

# NANNAAKAN VELLAYAPPAN MATHARI

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## PROFESSIONAL SUMMARY

Analytical and customer-centric, results-focused professional with 14+ years in technical program and project management experience while leading diverse and geographically dispersed teams. Recognized for quick thinking and good judgment; able to identify and analyze complex problems and develop and implement solutions.

Predominantly worked on Financial industries projects including related to Life Insurance, Annuity Insurance, Remittance, and Point of Sale.

## WORK HISTORY

### **Project Manager, From 04/2021**

**Se2 (Security Benefits),** Topeka, Kansas, USA

#### **Project: Security Benefits Withdrawal Online Transformation**

- Prepare and maintain the definition of project scope, objectives as per stakeholder inputs. Act as liaison for stakeholder management.
- Ensure projects are delivered on-time. Track projects performance, to analyze the successful completion of goals, along with any shortcomings. Monitor on daily basis and address as needed when there is a deviation.
- Manage changes to the project scope, project schedule/estimation, resourcing and to certain pieces in cost areas.
- Follow thorough agile process and conduct related meetings on daily/weekly basis.
- Monitor resource performance and provide timely feedbacks.
- Involve and support in resource hiring, training and onboarding.
- Plan and conduct cross functional trainings and keep the teams resource matrix updated.
- Report any project deviation to management and gather their inputs before initiating any project control steps.
- Establish and maintain relationships with customers and consider their inputs as imperative and rectify any production defects as per agreed timelines.
- Work with various in house technology/tools providing teams and

## KEY

## SKILLS/EXPERIENCE

- Industries: BFSI
- Meticulous and Detail-Oriented
- Systems-Thinking
- Data and Trend Analysis
- Change Management
- Training and Coaching
- Knowledge Management
- Customer Service (Customer-Centric Focus)
- Cyber Security Exp (AM Framework)
- DevOps Experience
- Resource Management
- SCRUM/Agile Project Management
- Business Analyst Experience
- SQL
- VISIO and BluePrint
- ALM and ZOHO Administration
- JIRA and Confluence Administration

## EDUCATION

**MBA, Economics and Geography**  
**University of North Florida -**  
Jacksonville, Florida, USA  
**2021**

**Master of Science, Management,**  
**2020**  
**University Of North Florida -**  
Jacksonville, Florida, USA

external vendors (Camunda, Smarty Street, Vidado, M.Azure, Atlassian). Involve in NDA documentation if needed.

- Support teams towards maintaining Se2 processes for code movement between various environments. Approve work requests for prod move. Prepare prod release plan and organize the exercise.

#### **Project and Software Tools Manager, 10/2016 - 03/2021**

**PAX Technology, Inc., Jacksonville, Florida, USA**

##### **Project - FirstData EMV POS Terminals Delivery**

- Gather and analyze information to calculate timelines and budgeting for application development
- Execute project implementation in an efficient, professional manner in order to achieve the highest degree of customer satisfaction and utilization
- Worked on Cyber Security and managed the security Team (IAM Framework)
- Consult with clients on product features/functionality and implementation of best practices
- Interpret complex business requirements and advise customers on the conversion of manual processes and practices to electronic or automated systems
- Utilize project management skills to drive all aspects of project planning, governance, and delivery for multi-phase, multi-module implementations including detailed deployment timelines and deliverable definitions, status communications, project success criteria, and issue mitigation and resolution
- Ensure appropriate resources are dedicated both internally and externally to meet/exceed project and customer expectations
- Anticipate and manage project issues as it arises
- Serve as the primary point of contact to the client during implementations for all work related to the project
- Communicate project status and issues internally across multiple organizational levels
- Administer the following tools JIRA, Confluence and ZOHO

#### **Project Manager, 01/2007 - 10/2016**

**NTTData Services, Jacksonville, Florida, USA**

##### **Projects - Various client related web applications and its maintenance**

Worked for the following NTTData's Clients during this tenure

- ◆ *Security Benefits (Jacksonville, FL): Jan 2015 - Oct 2016*
- ◆ *CSX Corporation (Jacksonville, FL): Jan 2013 - Jan 2015*
- ◆ *Moneygram (Minneapolis, MN): Mar 2011 - Jan 2013*
- ◆ *Deluxe Checks (Shoreview, MN): Mar 2010 - Mar 2011*

Bachelor of Engineering, **Electronics And Instrumentation, 2007**  
**Anna University** - Chennai,  
Tamilnadu, India

## **CERTIFICATIONS**

ISTQB Certified Advanced Test Manager

## **LANGUAGES**

English ★★★★★  
Tamil ★★★★★  
Hindi ★★★★★  
Kannada ★★★  
Malayalam ★★

## **HOBBIES**

Hatha Yoga: Regular practitioner of Hatha Yoga which includes meditation, asana (Postures), and breathing exercise  
Reading Books: From the following genre management, psychology and health

- ◆ *Safeguard Business Systems (Penbrook, PA): Jan 2010 - Mar 2010*
- ◆ *Delhi Metro (New Delhi, India): Sep 2008 - Jan 2010*
- ◆ *McKesson Corporation (Bangalore, India): Jul 2007 - Sep 2008*
- ◆ *Software Project Trainee: Jan 2007 - Jul 2007*

- Create and maintain comprehensive project documentation throughout the project life cycle
- Ensure that all projects are delivered on-time, within the scope, and within budget
- Conduct proof of concept for the NTT's internal tools in the client environment
- Utilize the right tools to keep the project on track and simplify the process. Work with client's tools when requested
- Use appropriate verification techniques to manage changes in project scope, schedule, and costs
- Work with changing stakeholder needs and provide the plan change requirement strategy
- Manage the relationship with our internal clients and all stakeholders
- Establish and maintain relationships with third parties/vendors
- Work side by side with the varying team members and stakeholders to align the execution with the business strategy
- Managing and setting expectations across all levels
- Comply with the policies and the regulatory requirements across the organization
- Work towards resource availability and allocation
- Identify, prioritize, and remediate any risks associated directly or indirectly with the assigned projects