

# ANU MUKUNDAN

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Seeking senior level positions to be part of Project Management/ Technical team with a reputed organization in the IT industry. Certified PMP, leveraged with outstanding skills in working for IT projects in various domains.

## AN OVERVIEW

- ✧ A result oriented professional with **22+ years** of rich and cross cultural experience in application development, project planning, execution, process transition and management including resource administration and client interaction.
- ✧ **Breadth of expertise include Project Management, AS/400 systems, Data Mirror, MQ Series, EXTOL, ALDON, Crystal Reports.**
- ✧ Areas of Interest include:
  - Project Management: PMP, MS Project,
  - Quality Initiatives: CMMI, Six Sigma
- ✧ Demonstrated skills in managing onsite and offshore team members throughout the project lifecycle while maintaining coordination with stakeholders and providing them with regular updates about the project.
- ✧ An astute leader with hands on experience in leading teams for successful project implementation /process transition while ensuring a high-quality customer experience with a **distinction of working for fortune 500 clients such as Coca Cola, General Electricals, Walgreens, Nordstrom, Honeywell, etc.**
- ✧ Efficiently and effectively investigate, diagnose, progress and resolve all incidents to the agreed target.
- ✧ Exceptionally well organized with a track record that demonstrates self-motivation, creativity and initiatives to achieve both personal and corporate goals.

## SKILL SET

Technical Skills:	CLLE, RPGLE, CL/400, RPG/400, SYNON, Data Mirror, Crystal Reports
Primary Skills:	Business Analyst, ADM on AS/400, Project Management
Operating Systems:	OS/400, Windows
Languages:	RPG/400, CL/400, RPG ILE, CLLE and SQL
Development Tools:	IBM Client Access/400, SEU, RLU, DFU, PDM, SDA and ISDB, Blues 2000, Rumba, SYNON / COOL: 2E, MQ Series, PLSQL Developer, Data Mirror Transformation Server for AS/400 and Oracle, EXTOL, Cyclone, Mercator, Crystal Reports, HP ALM tool, Remedy incident management tool, JIRA Project/ Issue tracker
ERP Tools:	JDE, Microsoft Axapta
Database:	DB2/400 and MS Access
Configuration Tools:	Visual Source Safe, ALDON, Turnover
Domain Knowledge:	Telecom, Retail, Transportation, Manufacturing
Project Management:	Certified PMP.

### Functional Skills:

- |                              |                                |
|------------------------------|--------------------------------|
| ✧ <b>Service Delivery</b>    | ✧ <b>Requirement Gathering</b> |
| ✧ <b>Transition</b>          | ✧ <b>SLA Adherence</b>         |
| ✧ <b>Incident Management</b> | ✧ <b>Project Management</b>    |

## EXPERIENCE CHRONOLOGY

**Oct'17-Till Date with Netcracker, Bangalore as Technical Manager/ Senior Business Analyst**

**Dec' 12 – Oct' 17 with Quinnox Consultancy Pvt. Ltd., Bangalore as Manager**

**Apr' 07 – Nov' 12 with Infosys Technologies Ltd., Trivandrum as Technology Lead**

**Nov' 04 – Jun' 05 with Caritor India Pvt. Ltd., Chennai as Technical Leader**

**Feb' 01 – Nov' 04 with Tata Consultancy Services Ltd., Noida as IT Analyst**

**Key Deliverables:****Project Management:**

- ✧ Planning project activities viz. scoping, estimation, tracking, change management, delivery management & post implementation support.
- ✧ Monitoring offshore delivery management for technical deliverables of projects; understanding client needs, requirements, and expectations and devise solutions accordingly.
- ✧ Implementing short/long-term plans for achievement of process objectives; preparing, compiling & presenting various weekly/monthly reports pertaining to staffing, process capability, and productivity.
- ✧ Working with various support team like IT Infrastructure management, Recruitment team, Training Teams.

**Software Testing / Quality Assurance:**

- ✧ Performing various phases of software testing; handling test cases design / strategies / execution / reporting.
- ✧ Coordinating in smooth implementation of the project; extending post-implementation and application maintenance support to the client.
- ✧ Reviewing the functional requirement documents; conducting functional tests and analysis of reported defects and assuring that all products are defect free and compliant with technical specifications

**Team Management:**

- ✧ Analyzing the requirements for manpower and team members for executing the project.
- ✧ Recruiting, guiding and mentoring the team for enhancing their professional skills and serving the purpose of the organization.
- ✧ Conducting the appraisal and goal setting activities for my team.

**Customer Relationship Management:**

- ✧ Managing customer centric operations & ensuring customer satisfaction by achieving delivery & service quality norms.
- ✧ Attending to clients' complaints and undertaking steps for effectively resolving them.
- ✧ Interacting with the customers to gather their feedback regarding the project deliverables.

**Notable Attainments: (please segregate as per organization)**

- ✧ Several projects were implemented for Virgin Media O2 in order to make them OFCOM compliant.
- ✧ Successfully implemented the 'Effective Dating' project for Waste Management that led to significant improvement in Customer Service and helped in reducing the workforce in the Call Center.
- ✧ Served as primary coordinator of the Foodlion LLC Onsite Team and successfully implemented a business transformation project which received the highest engagement level feedback from the client.
- ✧ Carried out a set of enhancements to the Care Center applications for Williams Sonoma that helped in reducing the time involved in capturing orders and responding to customer enquiry considerably. This has resulted in savings of around \$250,000 per year.
- ✧ Streamlined the monthly maintenance procedure of the AS/400 systems and introduced role swap of the servers to it that has resulted in reducing the system downtime from 5 hours to 2 hours. This has resulted in huge savings for Williams Sonoma and has got us new projects to identify and improve the application performance.

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**ACADEMIC CREDENTIALS**

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- ✧ **MBA (Systems & Finance)** from Amrita School of Business, Coimbatore (Amrita Vishwa Vidyapeetham) in the year 2007 with 7.1 CGPA.
- ✧ **B.Tech. (Electronics & Communication Engineering)** from Cochin University of Science & Technology, Cochin, Kerala) in the year 2000 with 68% marks.
- ✧ **XII<sup>th</sup> Std (Maths, Biology)** from Kendriya Vidyalaya Ernakulam. CBSE. 73% marks.
- ✧ **X<sup>th</sup> Std (Maths)** from Kendriya Vidyalaya Ernakulam. CBSE. 74% marks

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**PERSONAL DOSSIER**

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Address: Krishna Veedu, Mathilil P.O, Kollam, Kerala-691601  
Date of Birth: 13<sup>th</sup> December 1977  
Languages Known: English, Hindi, and Malayalam

# PROJECT ANNEXURE

## With Netcracker.

Title: ICOMS Support  
Client: Virgin Media O2  
Period: Oct' 17 – Till date  
Hardware: AS/400  
Software: RPGLE, CLLE, RPG, CL, SYNON, Turnover, JIRA, Visio  
Role: Technical Manager/ Senior Business Analyst  
Description: Netcracker has a BSS product named ICOMS. The project was undertaken to execute enhancements and provide support for various versions of this product.

### Key Deliverables:

- ✚ Executing development requests as per the changing business requirements in the Telecom domain.
- ✚ Part of the ARB team that reviews and approves every change request.
- ✚ Work with various business stakeholders and perform requirements gathering, prepare impact analysis and business analysis documents, prepare estimates and handover the engagement to the development team.
- ✚ Perform development activities and testing, facilitate QA testing and UAT testing.
- ✚ Review of various offshore deliverables.
- ✚ Fixing the client reported bugs in the current product and forward fitting them across various versions.
- ✚ Creating various utilities, one time programs, and custom programs based on client requirements.
- ✚ Coordinating client calls involving multiple stakeholders (External consultants, QA team, BSA's, End users etc.)
- ✚ Managing a team of 8 resources.

## With Quinnox Consultancy Services Pvt. Ltd.

Title: CCRAMS  
Client: Coca Cola Refreshments, USA.  
Period: Apr' 16 – Oct' 17  
Hardware: AS/400  
Software: RPGLE, CLLE, RPG, CL, COBOL/400, Turnover, Service Now, WebMethods, Mobile Interface  
Role: Manager  
Description: The project was undertaken to execute enhancements and provide support for the existing BASIS, ASCORE (ETL tool on AS/400) and Mobile Interface application.

### Key Deliverables:

- ✚ Leading a team of 10 resources in providing 24\*7 support for 3 critical AS/400 applications.
- ✚ This is a new project that we recently acquired from another vendor. Successfully planned and executed the transition activities with no business disruptions.
- ✚ Successfully completed the OU realignment activities that were critical for the CCR business.
- ✚ Pivotal in requirements gathering, reviewing activities for all offshore deliverables.
- ✚ Interviewed, on boarded and trained multiple resources into this track.
- ✚ Coordinating client calls involving multiple stakeholders (External consultants, QA team, BSA's, End users etc.)

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Title: WMMAS  
Client: Waste Management Inc.  
Period: Dec' 12 – Mar' 16  
Hardware: AS/400  
Software: RPGLE, CLLE, RPG, CL, ALDON, HP ALM Tool, Remedy service mgmt. suite  
Role: Manager  
Description: The project was undertaken to execute enhancements and provide support for the existing Customer Service and Billing systems for the client.

### Key Deliverables:

- ✚ Successfully led the team of 12 resources that implemented the critical Effective Dating Project.
- ✚ Carried out the estimation, work allocation, status reporting, reviews, QA planning, implementation planning and execution for this 4 person year project.
- ✚ Responsible for planning, scheduling and executing all the RFA requests received.
- ✚ Pivotal in requirements gathering, reviewing activities for all offshore deliverables.
- ✚ Interviewed, on boarded and trained multiple resources into the WM project.
- ✚ Coordinating client calls involving multiple stakeholders (External consultants, QA team, BSA's, End users etc.)

**With Infosys Technologies Ltd.**

Title: WSIDTCZ  
Client: Williams Sonoma Inc.  
Period: Mar' 11 – Nov' 12  
Hardware: AS/400  
Software: RPGLE, CLLE, RPG, CL, ALDON, ABSTRACT, Patrick Townsend and Crystal Reports  
Role: Technology Lead  
Description: The project was undertaken for developing an application and maintenance of the same. The production support work is executed in the Managed services format where SLA adherence is of prime importance and missed SLA's had financial implications.

**Key Deliverables:**

- ✦ Handled the estimation, Preparation of statement of work and the billing activities for the entire project.
- ✦ Played a stellar role in the allocation of tasks to the team members, shift scheduling and on-site off-shore communication.
- ✦ Pivotal in requirements gathering, reviewing activities for all offshore deliverables.
- ✦ Imparted training to the new recruits in the project.

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Title: LIONWMS  
Client: Foodlion LLC  
Role: On-site Coordinator  
Period: Oct' 09 – Mar' 11  
Hardware: AS/400  
Software: RPGLE, CLLE, RPG, CL, WMS3000, SQL, MQ Series programming  
Description: The project was undertaken for the Distribution and Store Replenishment track for Foodlion LLC. The project involved decommissioning the WMS package on the AS/400 system and building new interface from the stores system to the new WMS3000 package on the Mainframe system.

**Key Deliverables:**

- ✦ Played a vital role in the preparation of functional specification, design documents, test scripts, estimation for enhancements; proactively involved in reviewing and testing the activities.
- ✦ Handled the configuration of the management tasks and managed the integration testing with all stakeholders.

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Title: AAPMRFN  
Client: Advance Auto Parts  
Role: On-site Coordinator  
Period: Sep' 08 – Sep' 09  
Hardware: AS/400  
Software: RPGLE, CLLE, RPG, CL and RMS  
Description: The project was undertaken for moving the complete Merchandising functionality from the AS/400 system to the Retek Merchandising System.

**Key Deliverables:**

- ✦ Preparation of Functional Specification, Design Documents, Test Scripts, Estimation for enhancements.
- ✦ Conducted a detailed review and managed the testing like integration testing with all stakeholders.
- ✦ Handled the configuration of management tasks.

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Title: NOLAMSSP  
Client: American President Lines (APL)  
Role: Module Leader  
Period: Feb' 08 – Sep' 08  
Hardware: AS/400  
Software: RPGLE, CLLE, RPG, CL, WMS Application, EXTOL EDI tool, Mercator, Cyclone.  
Description: The project was undertaken for 24x7 EDI Support. The client has Warehouse (AS/400), Liner (Mainframe) and Logistics (UNIX based) systems which communicates with the various partners using EDI data transfer. The project was undertaken to provide end to end EDI data transfer between the client applications and various trading partner systems. The enhancement work involves setting up of new partners for EDI data transfer.

**Key Deliverables:**

- ✦ Provided the allocation of tasks to the team members, shift scheduling, on-site offshore communication.
- ✦ Prepared the functional specification, design documents, test scripts and estimation for enhancements.
- ✦ Imparted training and mentored the new recruits in the project.
- ✦ Conducted detailed review and testing activities.
- ✦ Facilitated part of the L2 Support Team in EDI WMS area and guidance to the L1 Team.

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Title: NORDPKMT  
Client: Nordstrom Inc.  
Role: Technology Analyst

Period: May' 07 - Jan' 08  
Hardware: AS/400  
Software: RPGLE, CLLE, Aldon  
Description: The project was undertaken for Nordstrom, Inc. an Upscale Department Store Chain in the United States. The company uses a Warehouse Management System (2001 R1) developed by a third party called Manhattan Associates (MA). Nordstrom has bought the upgraded version of WMS (2004 R2). The objective of this project is to carry forward all the customization done on the 2001 R1 version on to this new 2004 R2 version.

**Key Deliverables:**

- ✦ Played a stellar role preparation of functional specification, design documents, test scripts and prepared solution approach strategy.
- ✦ Preparing programs in accordance with Technical & Program Specifications.
- ✦ Imparted training and mentoring the new recruits in the project.

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**With Caritor India Pvt. Ltd.**

Title: HWFM  
Client: Honeywell Friction Materials  
Period: Nov' 04 – Jun' 05  
Hardware: AS/400  
Software: RPG, CL, JDE, EDI, Peoplesoft  
Description: Honeywell Friction Materials, is a major global supplier of automotive brake friction materials and aftermarket brake products with annual sales of nearly \$800 million. There are 13 manufacturing plants and five major engineering facilities in nine countries. Key products include disc brake pads, drum brake linings and a variety of premium, application-specific aftermarket brake products marketed under the Bendix® brand name worldwide and the JURID® brand name in Europe and Asia.

- ✦ Holds the distinction of conducting:
  - Functional/Process/Technical Documents Review.
  - Product Review.
  - Programming.
  - Preparation of unit and string test specification.
  - Unit/String Testing.

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**With Tata Consultancy Services Ltd.**

Title: Ready to Serve (RTS) and Minor Enhancement for GE Rail Applications Systems  
Client: GE Equipment Management Rail Services  
Role: Module Leader  
Period: Feb' 04 – Nov' 04  
Hardware: AS/400  
Software: RPG, CL, Hawk Eye, Implementer, MQ Series, Data Mirror Enterprise Administrator, TOAD, PLSQL Developer  
Description: GE Equipment Management Rail Services (GE Rail) is a member of GE global business family. It is one of the 28 businesses of GE Capital Services. Headquartered in Chicago, Illinois, it is a major provider of railcars in North America with a fleet of approx. 182,000 cars which include covered hoppers, tank cars, box cars, pressure differential cars, coal cars and other specialty cars.

**Key Deliverables:**

- ✦ Played a stellar role in capturing user requirement using technical specs.
- ✦ Conducted a detailed analysis of existing version both functionally and technically.
- ✦ Completed a study of system for integration, prepared programs in accordance with Technical & Program Specifications for both enhancement and maintenance parts.
- ✦ Performing data mirror activities.

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Title: Ready to Serve (RTS) and Minor Enhancement for GE Rail Applications Systems  
Client: GE Equipment Management Rail Services  
Role: On-site Coordinator (Chicago, Illinois, USA)  
Period: Jun' 03 – Feb' 04  
Hardware: AS/400  
Software: RPG, CL, Hawk Eye, Implementer, MQ Series, Data Mirror Enterprise Administrator, TOAD, PLSQL Developer  
Description: GE Equipment Management Rail Services (GE Rail) is a member of GE global business family. It is one of the 28 businesses of GE Capital Services. Headquartered in Chicago, Illinois, it is a major provider of railcars in North America with a fleet of approx. 182,000 cars which include covered hoppers, tank cars, box cars, pressure differential cars, coal cars and other specialty cars.

**Key Deliverables:**

- ✚ Played a stellar role as onsite coordinator in providing Real time support for the AS/400 applications.
- ✚ Capturing User Requirement using technical analysis of the existing version both functionally and technically in an effective manner.
- ✚ Headed the offshore team and resolved the technical and functional queries.
- ✚ Conducted product testing and maintained a close coordination for the user acceptance activities.
- ✚ Handled the implementation of enhancement and performed data mirror activities.

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Title: Walgreens AIS/832  
Client: Walgreens  
Role: Team Member  
Period: Mar' 03 - Apr' 03  
Hardware: AS/400  
Software: RPG/400, CL/400, COBOL, SYNON/COOL: 2E, BLUES 2000, Implementer

Description: Walgreen Co. is one of the largest pharmacy chains in the world, with over 3800 stores spread across the North and South Americas. Walgreens is considered the leader in innovative drugstore retailing. Walgreens has pioneered many store features over the last two decades that are becoming standards in the industry.

**Key Deliverables:**

- ✚ Played a stellar role in creating programs in RPG and CL for the generation of 'Item Setup Report'.
- ✚ Handled the Unit Testing and System Testing.

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Title: TECH/400  
Client: Tata Consultancy Services Ltd.  
Period: Feb' 2003 – Mar' 03  
Hardware: AS/400  
Software: RPG/400, CL/400, COBOL, SYNON/COOL: 2E, BLUES 2000, Implementer  
Role: Team Member  
Description: The project was undertaken for making the EUROKIT tool ILE capable. This tool would support ILE applications also. The EUROKIT tool is basically designed to cater to the database expansions. This tool creates a repository, analyses the application to display the possible impact and finally makes the changes into the application. The tool may test the application with the data supplied by the client.

**Key Deliverables:**

- ✚ Conducted the Impact Analysis of the existing tool (EUROKIT)
- ✚ Prepared the Impact Analysis Document and reviewed the Design Documents (HLD/LLD)
- ✚ Handled the coding in RPG/400, CL/400, RPG ILE, CLLE.

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Title: GE TIP Intermodal  
Client: GE Equipment Management  
Role: Team Member  
Period: Jun' 02 – Jan' 03  
Hardware: AS/400  
Software: RPG, CL, SYNON/COOL: 2E, BLUES 2000  
Description: The project was undertaken for the integrate TIP Inter Modal's data and applications with GE Rail data and applications.

**Key Deliverables:**

- ✚ Played a stellar role in capturing User Requirement using technical specs.
- ✚ Actively Involved in Knowledge transfer exercise, analysis of existing version both functionally and technically.
- ✚ Conducted a detailed study of system for integration and prepared the programs in accordance with Technical & Program Specifications in an effective manner.
- ✚ Handled the Functional/Process/Technical Documents Review, Product Review, Programming and prepared the unit test specification effectively.

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Title: WAL-DC ENVIRONMENT SETUP  
Client: Walgreens  
Period: Feb' 02 – May' 02  
Role: Team Member  
Hardware: AS/400  
Software: RPG, CL, SYNON/COOL: 2E, BLUES 2000  
Description: The project was undertaken for the setup of 24 new Public Distribution Centers (Public DC's) to enable Walgreen's to meet retail demand during the 2002 Christmas season. Walgreen's also has a requirement for 7 enhancements, viz. Bulk Pattern, Study Issues Related to Routing, MDG/DC Re-alignment, Routing Schedule to Transportation, Mass Update, Seasonal Bulk DC Maintenance and Pending Release.

**Key Deliverables:**

- ☞ Played a stellar role in creating programs in RPG and CL for automation of DC environment creation.
  - ☞ Created and tested the DC environments.
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Title: GEH  
Client: GE Insurance Holdings  
Period: May' 01 – Jan' 02  
Hardware: AS/400  
Software: RPG, CL, RPG ILE  
Role: Team Member  
Description: The project was undertaken for leading provider of Insurance and has interests all over the World. The project includes maintenance of existing application and further enhancements to the application as per the User requirements.

**Key Deliverables:**

- ☞ Conducted a detailed analysis and execution of IT requests, conducted quality reviews, testing the code and bug fixing
- ☞ Facilitated the support to the client according to the requirements.