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Senior Project Manager

Professional Experience:

- Around 19 years of industry experience in various functions of software includes program management, extensive customer support/stakeholder management skills with strong technical acumen.
- Result-driven PMI certified professional and Certified ScrumMaster with 10 yrs of extensive project management experience and proven track record in increasing productivity, quality and customer satisfaction.
- A passion for excellence and a tenacious leader for results is a key attribute.
- Core competencies include:
 - Project/Program/Account management
 - Exemplary customer support skills
 - Strategic planning
 - Risk and issue management
 - Budget / cost control
 - Systems development / implementation
 - Pre-Sales / Business development
 - Strong leadership/negotiation/team building skills

Technical Skills:

Development methodologies:

Agile, Iterative, Waterfall

Handled projects on technologies:

AWS Container service with Docker, AWS SNS, S3, Elastic file system, Java / J2EE, .NET, HTML 5.0, Angular JS, Dynamo DB, Mongo DB, Sencha 2.0, Web services, Titanium framework, Objective C, Business Objects, Cognos, other Proprietary tools and technologies.

Education:

Business Administration Indian Institute of Management, Calcutta (IIM-C)	2007 - 2008
Bachelor of Engineering (Electronics & Instrumentation), Gulbarga University	1995
Trained on Scaled Agile Framework (SAFe)	2015
BSI ISMS Auditor training	2012

Certifications:

- **Certified Scrum Master** from Scrum Alliance (CSM) - 2015
- **Certified Project Management Professional** from PMI institute (PMP) - 2005
- Certified Project Management Professional from Brainbench certification body - 2005
- Tavant Management Team: Individual Excellence Award for 'Accountability and Execution' – 2006 & 2009
- Certificate of Appreciation for Outstanding delivery from client (NACCO) - 2014
- Certificate of Appreciation for Outstanding Performance at First Indian Corporation (now CTS) - 2005
- Certified BSI 27001:2005 Information Security Management System Internal Auditor - 2012

Professional Affiliation:

Member, Project Management Institute (US).

Experience Summary:

First Guaranty Mortgage Corporation
Senior Program Manager

Jun16 - Present

Responsibilities:

- Excellent stakeholder management skills with a shared vision, consensus building and customer relationship through constant & proactive engagement to maximize business objectives.
- Enhance team's delivery capability by monitoring their work and providing guidance in understanding the requirements and resolving issues.
- Focus on value delivered to the customer and constantly work with client facing counterparts.
- Moderated meetings at client side with various stakeholders participating.

- Encourage a work culture to build self-driven teams to pro-actively share, load and constantly support each other in day-to-day activities.
- Followed Agile process by task allocation/management using Microsoft Team Foundation Server, sprint capacity planning and creating burn-down chart to facilitate planning of the sprints.
- Conducted demos after every sprint and retrospective meeting as continuous improvement.
- Identifying risks / issues and building mitigation / contingency plan.
- Monitor and report project progress by: Meeting business requirements, making deliveries as planned, Identifying and managing project risks / Issues.

ACT, NACCO Materials Handling
Senior Project Manager,

Sep12 – May16

Responsibilities:

- Managed multiyear, multimillion, high visibility, large and complex application project spanning across different countries (US, EMEA, Canada)
- Handled large fixed bid account involving multiple large fixed bid projects executed in parallel includes new implementation, maintenance projects, development of 120 analytical reports on Cognos platform
- Managed project managers with peak team size of 60+ team members
- Involved in defining product roadmap for growing account and practice
- P & L management to keep cost under control and executed on all SLA metrics
- Grew the revenue from \$0.5M to \$4M+ in a span of 2 yrs by developing strong customer relationship and help reduce sales cycle for the new projects

Accomplishments:

- ✓ Adapted automation to reduce headcount thus resulting in cost saving of \$150K over an year.
- ✓ Adapted innovative means of product development by developing tool to validate data for data migration process reducing turnaround time from 15 days to 8 days thus increasing productivity.
- ✓ Margin expansion done by delivering CR's worth \$300K over 1.5 yrs thus increasing overall margin for one of the projects.

Awards:

- ✓ Certificate of Appreciation from Customer for outstanding delivery.

Tavant Technologies, Bengaluru
Senior Project Manager,

Jan10 – Aug12

Clients: Wolters Kluwer Financial Services, Land 'O'Lakes, Ingersoll Rand, HSP

Responsibilities:

- Responsible for handling multiple customers for various accounts
- Program execution of a cluster of 12 projects by managing teams onsite and offshore
- Architected technical/ commercial proposals / RFP by teaming up with Practice director.
- Created / reviewed / modified SOW's / proposals for customer approval / signoff.
- Successfully delivered various mobiles projects for Android and IOS applications using various technologies like Objective C, Titanium framework (Appcelerator), Sencha 2.0
- Handled mobile development projects designed for both iPhone and iPad
- Delivered solutions using various technologies like Microsoft based technologies, Java/J2EE, mobile technologies and host of other proprietary tools and technologies to various clients in various domains.

Accomplishments:

- ✓ Key team member to execute the project management processes on the lines of PMI across the organization. Mentored emerging new managers
- ✓ Pioneered new practices to increase organizational execution

Tavant Technologies, Bengaluru
Project Manager,

Jan07 – Dec09

Responsibilities:

- Handled complex projects through their entire lifecycle
- Identified and helped deploy open source tools for cost optimization resulting in 90% reduction in licensing cost
- Involved in customer presentation/demos during customer visits for new prospective clients.
- Agile process was followed for managing / allocating tasks using JIRA tool, used sprint capacity planning and burn-down chart to manage sprints.
- Ensure 100% compliance of the SEPG processes

Accomplishments:

- ✓ Responsible for setting up the account from scratch starting with one project and then grew the account to 7 projects in a span of 1 yr by successful deliveries resulting in being promoted to next level

Awards:

- ✓ Tavant Management Individual Excellence Award for 'Accountability and Execution' – 2009.

Tavant Technologies, Bengaluru
Associate Project Manager,

Nov05 – Dec06

Responsibilities:

- Responsible for complete end to end delivery of the projects, that includes,
 - Scoping, planning, scheduling, tracking and status reporting.
 - Estimation and budgeting, change management, metrics collection.
 - Identifying risks / issues and building mitigation / contingency plan.
 - Application process review audits and configuration audits.
- Lead the team through a challenging project, handling HR issues and conflicts in the process

Accomplishments:

- ✓ Was one of the highest CSAT and ESAT rated managers in the organization.
- ✓ Successful releases of projects resulted in a satisfied customer which in turn resulted in customer providing me an opportunity to handle additional projects for the same account.

Awards:

- ✓ Tavant Management Individual Excellence Award for 'Accountability and Execution' – 2006.

First Indian Corporation, B'lore (Now part of CTS),
Team Lead,

Mar04 – Sep05

Responsibilities:

- Worked in supervisory role as technical lead for team, point of contact for both offshore and onshore teams.
- Lead multiple teams in the areas of ,
 - Application development, UI automation and Quality assurance

Accomplishments:

- ✓ Increased project revenue through customer satisfaction, developed management skills and enhanced technical leadership

Awards:

- ✓ Certificate of Appreciation for Outstanding Performance.

IBM Global Services India Ltd, B'lore,
Senior Software Engineer

Oct02 – Mar04

- Requirements management, design document and application development
- Adherence to SLAs in providing 24/7 production support, hot fixes with bonus/penalty implications.
- Assign and track tasks, plan delivery schedules and code releases to production.

Misys, B'lore
Software Engineer,

Jul01 – Oct02

- Application development using Java/J2EE technologies, Servlets with iPlanet App. Server, JBoss

HCL InfoSystems Ltd, Chennai,
Consultant,

Sept00 – Jun01

- Application development using Java/J2EE technologies with weblogic App. server

Pentsoft Technologies Ltd, Chennai,
Assistant Consultant,

Jan97 – Aug00

Application web development using technologies like Java, Servlets, JavaScript and HTML

- Application development using COBOL, IBM Mainframe technologies on ES/9000, S/390