DIRECTOR TECHNOLOGY

Summary

"Inder" a distinguished Director of Information Technology and Software Engineering with 17 years of expertise in emerging technologies within multiple industry settings. He has demonstrated success managing Programs and Project LifeCycle, Software Design, Quality Assurance, Product Development, Web, Mobile and Cloud technology. He is well organized and solution-focused with proven ability to implement standards, procedures and processes that improve business functionality. Additionally he possesses solid management skills and is capable of leading and motivating on-shore and off-shore teams to maximize productivity. Adept in managing delivery by establishing realistic goals and enforcing deadlines.

Highlights

- Current PMP Certification
- Consumer software specialist
- Agile , Waterfall, RUP, Scrum, Kanban
- Project management
- Software LifeCycle
- Integrations
- Web, E-Commerce, Customer software
- Sales Support
- Solutions and Enterprise Architecture, QA
- MS Project, SharePoint, Clarity, Rally, JIRA, Visio

- Build Technology teams
- Budgeting and resource management
- Project tracking
- Vendor / Contracts management
- Release & Operations management
- Process improvement and Governance
- Complex problem solver
- Strong decision maker
- Excellent communicator

Experience

Director Technology 03/2014 to 12/2014 At&T Alexandria , VA

- Defined product strategy and drafted a comprehensive roadmap to achieve targets.
- Managed 3 managers and 5-person local and 7 person off-shore IT team, allocating resources to ongoing deliverables
- Defined product strategy and drafted a comprehensive roadmap to achieve targets.
- Led the design and development of software upgrades and the deployment of new services and products.
- Leveraged in-depth understanding of end-to-end customer experience to identify pain points and latent customer needs.
- Delivered detailed feature roadmap that included action items and project targets
- Acted as liaison and primary point of contact for providing direction and technical support to customers/partners, business, sales and product marketing teams.

Sr. Program Manager / Director 03/2013 to 02/2014 Visa Foster City , CA

Direct software and shared services operations, providing quality products to Farmers customers and agents for national market. Oversee software engineering, IT operations, Quality Assurance, Documentation and Production Support. Supervise efforts of 2 vendors teams. Re-negotiate vendor and third party contracts. Manage 30 staff members and $30 million budget

- Spearheaded management of $13 million new billing and policy management system that improved customer satisfaction index.
- Managed regular releases of portfolio of applications for claims and billings departments. Billing has customer facing applications where as Claims has more B2B applications.
- Led PMs, line managers and cross-functional teams on-shore & off-shore of engineers, QAs, BAs, operational staff to develop features and fix defects.
- Defined new strategy to manage services and rolled out new SOA/Enterprise Service Bus middleware with load balancing and and guarantee redundancy iwhich increased uptime from 95% to 99.99% and response time from 2 ms to .03 ms
- Led triage on third party software, key feature requests and issues.
- Collaborated with senior management and stakeholders to bring focus to program and win resources for the program in environment of competing priorities.
- Defined and implemented processes for improving performance and to reduce QA cycles helping in saving budget and operations costs.
- Delivered new billing and customer management program to enhance Farmers customer experience, on-time within budget.
- Worked with Marketing/Sales team, agents, vendors to develop features using existing technology to improve customer satisfaction index.
- Responsible for overall delivery and success of services, reliability and ROI.
- Technologies used: Java/J2EE, Sales Force, SOA, Oracle Fusion, DB2, Oracle DB, IBM Sterling, CRM, SAP, Web Services, Mobile IOS and Android platforms

Manager - customer engagement and implementation 09/2012 to 02/2013 Wsp York , PA

Managed software development, product enhancement, sales support and implementation at customer sites of Cisco's CMS and CDN Solutions for Cisco Toronto, which was acquisition of ExtendMedia, a leading provider of software-based Content Management Systems (CMS) that manage the entire lifecycle of video content(CDN) through monetization for pay media and ad-supported business models.

- Managed customer engagement and delivery of CMS and CDN implementation from pre sales to customer-go live.
- Managed budgets, resources, allocations and customization of product per customer requirements and contract.
- Enhanced product to make it extensible and scalable for better integrations in customer's enterprise and be able to provide one solution fits

all framework.

- Instituted concepts of pre-sales support, product management life cycle, project management which improved ability to resolve technical issues and enhanced delivery and implementation success
- Supervised technology and implementation teams remotely.
- Tracked and reported on projects

Sr. Manager 08/2011 to 04/2012 Atos Seattle , WA

Implemented and managed web and mobile applications, 24/7 operations for 99.99% uptime for DirecTV's 22 plus critical business systems (including DirecTV.com) which support 18 plus million customers

- Owned schedules, budgets, deliverables, communications, risks and issues and lead day to day project activities
- Collaborated with peers and stakeholders to deliver on time and resolve conflicts and bottlenecks
- Manage all 4 tracks of project management for SDLC lifecycle viz. initiation, planning, control, execution.
- Implemented processes to fit needs of operations and production support
- Collaborated with business stakeholders, and IT leaders to define road maps and execute plans to achieve business success
- Managed vendors, RFP/RFQ, KPI, escalations as necessary including negotiating contracts
- Supervised technology teams both internal and external of 18 persons, managing work allocations and prioritization to execute on project deliverables and drive accountability
- Defined and reported on progress to upper management, stakeholders and teams
- Managed technology solutions and implementations, 24X7 operational support and governance of best practices
- Handled escalations and coordinated end user support with external providers as well as internal support staff including integration of defect management and issue resolution with development and QA teams

Manager - Products and Software 03/2009 to 07/2011 Challenger School Taylorsville , UT

EP is a leading entertainment payroll services company. Managed 2 commercial product teams, e-commerce and software asset management and licensing teams. Worked with Marketing and Sales teams to get customer feedback to improve product, branding and product release cycles. Helped implement new eCommerce system to help marketing and sales teams to run campaigns and designed new transaction architecture to enhance customer experience on EP.com. Created new licensing architecture to help reduce product maintenance and alleviate customer support problems.

- Led and managed 4 teams of engineers, QAs and BAs.
- Improved development processes and productivity managing all phases of Software development lifecycle
- As member of product council, provided technical expertise and direction technology to help build Product roadmap
- Built eCommerce system and integration and workflow with fulfillment system.
- Won stakeholder trust, applauded by CTO for first releases in EP's history, where business was hand in hand with technology teams.
- Introduced and implemented Agile and scrum with product Life Cycle management. Integrated and redesigned data management and transaction handling with better reporting for our internal users.
- First paid re-launch of products in 7 years, resulted in 48% - 65% increase in sales across products.
- Worked with marketing leaders, sales leaders and led investigations and implementation of new solutions to change payment/transaction model cutting down 3 days from refund process, resulting in increased customer satisfaction.
- Designed and architected licensing solution which created a single build solution for multiple versions of products, eliminating maintenance issues and achieving better customer support

Sr. Architect 05/2006 to 12/2008 NBC Universal City , STATE

Reported to VP technology as part of 5 people team. Created and managed NBC Sonar Framework, NBC.com. Managed Application Architects and led delivery of projects ensuring implementation of NBC frameworks and quality processes and procedures. Worked with PMs and led offshore/onshore vendor teams to ensure successful delivery of business applications and integration with NBCU enterprise.

Systems Delivered:

DAM:

â€¢Digital Asset Management initiatives using LightBox and Solar and IVR and Alfresco using .NET Framework, SQL Server, PHP and MySQL.

ITDS:

â€¢International distribution system - migrated AS/400 green screens to web based systems keeping logic in AS/400 as IP.

NPSS:

â€¢NBC security system to take inventory of PC software and installations.

â€¢Mentored 2 Application Architects. This system was developed for security infrastructure team.

IRIS:

•Intellectual rights system, was a first in the entertainment industry- a project to consolidate rights data. This was 2.2 million dollar project and gave an edge to sales to make quick deals without waiting for manual approvals by legal department.

Common/Sonar:

•Enterprise infrastructure project utilizing struts, EJBs and Web Services with Hibernate and Sonar Framework. The common database and API allowed common components and data across enterprise to be consumed by various systems.

Tech Lead 03/2006 to 05/2006 Capital Group City , STATE

Lead developer on Enterprise Trading Platform. Developed architecture and resolved key transaction and duplicity issues

- Re-factored the code and code reviews.
- Performed performance monitoring and reviewing application processes.
- Managed team of 3 Developers, 1 DBA and 1 Architect and worked with internal and external groups.

Senior Java / J2EE Developer 06/2005 to 01/2006 Merrill Lynch City , STATE

Lead developer on Enterprise Data Systems for Global Corporate Actions Repository. Built and designed messaging system and integration with key trading platforms and data.

- Architected and designed frameworks/prototypes.
- Worked as part of SOA project to built a complete new middle ware using Oracle as backend and MQ Series/Tibco and middleware and Java/J2EE and web services

Tech Lead / Sr. Developer 08/2002 to 03/2005 JPM Chase City , STATE

- Ensured CMM Level 2 is implemented through SDLC.
- Evaluated technology to determine their applicability and suitability for business value.
- Worked as a Team Lead ion EZClaims and Bill Payments modules.
- Delivered web-enabled applications viz. Bank@Home and Bank@Work websites using SSL and Firewall.

Developer 05/2000 to 05/2002 Cyrix Data Systems City , STATE
Developer / Manager 08/1995 to 01/2000 Inde Dutch Systems City , STATE
Education
Bachelor of Engineering : Engineering 1994 Punjabi University India
Certifications

- PMP Certified
- ITIL V3 Certified
- Microsoft Certified Professional (MCP)

TRAINING

- Technical Management Program, UCLA.
- Six Sigma
- Scrum Masters.

Skills

Systems: Unix / Linux, Windows, Mac

Technologies: Java/J2EE, .NET, JavaScript, IOS, Android, Cloud, Sales Force, SOA, Databases, Web, UI/UX, eCommerce, PHP, LAMP, Integrations, migration from legacy technologies to emerging technology, upgrade of systems. Data management, B2B and B2C solutions, Content deliveryCDN) and Content management solutions (CMS), Software asset management. etc.