Optimization:

- Apply mathematical analysis and computer science principles to software design and development.

- Develop mitigation strategies and standard operating procedures.

- Optimize system performance and integrate scanning components.

**Domain:** Retail Technology, Financial Back Office Solutions, Recovery Audit, Automated Workflow Management, IT Services & Software Solution, Construction, Real estate

**Clients**: Aaron, Macy's, Frito Lays - USA Based

**Hitachi High-Tech,** Broomfield, MA June 2007- June 2010

Sr. Software Engineer

**Technologies:** PHP, MSSQL, SSIS, SSRS, MySQL, SVN, JIRA, Confluence, Bugzilla.

Responsibilities:

1. Enterprise-wide Risk Management Solutions:

- Provide analysis of the system to identify potential risks.

- Develop and implement risk management solutions.

2. System Architecture Design and Implementation:

- Design the architecture of the system.

- Implement the system by developing databases and software modules.

3. Software Development and Testing:

- Develop web applications using various engineering languages.

- Coordinate with project managers to meet development timelines and plan testing.

- Conduct full lifecycle software development, from planning to deployment and maintenance.

4. Testing and Quality Assurance:

- Review and modify unit and integration tests to enhance software quality.

- Perform regression and performance tests for updated systems.

- Schedule ongoing performance quality assurance checks and automate test scripts.

5. Documentation and Collaboration:

- Document technical specifications and project testing methods.

- Meet with stakeholders, product teams, and customers throughout the system development lifecycle.

- Liaise with QA testers to conduct testing and meet various parameters.

6. System Enhancement and Optimization:

- Recommend enhancements and updates to system software based on performance data and user feedback.

- Engage with user experience designers to create intuitive interfaces and functions.

- Draft design objectives and system design documents.

7. Mitigation Strategies and Standard Procedures:

- Develop mitigation strategies for software problems.

- Prepare standard operating procedures for software development and quality assurance.

8. Cross-Platform Software Engineering:

- Engineer cross-platform software solutions.

- Export system performance data for analysis and reporting.

**Domains:** ETRM, Finance, Energy & Power, Trading

**Clients:** Xcel Energy, Black Decker - USA

Eneco Energy – Europe

**BridgeInfosys Pvt. Ltd,** Kathmandu, Nepal May 2006 – July 2007

Co-Founder

**Technologies:** PHP, .Net framework, MySQL, MSSQL.

Responsibilities:

1. Software Engineering:

- Engaged in software engineering activities related to the development and maintenance of software systems.

2. Business Planning and Strategy:

- Revitalized business plans and realigned company objectives to increase overall profits.

- Developed a clear mission, vision, and culture for the company to drive growth and employee development.

- Collaborated with company partners to develop and execute strategic plans that advanced the

company's mission, promoted revenue, profitability, and growth.

3. Capital Improvement and Project Management:

- Organized and oversaw capital improvement projects to ensure the business's viability and efficiency.

4. Marketing and Branding:

- Delivered speeches and attended industry conferences to promote the company's image and engage

with potential buyers.

- Implemented a vision to standardize procedures and maintain operational agility.

5. Contract Negotiation and Structure:

- Negotiated key contracts and established plans to formalize the company's structure and support

future growth.

- Established the company to address a market gap and facilitate direct connections between customers

and products.

6. Relationship Management:

- Cultivated and maintained relationships with industry partners and customers to capitalize on

opportunities and drive business success.

7. Business Restructuring and Support:

- Controlled business direction changes and provided support during periods of restructuring or change.

**Domain:** Web Application, Desktop Application, Web Development.

**Clients:** Nepal based customers, Golchha Organization

**Education & Training:**

|  |  |  |
| --- | --- | --- |
| **Course** | **College/University** | **Date of Completion** |
| B. Tech in Computer Science Engineering | Magadh University India | May 2005 |

**Certifications:**

|  |  |  |
| --- | --- | --- |
| **Course** | **Institute** | **Date of Issue** |
| SAFe® Architect | Scaled Agile Inc. | January 22, 2021 |
| SAFe® Practitioner | Scaled Agile Inc. | July 29, 2020 |
| Certified Agile Leadership -I | Scrum Alliance Inc. | December 05, 2018 |
| Certified Scrum Master | Scrum Alliance Inc. | December 05, 2020 |
| Management 3.0 Facilitator | Management 3.0 BEV. | January 15, 2021 |