

Jessen John

Senior Project Manager - Infosys Ltd

Lake Mary, FL - Email me on Indeed: [indeed.com/r/Jessen-John/f83f24ed04687b12](https://www.indeed.com/r/Jessen-John/f83f24ed04687b12)

Authorized to work in the US for any employer

WORK EXPERIENCE

Senior Project Manager

Infosys Ltd - Chicago, IL - 2012 to Present

Project Manager

Infosys Ltd - 2010 to 2012

Tech Lead

Infosys Ltd - 2008 to 2010

Software Engineer (Testing)

UST Global - 2007 to 2008

Software Manager

Canara Bank - 2006 to 2007

Information Technology Officer

Canara Bank - 2003 to 2006

Achievement Highlights:

- * Expertise in legacy transformation projects in Point of Sales implementation and PCI compliance including Tokenization using TransArmor and PCI vault.

- * Assisted PMO in process management and Presales for new proposals and presentations by leveraging experience in the Retail IT Projects. Integral part of Estimation projects in Retail and Financial sector with expertise in SharePoint, SQL, Microsoft Excel, Word, PowerPoint, Access, Project, and Visio

- * Honored with General Manager (IT) of Punjab National Bank (Public Sector Financial Institution in India) Award/recommendation letter for implementing Software for Inspection department which helped in centralizing Audit reporting across the financial institution.

- * Defined processes and tools best suited to each project using open automation tools- Selenium and Auto IT. Moved between agile and waterfall approaches based on project specifics and client goals, creating detailed project road maps, plans, schedules and work breakdown structures.

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Representative Projects

- * Systems Engineering: Led national rollout of robust, scalable and secure EMV (Chip and Pin Card implementation), enterprise resource planning (SAP ERP) and Oracle Micros Xstore point-of-sale (POS) systems for clients in North America. Project also scoped for integration testing between Microsoft SQL SSRS and SAP BO Reports.

Results: Completed projects up to two months ahead of schedule, as much as \$1.2M under budget and attained client appreciation.

* Project Proposal: Performed presales activities for new project opportunities which includes presenting project proposals and value additions.

Results: Won 4 new accounts in last two quarters and which resulted in increased revenue in Retail Practice Unit.

* Custom Software Developments: Managed all phases of the software development lifecycle (SDLC) for dozens of custom solutions. Performed extensive testing of public APIs (JSON/XML) and Mobile APIs using SOAP UI. Extensively tested Work Force Management tools- Reflexis and Kronos with POS using Clock In/ Clock Out transactions and the corresponding Oracle HR payroll processing.

Results: Delivered industry-leading software that saved clients millions of dollars, shortened processes from weeks to days.

* System Integrations/Migrations: Project-managed large-scale initiatives involving the transition of payment applications from Micros Xpay to AJB Fipay Software as part of the EMV implementation. The responsibilities also included Certification Testing with First Data for the new Payment Platform and PCI Tokenization modules.

Results: Achieved seamless migrations of legacy systems and integrations of payment gateway with POS systems that were transparent to client customers, accomplished with no downtime.

* Enterprise Implementations: Performed presales activities for new project opportunities which includes presenting project proposals and value additions Directed global rollouts of new CRM software and systems for retail clients like Estee Lauder and Nordstrom. Performed Systems Integration Testing (SIT), unit testing, regression testing, UAT, created and reviewed test cases and scripts utilizing HP Quality Center(ALM), SQL Developer and Toad.

Results: Ensured defect-free releases through careful planning, testing and QA efforts.

* Testing/QA/Rollout/Support: Project involved all phases of STLC to implement software enhancements of large retailer for its B2B portal for supplier/vendors. Web applications customized using ATG and backend supported by SAP ERP. Performed End to End integration Testing, Performance testing using HP Load runner for Load/Stress Testing and Automation Testing using Sikuli on Selenium based IWAF Tool. Supported production cutover and rollout plan with client stakeholders. Also introduced Continuous Integration with Jenkins for enhancements based Testing using Selenium.

Results: Faster time to market with frequent enhancement releases and better quality. Automated 40% of test cases using Open Source tools, resulting in 20% cost reduction from the Project Cost.

EDUCATION

MBA

University of Kerala
2011

BS in Computer Science

University of Kerala
2002

CERTIFICATIONS/LICENSES

PMP

March 2015 to March 2018

ADDITIONAL INFORMATION

Skills Summary

Project Management:

Custom Software Development
Experience in Public Sector projects
Systems Engineering
System Migrations/Integrations
Enterprise wide Implementations

IT Project Lifecycle:

SDLC
ROI Analysis
Costing & Budgeting
Project Scheduling
Test Automation/QA/Rollout

Value-Added Leadership:

Cross-Functional Supervision
Team Building & Mentoring
Client Relations & Presentations
Business & IT Planning
Vendor Management