Rubin Joe Prabhakaran

To obtain a position as Project Lead with the challenging organization utilizing track record of achieving operational objectives of every project assigned; possess strong ability to identify approaches, deliverables, schedule, and tools, and to ensure that deadlines are met

# Education

B Tech Karunya University, Bioinformatics May 2012

Coimbatore, Tamil Nadu

# Certifications

PMP Trained

ITIL Foundation

BEC

# Honors and Awards

**From Client:**

• Won SPOT award 2019 for successful transition of 15 Projects from Sony Bangalore to Sony ODC Coimbatore.

• Part of team which won annual award – SONY METRO Project

• Part of the team which won quarterly award – Sony ROD

**From KGISL:**

• Won the annual **Outstanding Performer award 2018-19** for excellence in operations and resource management.

# Professional Experience

# KGISL, Coimbatore, TN, India

# Project Lead, Professional Service Group April 2013 to Present

* Over all 8 years of experience in Project Management.
* Have good knowledge on Business Analysis, Agile Methodology, SDLC
* Experience in project management, resource management, planning, deployment, support and training.
* Experience involves transition and operations management including planning, issue tracking, Periodic reporting, Incident & Problem Management and Stake holder management
* Experience involves in presenting reports in Stake holder connect.
* Experience involves in implementing and achieving management targets.
* Experience in Handling multiple projects with different domains
* Experience in handling client audits

# **Client & Projects Handled**

# Sony India Software Centre, Bangalore, India June 2018 to Present

## In-Role: Project Manager, Sony OSC

## Team Size – 30 Members

OSC is a managed service model and provided L1 & L2 support services for 15 sub projects like, SAP, RPA, SGTS, REMEDY ON DEMAND, AWS, Testing, SQL & .NET processes.

* Point of contact for SONY for any escalations - Worked on Root cause analysis and provided resolution. Maintained zero level project impact till date.
* Helped transition team to identify the task & activities for L2- scope of work and also involved in streamlining the process and operation after go-live.
* Providing KT, OJT and trainings to all the new members joining the project
* Involved in preparing SOW, SOP’s , Sign-off documents , Escalation matrix, Go-live readiness report and Shift roster
* Managing the staff and infrastructure – Provided 24/7 support for all 365 days on rotational shift model and ensured resource week off is not getting missed.
* Managing Shift Leads – Handled 3 Shift Leads to manage the operational activities.
* Handled both External & Internal Audits and implemented the suggestions.
* Managing & Monitoring the tickets using Manage Engine tool – 10000 ticket per Month
* Initiated for Resource Utilization monitoring reports to balance the work.
* Taken extra measures and innovative ideas in Process Improvement / Process Automation (RPA Automation Proposal)
* Initiated 360-degree performance appraisal and provided goals, Quarterly assessment was done on goal achievement process and track records are maintained throughout the year.
* Worked in Billing and increased FTE count year on year.
* Initiated over all SLA tracker and maintained zero level escalation for more than 3 months.
* BCP Plan – Conducted MOC BCP on every quarter and reports will be generated. Also, maintained zero level escalation during planned BCP test.
* Prepared & Presented Weekly. Monthly, Quarterly management reports.
* Coordinated and facilitated many training programs for team members.
* Encouraged and motivated team resources to achieve many individual and team performance awards.
* Traveled to client location to gather feedbacks and for new engagements.
* Involved in feasibility study and brought many processes to KGISL.
* Initiated for RPA automation process.

# Sony India Software Centre, Bangalore, India April 2020 to Present

## In-Role: Project Manager, SharePoint Sony ODC

## Team Size – 8 Members

* Point of contact for SONY for any new scope of work and requirement gathering.
* Involved in BRD , FRD and test case preparation, Also, coordinated for sign-off process.
* Agile Methodology was implemented.
* Ensured the delivery was as on time.
* Suggested and provided many solutions for functional issues.
* Coordinated for post go-live for support and amendments.
* Coordinated on Demo and testing.
* Prepared & Presented Weekly. Monthly, Quarterly management reports

# Macquarie Capitals, Mumbai, India May 2014 to May 2018

## In-Role: Project Lead, KYC Application -Globe

## Team Size – 16 Members

* Worked in a complete SDLC process to develop an application called Globe
* Acted as a Single Point of Contact for the KYC modules Implementation between Offshore Team and Macquarie Capital Securities to develop a KYC document database called GLOBE.
* Taken care of Application Deployment and Configuration, Client coordination during UAT phase and Constant coordination with the offshore team
* Prioritizing the Task, Issue Reporting to the Offsite team and managing release for the task reported based on the delivery schedule using the Prolive tool.
* Preparing Test Scenarios, Test cases and Test plan for the Functional as well as Business Verification testing based on BRD.

# Deutsche Bank, Bangalore, India May 2013 to May 2014

## In-Role: Business Analyst, EUDA

## Team Size – 25 Members

* EUDA is an automation project, which is mainly used to migrate all nonsystematic business functions those are maintained in simple excel worksheet or manual data entry into a systematic macro.
* End to end solution for client on boarding, FO/ BO reconciliation, trade processing, settlement and clearing of trades and depositories.  
  • To understand requirements from various stack holder and the same has to be converted into document for product team reference  
  • Preparing Presentation to demonstrate the product features for the prospects.  
  • Implementing Back office software for Retail & Institutional brokers across Mumbai location.  
  • GAP analysis with legacy system and process.  
  • Involved in functional & UAT testing to validate the system with the requirement.  
  • Prioritize the issues and bugs reported from various clients and the same to be followed up with offshore team still closed.  
  • Providing training to business or operation to understand the system and their new features.  
  • Provided formula based solution for the end user

# Competencies

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| Operating System | Window 9x, Window XP, Window7, Window 8 |
| Products | Dolphin, Dolphin-FX, Bullfinch, Globe, NDML, NSE, BSE, Service desk, Prolive UI Path, Blue prism |
| Manage Engine, Remedy on Demand, Jira, Redmine, TalentX |
| Tools | MS VISIO, MS Office, Manage Engine, Redmine, Jira, ROD, Open view service desk (OVSD), Scrum, Scrum ban, SAP ECC 6.0 , novice  PA- Blue Prism, UI Path   * Server access – putty, HP-UX   HTML – Dreamweaver |
| Communication Protocol | FTP, HTTP. SFTP. HTTPS, Web services |
| Language | VBA, Java, .Net, PHP,SharePoint |
| RDBMS | SQL Loader, Oracle, |
| Business Domains | Investment, Retail, Insurance and Electronics |

# Personal Details

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| Name | Rubin Joe Prabhakaran |
| Gender | Male |
| Marital Status | Married |
| Nationality | Indian |
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