Pinakin Rao

Technical Project Manager / Program Manager

Since 2016

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**Summary & Achievements:**

* Seasoned technologist with **24+ years** of diverse expertise, blending technical prowess with managerial acumen:
  + 10+ years as a Senior Developer, leading software engineering and data modeling initiatives.
  + 2 years as a business analyst.
  + 12+ years as a **Technical Project Manager**, delivering large-scale business applications using cutting-edge technologies.

Key Achievements:

* *Strategic PMO Leadership*: Led PMO in implementing a data-driven framework, reducing project turnaround times and enhancing organizational transparency.
* *Project Excellence*: Delivered multi-million dollar projects across domains, exceeding client expectations and ensuring core business objectives.
* *Cross-functional leadership*: Led cross-functional teams to define project objectives, plans, deliverables, and milestones. Established baselines for scope, schedule, and budget. Coordinated with sponsors and stakeholders for alignment.
* *SDLC and Process Optimization*: Excelled in tailoring SDLC, release processes, and stop gates for high-quality, consistent deliverables. Ensured continuous improvement, visibility, and early risk identification.
* *Transparent Reporting*: Provided concise leadership reports on portfolio health (status, budget, and performance), fostering transparency and proactive issue resolution.
* *Requirements Transformation*: Transformed business needs into clear, testable technical specifications, ensuring product quality and stakeholder alignment.
* *Leadership Development*: Demonstrated exceptional servant leadership, adaptability, and problem-solving skills. Cultivated a motivated team through ownership and celebrations.
  + Developed future agile leaders through mentorship and initiatives for improved efficiency and customer satisfaction.
* *Conflict Resolution and Scrum Mastery*: Leveraged active listening and collaborative negotiation to constructively resolve conflicts. Orchestrated impactful Scrum ceremonies as a proactive Scrum Master.
* *Client Relationship and Revenue Growth*: Managed large accounts, resolved critical client issues, and spearheaded revenue initiatives, contributing to organizational growth.
* *Complex Migration and Skill Development*: Seamlessly transitioned complex migrations, exceeding client expectations. Continuously up-skilled in industry trends and emerging technologies.
* *Innovative Problem Solving*: Researched and developed feasible solutions to technically and operationally complex problems.
* *Process Standards and Compliance*: Established and maintained process standards, ensuring alignment with organizational culture and values.
* *Vendor Management*: Expertly guided vendor selection, contractual agreements, and communication channel setup, fostering strategic partnerships.
* *Employee Management*: Oversaw Employee Skill Management, Performance Appraisal, and Time Sheet Management.

***Work* Experience**

**New York Life Insurance Company (New York City, NY) Oct’23 – Till Date**

***IT Project Manager (Technical Project Manager)***

Key Achievements**:**

* Led the conceptualization, design, and development of a groundbreaking mobile-first claims processing application built on the robust Salesforce platform. This strategic initiative tackled the critical challenges of claim processing, aiming to revolutionize operational efficiency and customer experience.
* Build and own relationships with senior members of the firm’s infrastructure groups including but not limited to the Business, Credit, Legal, Risk, KYC and Accounts Control.
* Display adaptability in a dynamic Onboarding / KYC space. An individual who can work effectively with multiple global and senior stakeholders.

**Cybage Software Jul’19 – Oct 2023**

***Senior Project Manager (Program Manager)***

Key Achievements**:**

* **GFK – New York City, NY:** Built complex, multi-source, continuously evolving data pipelines using Databricks to generate actionable intelligence for MRI-Simmons & GFK NIQ. Empowered corporate clients with insightful data analyses, enabling prescriptive and substantive decision-making.
  + Deliver Data architecture services to define data models and landscapes to capture and maintain source data that suit the entire research and survey industry using Snowflake Schema Management.
  + Build data pipelines to suffice various short-term and long-term objectives and Data Analytics using Apache Airflow, AWS Lambda, Python Pandas, and Python PySpark, orchestrated effectively within Databricks.
  + Define and create a data warehouse, Data Lake, and Data mart using Snowflake Views, Apache Spark, and Azure SQL Database.
  + Executed a strategic cloud migration from AWS and Mainframe to Azure, optimizing licensing costs and enhancing synergy and interoperability with other applications. Successfully relocated the data pipeline, ensuring seamless integration within the Azure cloud environment.
  + Develop UI-based applications for data manipulation by various internal personnel using React, Microsoft Power Platform (Dataverse), and Power Automate.
  + Dashboard on Tableau, Power BI report, and Highcharts
* **Element Fleet - Chicago, Illinois:** Transform the Ordering platform from a legacy system to AWS - a cloud-based highly available platform while interacting with dozens of other services for *Element Fleet*.
  + Team size of 300+ engineers scattered across the world.
  + Liaising with various cross-functional leads like QA Manager, Dev Ops Manager, Business Heads, Solution Architect, Technical Architect, Technology evangelists, Operation Leads, Third-party vendors, etc.
  + Led the seamless upgrade of the ordering platform, orchestrating the successful migration of on-premise data and applications to a cloud environment, optimizing operational efficiency and scalability.
  + This auto-scaling platform provides granular control, enabling individual components to scale horizontally based on demand, akin to Microservices architectures. It integrates robust security protocols, comprehensive logging infrastructure, efficient message queues, and a distributed audit log store for thorough monitoring and traceability
  + The integration of SCM and OMS with the US Big Three OEMs (*General Motors*, *Ford*, and *Chrysler*)
  + Conducted rigorous load testing of UI, Microservices architecture, and external integrations using JMeter, guaranteeing service resilience and stability under heavy workloads
* **Cox Automotive - Austin, Texas:** Led development of a global API management platform on AWS, facilitating seamless exposure of internal APIs to external networks for Cox Automotive Inc.
  + Orchestrated AWS services (API Gateway, DynamoDB, S3) for scalability.
  + Automation and Testing: Engineered robust automation test suite for API Gateway and customer portal, ensuring nightly tests and proactive issue reporting to JIRA.
  + Documentation and Collaboration: Integrated Confluence for public API documentation, fostering collaboration and precise tracking of API specifics.
  + Code quality: Enforced static code analysis using SonarQube, setting stringent pre-integration checks. Defined unit test thresholds for robust code quality and security.
  + Blue-Green Deployment: Orchestrated CI/CD pipeline with feature toggles for controlled rollouts and seamless transitions, enabling auto-deployment to production after rigorous testing.
  + Customer Portal Development: Created React and Redux - .Net-based customer portal for onboarding.
  + Developed a React Redux customer portal with .NET RESTful APIs for onboarding.

**Mahindra Finance (Sakshi Infotech) Dec’18 – Jul’19**

***Senior Program Manager***

Key Achievement**:**

* Led the development of a financial instrument aggregator platform at Mahindra Finance, empowering customers and financial institutions through a unified investment marketplace. Leveraging IBM API Connect, PostgreSQL, OAuth2, and JWT
  + Unified Investment Discovery: Seamlessly compare and purchase diverse investment portfolios (securities, savings) online and offline across multiple financial service providers. Options for physical delivery.
  + One-Stop Financial Product: Covering tracking, redemption (maturity/prematurely), interest monitoring, secure payments, and KYC services. Including credit rating insights.
  + Regulatory Compliance: Built-in KYC integration and secure data collection, ensuring compliance with federal regulations.
  + API Management including Throttling
  + integrated with customer call center applications

**Techblocks Consulting Aug’17 – Nov’18**

***Software Development Manager***

Key Achievement**:**

* **Just Energy - Mississauga, Ontario:** I strategically orchestrated the collaboration of 8 global Scrum teams for Just Energy, a leading energy solutions provider.
* Innovatively spearheading the establishment of robust PMO and project management practices, I successfully addressed process gaps, enhancing metadata efficiency.
* Leveraging technical expertise in Spark, Tableau, iOS, ETL, content management, Web API, Web, and Windows Services, Serverless cloud platforms, and auto-scaling architecture, I efficiently managed the technical resource activities.
* Overseeing 15 critical applications integral to the energy distribution process, I managed processes from publishing rates via a CMS-based customer portal to finance system updates, consumption tracking, and billing.
* My leadership ensured the successful delivery of a comprehensive system, showcasing proficiency in global team coordination, project governance, and resource optimization.

**SPEC- India Apr’10 - Jul’17**

***Project Manager***

Key Achievement**:**

* **RE/MAX Lisbon, Portugal:** Led the development of over 200 intricate wireframes and a mobile-optimized property listing application for a web-based CMS at RE/MAX Portugal (2013).
* **TouchBasePro Cape Town, South Africa:** Led the design and development of a high-speed email marketing platform for TouchBasePro.com (2011) using Dot Net, MVC, and MS SQL. This platform provided detailed reports on audience demographics, campaign performance, and customer segmentation, enabling their clients to achieve double-digit customer acquisition growth in new markets through targeted campaigns based on precise audience insights.
* **Change Healthcare Nashville, TN:** Delivering comprehensive IT solutions to optimize workflows for a large multi-specialty hospital network. Achieved improved care coordination and annual cost savings of $2 million through PointClickCare EHR and HL7 integrations, fostering a collaborative environment for streamlined communication among healthcare providers and enhanced patient outcomes.
* **Schneider Electric Boston, MA:** Spearheaded the requirements gathering and analysis for a large-scale, complex electrical component design application for Schneider Electric distributors in 2010. This innovative platform, addresses stringent individual and overall component constraints, streamlined BOM generation, automated pricing retrieval, and accelerated quotation building for customers and dealers.
* Spearheaded the concept-to-commissioning development of a mobile-based SCM and ERP system for CGM (Consumer Goods Myanmar Limited), a leading FMCG manufacturer and distributor (2016-2017).
* Drove the delivery of a mobile SFA - sales force automation application for H R Johnson Tile, equipping field staff with real-time access to critical SAP BODS data via tablets. This innovative solution enabled real-time inventory tracking and streamlined purchase order management, boosting field staff efficiency
* Developed and deployed a versatile POS system at Jyothy Fabricare Services Ltd (2014), enabling efficient management of over a million transactions across retail and corporate channels.
* Successfully architected and developed a production management system for Rajhans Metals Pvt. Ltd. in 2012, leveraging a low-code No-Code framework for accelerated development and cost savings.
* Led the successful implementation of a permit system for the State of Gujarat and the Federal Government of India, streamlining access to public properties for entities. Implemented a rule-based approval workflow to enhance transparency and efficiency.

**Future Knowledge Services, Future Group Jul’08 - Apr’10**

***Senior Associate (Staff Engineer)***

* Architected the design and implementation of a cross-chain Gift Voucher system, employee discount programs, and tax-free food coupons at Future Group. Utilized distributed architecture with C#.net, MS SQL/PostgreSQL, and POS system integration. Designed and developed ETL packages for efficient data synchronization and financial posting in SAP ECC and SAP Hana.
* Additionally, designed and implemented physical stock-taking applications for inventory management using Windows CE technology, interfacing seamlessly with SAP (HANA/ECC) and various ERP/SCM/WMS systems. Proficiently managed off-hours stock scanning, variant report generation, and efficient cycle counting during business hours.

**Systems Dynamics Software Mar’04 - Jul’08**

***Senior Software Engineer/Team Lead/Assistant Architect/Consultant***

* I played a key role in developing a cutting-edge ERP system renowned for its unmatched abstractness. Tailored for SMEs, it rivaled SAP Business One and Microsoft Dynamics in richness and flexibility.
* The ERP boasted a sophisticated data model accommodating diverse business domains and providing record-level security. Modules covered Financial Accounting, Fixed Asset Maintenance, Manufacturing, Order Management, Inventory and Warehouse Management, Supply Chain Management, Billing, Dispatch, Statutory Taxation, Human Resource Management, Timesheet Management, Business Process Management, and more.
* Leveraging .NET-based rich UI client technology and SOAP web services, the ERP utilized a centralized MS SQL database partitioned by the tenant for seamless SAAS offerings. I actively contributed to configuring the ERP for clients across diverse industries, ensuring successful implementations. The adaptable pricing model included on-premises, user-based, and SAAS licenses.
* This project underscores my expertise in collaborating with senior architects, focusing on the abstract nature of data models, and successfully configuring and implementing comprehensive ERP systems.

**Global Tech Feb’02 - Feb’04**

***Module Leader***

* **Singapore Airlines, Singapore:** Engineered Oracle PL/SQL code for real-time calculations, handling 1700+ complex scenarios during clock-ins for Singapore Airlines, factoring in departments, grades, work profiles, and more.
* Developed a task allocation system using VB6 and Oracle, featuring approval workflows and seamless integration with the job clocking system for Singapore Airlines.
* Crafted business logic and validation for the Product Information Sheet and Estimation module in a semiconductor Material Requirement Planning (MRP) system, employing VB6 and MS SQL.
* **Eurocircuits Olen, Belgium:** Built a .NET-based shopping basket with session-sharing and single sign-on for a prominent Belgium-based PCB manufacturer and ‘Electronics For You’ magazine.

**eCN Nov’00 - Jan’02**

***Sr. Application Programmer***

* **Vaillant Group Remscheid, Germany:** Built a versatile multi-database transfer application with VB6/OLE DB.
* Pioneered an offline CRM sync module via telephone lines, employing a flag mechanism for optimized DML.
* Developed a DCOM-powered call center module serving 12 European countries (VB6/Oracle).

**SSI May’99 - Nov’00**

***Developer & System & Database Admin & Faculty***

* Wore dual hats at SSI, expertly instructing students in VB6 and Oracle intricacies while crafting a robust Hire Purchase system in VB6. Demonstrated versatility by effectively managing both network infrastructure and software development.

**Skills**

Technology & Platform

* **Programming**: Tableau, Power BI, Power Platform, Power Automate Flow, SQL, VB 6, ASP.NET, MVC,
* SOAP, Web & Window Services, WEB API, Rest API, Entity Framework, LINQ, VB Macros
* **Cloud**: AWS EC2, Lambda, CI/CD Pipeline
* **Data**: Snowflake, Microsoft Dataverse, MS SQL, Dynamo DB, My SQL, Oracle, Adabas, SSRS, Crystal Report, ETL, Apache Airflow
* **Repository and Code**: Git, Azure Dev Ops, SonarQube
* **Project Tracking & Monitoring**: Jira, Confluence, MS SharePoint, Rally, Microsoft Project, MS Office, Microsoft Visio, Slack

Skills & Techniques

* **Project Mgmt. & Leadership Skill**: Change Agent, Strategic Thinker, Collaborator, Communicator, Innovator, Frontend Leadership, Servant Leader, situational leadership
* **Project Management Techniques**:
  + Traditional: Waterfall, Work breakdown structure (WBS), Critical Path Method (CPM)
  + Agile: Scrum, SAFe, Kanban, Scrum of Scrum (SoS)
* **Estimation Techniques**: Three-point estimates, Functional Point Method, Story Point, Parametric, Bottom-Up, Top-Down – Estimating

**Educational Qualifications**

* CIS George Fox University via Expert Opinion Evaluation of Work Experience. By Dr. Brent Wilson of, Newberg OR
* IE-MBA- from Ural Federal University, Russia in October 2017
* BBA from, National Academy of Planning & Business Management, Ahmedabad in June 1999

**Certifications and Training**

* Project Management Professional (PMP)® from PMI (#1940526) since 2016
* ITIL Foundation Certification in IT Service Management from AXELOS in 2014
* Certified Scrum Master (CSM) from Scrum Alliance in 2016
* ‘Getting Agile with Scrum’ by PMI, in Aug 2013
* ‘Program Management Foundation’ by PMI, in Oct 2013
* Braving peril, my unwavering resolve sustained life, earning SPEC India's first Courage & Determination Award

**Cadence / Meetings Spearhead**

Kickoff | Steering Committee | Planning Session | Gate Reviews | Sprint ceremonies | Release | Change Requests Review | Impact Analysis meet | Change Approval Board meet | Risk Review & Assessment meet | Quality Assessment | Go/No-Go meet | Rollback meet | Performance Review | Resource Evaluation | Vendor Evaluation | Product Demo Session | Architecture Review | Security Reviews | Technical Design Review | Dependency Review

**Core Management Competencies**

Project Management | Governance | Vendor Management | Planning | Scope| Budgeting & Cost | Scheduling | Traceability | Risk | Quality | Procurement | Integration | Change | Configuration & Artifacts | Leadership | Team Building | IT Strategy | Compliance | Continuous Improvement & learning | Agile - Scrum, SAFe, Kanban | Scaled Agile | Resource optimization | PMO | Program | Portfolio | SWOT analysis | RACI Matrix | Feasibility Studies | Leadership | Communication & Collaboration | Software Development | SDLC | Test-Driven Development (TDD) | Testing | Test Automation | Interfacing | Data Analytics & Visualization | Control Technical Debt

**Business Domain Exposure**

Market Research and Data Analytics | Finance Services | Investment | Loan | Billing | Manufacturing | Engineering | Chemical | Metal Stamping | Metal Processing | EPC - Engineering Procurement and Construction | BPM - Business Process - ERP / Business Change / Workflow | Information Technology (IT) | Digital Marketing - Content Management | Customer Relationship (CRM) | Organized Retail | POS | E-Commerce | SCM - Supply Chain | Inventory | WMS - Warehouse | OMS - Order Management | Transportation and Logistics | Aviation | Real Estate | Construction and Building Material | Laundry and Linen Services | FMS - Fleet Management Services | Energy | Automotive | Media and Entertainment | Governmental Sector | SAP Integration | ERP implementation