**Srikishan Dayal, PMP, ITIL**

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I am a **PMP** and **ITIL** certified project manager having Seven years’ experience practicing project management knowledge areas and the processes. Experienced in managing the Scope, Risk, Resource, Cost and time & stakeholder management. Experienced in Agile / Waterfall methodology. Experienced in following through SDLC framework/ CSI. Very knowledgeable in Incident, Problem, Change management processes. Have experience in managing vendors virtually on/offshore. Experienced in Six sigma and Business Analysis.

**VISA STATUS:** U.S. Citizen

**AREAS OF EXPERTISE**

* **PMP & ITIL** v3 Certified
* **Business Analysis** Experience
* **Six Sigma Green Belt** Experience
* **Agile** methodology Experience
* Worked with **Customer, Product manager, sprint backlogs, sprint teams successfully**
* Well versed with **data warehouse** concepts
* Very well versed with Infrastructure projects
* Full Project Management lifecycle
* **ITIL** framework and ITSM concepts
* **Incident / Problem / Change / Major Incident management**
* Process and Vendor management for SLA/OLA
* Worked as SPOC on 24/7 support
* Attention to detail and the ability to problem solve through root cause analysis
* Cross-functional team building and leadership
* **MS Project, MS SharePoint, MS Office Suite, Documentum, Remedy, ServiceNow, Merckury**

**PROFESSIONAL EXPERIENCE**

TD Bank Mt.Laurel NJ

**Project Manager**, April '14 – Oct 3rd

* Managing projects pertaining to VMs, server builds, installation, testing end to end infrastructure deployments, managing Citriix , Tibco , database deployments, Performance Testing
* The project budget ranged from 500k to 1.2 m. The team size ranged from 10-16 resources per project.
* Working with resources from various team in creating statement of work, financial estimates, project planning, scheduling resources, coordination with customer IT, conducting Kick off, Status , Risk Management, Communication management , Project closure , Lesson Learned meetings
* Providing reports for Time, Cost, Risk, Scheduling metrics
* Managed Incidents, Problem, Change requests to the ongoing projects
* Worked closely with Stakeholders during project execution
* Used Agile / Waterfall methodology, Followed SDLC process in managing the projects.
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* Working on **SharePoint,** MS project, Rivermine, Clarity, Visio, PowerPoint, Excel

Alliant Technologies Morristown NJ

**Project Manager**, Jan 2013 – Mar 2014

* Managing projects pertaining to WAN, LAN, AVPN, VPN, Security, VOIP, SIP, UC installations,
* Routers, Switches, SAN, Domain Controllers, VM’s. The project budget ranged from 200k to 800k. The team size ranged from 5-12 engineers on each project.
* Working with engineers in creating statement of work, project planning, scheduling resources, coordination with customer IT, conducting Kick off, Status , Risk Management, Communication management , Project closure , Lesson Learned meetings
* Providing reports for Time, Cost, Risk, Scheduling metrics
* Managed Incidents, Problem, Change requests to the ongoing projects
* Worked closely with customers during project execution
* Working on **SharePoint,** MS project, Autotask, Sales Force tools, Visio, PowerPoint, Excel
* Used Agile / Waterfall methodology, Followed SDLC process in managing the projects.

*Novartis, Florham Park, NJ*

**Service Manager**,  *Nov. 2010 to June 2012*

* Resource allocation reporting for current week and upcoming weeks for the project with project team.
* Active management of Scope, Change, Issue and Risk Management for all Tasks.
* Work closely with all members of cross-functional teams helping develop schedules, work plans, project estimates, and status reports.
* Build credibility, establish rapport, and maintain communication with stakeholders at multiple levels, including those external to the organization.
* Conduct regular project status meetings, publish meeting minutes and monitor action items
  + Coach, mentor and lead personnel within a technical team environment.
  + Present periodic Dashboard reports on the current program, future opportunities and client issues.
  + **Managing Critical Incidents, Major Incidents / Problem management / Change management in Global Infrastructure Services for global issues.**
  + Providing Trend Analysis, PKI and CSF to Management.
  + Working with vendors who manage Servers, Storage, WAN, LAN, IP, Routers, Switches
  + Provide metrics for management review.
* **Tools/Technologies:** MS Project 2007, MS PowerPoint, MS Excel, SharePoint, Remedy, ServiceNow

*Merck & Co., Rahway, NJ,*

**IT Project Manager**, *Mar 2007 to Nov. 2010*

* Worked as IT PM in Merck Research Laboratory, and coordinated the trial development with clinical PMs. Was SPOC in coordinating each trial with various vendors located around the world, I ensured that there is smooth handshakes between the vendors, and strict OLA and SLA were maintained. Ensured that each trial is under the scope and all the risks were mitigated in time or proactively. I was also in charge of IT resources availability , scheduling of tasks, and completion of the project in time. Ensured that code development passed QA at IT, UAT and Production level. Ensured that all the PM process were followed to success of the project as follows. The budget of the projects ranged from 500k to 1.4 million. The size of the team ranged from 8-12 people for each trial.
* Managing the complete project development life cycle
* Resource allocation reporting for current week and upcoming week for the project with project team
* Active management of Scope, Change, Issue and Risk Management for all projects.
* Work closely with all members of cross-functional teams helping develop schedules, work plans, project estimates, and status reports.
* Conduct regular project status meetings, publish meeting minutes.
* Problem tracking and timely resolution
* Point of contact for day to day operations of data flow from global sites to Merck databases.
* Point of contact for any escalations, incidents and problems in the End to End activity.
* Work with various vendors like Accenture, Cognizant, Phase Forward and Cap Gemini.
* Work with offshore teams from various vendors for any Incidents, Problems, Change and their resolution.
* Conduct meetings on a daily/weekly/periodic basis to assess/analyze the status each issue and update the management accordingly.
* Providing around the clock call support to global IT personnel
* **Tools/Technologies:** MS Project 2007, MS PowerPoint, MS Excel, SharePoint, Remedy, Proprietary data source called Central Data Repository. (CDR).

**Consultant**, *AIG, Jersey City, NJ, Dec 2006 to Mar. 2007*

* Worked as Team Lead on Cognos pilot project.
* Involved in the planning, designing and developmental tasks of the Cognos model and initial reports.
* Coordinated with team member's onsite and offshore.
* **Technologies:** Cognos version 8, Windows XP, DB2 and Oracle 9 Data Marts.

**Consultant**, *Caterpillar, Peoria, IL, Nov 2005 to Oct. 2006*

* Worked as the Team Lead in the coordination of team onsite and offshore team members.
* Worked a team lead in collecting Requirements, Planning, Analysis, Design and implementation.
* Developed design documentation for outsourcing.
* Trained end users of ReportNet.
* **Technologies:** Report Net 1.x (Report Studio, Query Studio, Framework Manager, DB2, Windows2000, PeopleSoft

**Cognos Developer**, Bowne & Co.*, NY, NY, Jan 2003 to Nov. 2005*

* Involved in full life cycle of report design, development, and implementation for Financial Reporting.
* Created model in Framework Manager with imported catalog as Data Source.
* Interacted with the business users and assisted them to use query Studio to develop ad–hoc reports.
* Created complex reports in Report Studio by using filters, prompts and calculated columns based on the user requirements.
* **Technologies:** ReportNet 1.x( Report Studio, Query Studio, Cognos Configuration), Framework Manager, Oracle 9i, Impromptu 7 series (MR3), Powerplay Transformer, IWR and Windows

**Freelance Web developer -** *1997 – 2003*

* Further details can be provided if needed. Shortened to save pages that would be printed.
* **Technologies:** HTML, DHTML, CSS, ASP, VB, JavaScript

**EDUCATION**

* Bachelor of Science, Bangalore University, India

**PROFESSIONAL AFFILIATIONS**

* Member, Project Management Institute