

## PROGRAM MANAGER HADOOP CONSULTANT

### Summary

Seasoned Program Manager with over 13 years of hands-on experience spanning managing global infrastructure service & delivery (in-house & cloud), critical client accounts, project management office (PMO), product development, onsite / offsite global team to IT change and transformation programs. Currently seeking a senior role in Management. Experienced working with commercial bank, online / traditional retailer & IT services industries. Knowledgeable working with hybrid projects (agile / waterfall) & change management. Analyses current ways of working (wow) and constantly strive for improvements. Work closely with technical teams and senior leadership to develop & implement PMO, including the creation of the project lifecycle, governance, standard and artifacts to be utilized, based on PMI, Agile SCRUM / Kanban, Lean & Six sigma (light) Methodologies. Strong with Data Centre technologies, successfully delivered new disaster recovery (DR) site for critical services from initiation, due-diligence, technical documents, business case, budgeting, planning, execution, pilot run, live and handing over to support (5000 server capacity) Worked closely with the business leaders, played a key role in achieving an overall revenue benefit of £5.5m YoY for business transformation programs. Suggested innovative ideas to improve productivity within Server Delivery & IT Transitions which lead to a savings of £2 million, combination of few small to large projects. Key influencer in building a global network operations centre (GNOC) for Infrastructure monitoring to enable service levels by 30%, along with data loss prevention DLP solutions. A diverse background delivering technical and managerial areas with experience in creating purpose, vision, strategies, automation portal design, infrastructure solutions (cloud, IaaS, SaaS, PaaS, SoA), acquisitions / mergers, transitions, capacity, content (CMS) & Vendor management, revenue strategies for delivering business critical IT projects to global clients. Managed 35-50 FTE's including Project Managers & Scrum Masters. Versatile IT professional with vast knowledge of Enterprise Project Lifecycle methodology. Network engineering expert with strong background in project management and product support.

### Highlights

- Cloud Platform - Open Stack
- Virtualization - XEN, VM ware, AWS
- Server based computing - Citrix Metaframe, Citrix Presentation server, XEN server
- Operating system - Microsoft Windows (2003, 08, 12), Linux (6.4, 6.5 & 6.7)
- Server hardware platforms - Dell, HP, IBM
- Storage - Netapps-NAS, EMC Clarion CX4 -480c, HP 9500
- SAN Tools - EMC navisphere
- Monitoring - Windows SCOM, CA SOI, UIM, NSM & SPLUNK, Zendesk (service management)
- Data warehouse - Teradata, Hadoop (Cloudera)
- Devops (CICD) - JIRA (Kanban Flow), Jenkins (Build Orchestration), Sonatype Nexus (Repository), CA Nolio (Deployment)
- Product Lifecycle Management (PLM)
- Enterprise platforms
- Project tracking
- Hardware and software upgrade planning
- Product requirements documentation
- Waterfall framework
- Self-directed
- Budgeting and resource management
- Scrum methodology
- Performance criteria tracking
- Supplier interface
- Technical writing
- End-to-end product lifecycles
- MS Visio
- Collaborative
- Current PMP Certification
- Project Management
- Program Management

### Accomplishments

Saved more than £1m by renegotiating an IT outsourcing contract.

Reduced the incidence of IT issues by 30% globally by introducing GNOC & proactive Problem management.

### Experience

#### Program Manager Hadoop Consultant

February 2016 to April 2016 Kpmg ¼ Nashville , TN

- Meet clients, understand current data centre technologies used and influence them to move into Hadoop Ecosystem for Data Analysis and informed decision making.
- Customer service, grow business by penetrating exiting clients and influence new clients.
- Define application toolkit, environment sizing, budget for migration, build Architecture documentation and present to technical board for design and budget sign-off.
- Work with PMO for Hadoop solution implementation.

#### Senior Manager

November 2005 to January 2016 Honeywell ¼ Lincoln , NE

- Infrastructure Service & Delivery, Vendor Manager, Change & Problem Management, Transitions & Transformation) Head Office Welwyn Garden City, England - TESCO PLC / Bangalore, Karnataka - India - Tesco Technology Traveled and worked onsite globally through UK, Europe & Asia Lead global, strategic technology initiatives to build and maintain key elements of Tesco's IT Application & Infrastructure associated project portfolio: Global Program & Infrastructure Service / Delivery (Agile Team) Global desktop, BYOD, server builds, patching, network configuration & support) Infrastructure Automation Self Service Server Build Portal (Devops) PMO, Change, Transition & Transformation Team Global Change & Problem Management (Tesco Bank) Vendor Management (Fix bid / T&M contracts)

Developed plans to track business critical project delivery, fine-tune project plans, executions, resources management to meet stakeholder and project goals to enhance trust.

- Presented executive communication, with realistic timelines for delivery, budget utilization and risk assessments (impacts & benefits).
- Analyse current trends, build weekly, monthly status reports.
- Initiate and own corrective actions for loose ends (introduced global newsletter), which helped in deeper penetration of existing clients.
- Retrospect low performing projects with client, team & management to make them profitable.
- Develop RFPs/RFIs, PID, oversee vendor evaluations, define deliver KPI's, milestones, present utilization and burn rate on a weekly basis to senior executives.
- Designed roadmap for IAAS (Infrastructure as a Service) & PaaS (Platform as a Service) to support Tesco Devops toolkit teams.
- Formulated deliver of large change programs, mergers, change projects, working along with country IT PMO teams to plan and deploy new products, offshoring services globally (UK, Europe & Asia), monitored planed vs actual budget, mitigation plan for deviations to create several success stories and netted internal business knowledge personally.
- Defined, lead and developed product and IT roadmaps to highlight key milestones, project deliverables, timelines, cost targets (BYOD, single sign-on, few projects to name) Built several program cost centre expense reporting (business case vs tower balance sheet) Validate service catalogues constantly for improvements, from agreed SOW, PID, KPI's, SLA, OLA, quality, risk assessment, DR, BCP, capacity.
- To ensure no slippage in delivery.
- Undertake annual and mid-year appraisal, career discussions for reporting team
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- PREVIOUS ROLES IN TESCO:
- Technical Project Manager Infrastructure Delivery, Transition & Transformation (Global) Accountable for Capital Delivery Projects, Infrastructure Delivery and business transitions Oversee multiple projects concurrently, from initial scoping, due-diligence, planning, budging, resourcing, procurement, execution, testing, shadowing, service introduction to support.
- Create Risk Register and govern mitigation plan, work with PMO to define new processes Migration of 2000+ servers from unsupported version of OS to latest supported versions.
- Handled Server patching projects of large environments, 5000+ servers
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- Server Support Lead (Data Center Operations) Manager Windows, Linux and Storage environmentsÂ L2-L3 support.
- Adhere to IT defined KPI, SLA, OLA, Change and Problem management process work with Applications teams to ensure 100% uptime, server patching, OS upgrades, BYOD setup etc., Key member in defining process to migrate ways of working from SDLC to Agile
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- Transition and Transformation Lead - IT & Business Transitions (Global) Work with business leaders to support IT offshoring to strategic centralised location globally Creating operating models, Re-engineering of new business acquisitions & mergers Accountable from concept till delivery of product to market End to end voice based call centre setup (Cisco Call Manager), IVR, Voice Message (CISCO Unity), Call flow scripts.
- IPCC for reporting worked on CISCO & Nortel products.

#### Subject Matter Expert (SME)

December 2003 to November 2005 Hewlett Packard Global Soft Ltd 1/4 City , STATE

- Supported user administration of Mainframe, SAP, Oracle, UNIX, Lotus Notes, Active Directory, Netware & SharePoint.
- Work with team to define KPI's, monitoring SLA, OLAs and looking for scope of improvement.
- Subject Matter Expert for a team of 26 security analysts covering NA and EMEA.

#### Education

MBA : IT Systems , 2009 University of Madras 1/4 City , State , India

#### Certifications

PMP® Certified ITIL® Certified Agile Scrum - Practitioner & Expert Retail Certification IT Leadership Training Big Data - Hadoop - NoSQL Training Sales and client management Several Data Center Technology training

#### Skills

acquisitions, Active Directory, Agile, Automation, balance sheet, benefits, Big Data, budget, business case, c, call centre, CISCO, Citrix, Citrix Metaframe, Clarion, CA, hardware, concept, client management, contracts, client, clients, Customer service, Data Analysis, Data warehouse, decision making, Delivery, Dell, documentation, due-diligence, expense reporting, HP, IBM, IVR, Leadership Training, Linux, Lotus Notes, Mainframe, market, MBA, mergers, Office, SharePoint, Windows, 2000, Microsoft Windows (2003, Migration, NAS, network, newsletter, Nortel, NoSQL, Netware, OLAs, OS, Operating system, Oracle, Page, PLC, processes, procurement, project plans, quality, Re-engineering, reporting, Retail, risk assessment, Sales, SAN, SAP, Scrum, SDLC, servers, scripts, SLA, stories, strategic, Teradata, UNIX, upgrades, Vendor Management, VM