NEHA
KUMARI

Technical Delivery & Program Manager

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PROFESSIONAL SUMMARY

Technical Delivery Lead with over 17 years of experience delivering complex, large-scale IT transformation programmes across the telecom and insurance sectors. Strong background in application design and development using the .NET framework, combined with proven leadership in end-to-end delivery across waterfall, agile, and hybrid methodologies.

Demonstrated success in leading multi-vendor and cross-functional teams, delivering platform migrations, business process modernisation, and large-scale upgrade and remediation initiatives. Extensive experience across the full delivery lifecycle, from programme initiation and planning through implementation, transition, and BAU handover.

Highly skilled in stakeholder and client management, delivery governance, and execution planning, with a strong track record of protecting milestones and driving successful outcomes.

EDUCATION

ICFAI Teach, ICFAI University
Dehradun, India – 06/2008
Bachelor of Electronics and Communication Engineering:
With – 8.3 CGPA

CERTIFICATION

- MS Azure Fundamentals
- MS Certified C# Programmer
- Agile Scrum Foundation

PROJECT MANAGEMENT

- Agile, Scrum, SAFe, Waterfall

TOOLS

- Jira, Rally, Azure DevOps, ServiceNow, Confluence, Miro
- Canva, Visio, Figma

WORK HISTORY

Accenture – Technical Delivery Lead
Norwich, United Kingdom   01/2022 - Current

- Leading delivery of a field Workforce management transformation program – implementing a new E2E solution to modernize engineer operations and enable a scalable, integrated service platform.

- Led a multi-vendor team to migrate ~3M subscribers from VM to O2 platform.

- Facilitated daily stand-ups, solution design walkthroughs, impact assessments, and product demos.

- Chaired stakeholder forums to communicate progress, published plans to demonstrate milestones, highlight key risks & secure timely decisions to maintain delivery momentum.

- Collaborated with multiple vendors to align delivery plans and resolve blockers.

- Managed end-to-end project delivery from scoping to deployment.

- PM partnership & delivery governance: Partnered closely with Program/Project Manager to co-own delivery outcomes, aligning technical execution, dependencies & financial constraints.

- Developed & maintained delivery artifacts including plan on a page, milestone trackers & dependency maps to provide clear visibility of progress/risks.

Accenture – **Scrum master**

Bengaluru, India   *08/2020 – 01/2022*

- Facilitated daily stand-ups, retrospectives, sprint/release planning, and product demos for a team of 25.
- Co-owned the product backlog, defining, prioritizing, and refining user stories and acceptance criteria.
- Aligned product roadmaps, delivery schedules, and conflict resolution with the overall product team.
- Reported on iterations and mentored developers.

Accenture – **Engagement/Tech Lead**

Bengaluru, India   *04/2019 – 08/2020*

- Led support for Travelers' domestic Middle Market applications, managing a team of 30 and ensuring stable, reliable operations.
- Conducted design reviews and code quality checks to ensure deliverables met technical and deployment standards.
- Delivered and supported business enhancements across multiple tools and models, collaborating closely with development and DevOps teams.
- Managed release activities, deployments, and production support, including incident management and issue resolution.

Accenture – **Application Development Technical Lead**

Bengaluru, India   *08/2016 – 04/2019*

- Led a team of 7 to upgrade the Gateway system, facilitating home LOB requests routing to strategic UI.
- Collaborated with product owners and SCRUM masters for story refinement and estimation.
- Implemented stories, conducted unit testing, and code reviews.
- Reported on iterations and mentored developers.

Accenture – **Senior System Engineer**

Bengaluru, India   *07/2008 – 08/2016*

- Created Technical Design Documents and led module-level technical design based on detailed requirement specifications, acting as technical lead for assigned components.
- Designed and developed C#/.NET solutions using object-oriented principles, including Windows-based applications, with strong focus on code quality, testing, and integration.
- Delivered end-to-end module ownership, including unit testing, XML validation during integration testing, MSI-based deployments, incident management, and reporting of team status and project metrics.