

SANJEEV KUMAR SINGH

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SKILL SET	Profile Snapshot
Certified Scrum Master (CSM)	Good working experience on Agile processes and Kanban processes.
Operations Management	Seasoned Project Manager and Product Manager.
Training & Development	Preparing action plans and documents as a result of interactions, meetings with stakeholders.
Client Relationship Management	Managing team and customers, acknowledging query from internal and external customers
People Management	Have worked on different types of product ranging from Travel, Banking, Support,
Conflict / Resolution Management	Managing goals, risks, issues and resources throughout the project life cycle. Preparing templates, checklists, tools and training initiatives. Experience in managing multiple projects simultaneously. Highly experienced in working in a fast-paced, dynamic environment. Motivated, hardworking with strong analytical and communication skills. Worked across organizations to arrange team events, company events etc.

PROFESSIONAL SUMMARY

Mahindra Comviva – Delivery Lead(April 2016 – Dec 2018)

- Seasoned Project Manager preparing documents and action plans and performing daily tasks.
- Working experience on using Agile processes for continuous development.
- Instrumental in improving the processes that are following the Kanban structure.
- Making sure that delivered product meets the set quality guidelines.
- Experience in involving clients throughout the project lifecycle.
- Managing a team of 12 team members as SPOC.
- Leading a team of Lead and developers for development of the Finance/Money product.
- Actively Involved in performance analysis and performance optimization of team members.
- Assisted the Project Manager in planning by providing effort estimates & schedule estimates.
- Propose new products / frameworks for development including common infrastructure use.
- Supported other teams wherever they need it for developing products or customer solutions.
- Handling the team planning and also handling Scrum.
- Assisted the project manager in setting annual performance goals for the team & resource assessment.

Basware- Lead (Mar 2014- Aug 2015)

- Involved in module planning and module development.

- Performing the UAT for the stakeholders
- Assisted the project manager in planning by providing effort estimates & schedule estimates.
- Roles involved task distribution and supervising task to completion.
- Making delivery at the end of the sprint with a product demo.

Knoldus -Team Lead (July 2013 – Feb 2014)

- Requirement discussion with stakeholders and creating documents around the requirements for sign-off.
- Actively involved in creating user stories.
- Performed UAT for stakeholders
- Managed and Lead two teams serving 2 different clients.
- Handled customer queries and complaints received directly or through the company support organization.
- Experience in complying with internal audits, external and client audits.
- Assisted the Owner in planning by providing effort estimates & schedule estimates for all modules.
- Managing and Leading the team for development of the projects.
- Conduct interviews for potential new additions to the project team
- Supported other teams in the organization through knowledge transfer wherever they needed it for developing products
- Train and support a new member joining the team with little or no experience of the development environment, technology domain and the specific work underway.
- Focus on technology domain training and scope of work familiarization.
- Overseeing the development of application in an Agile Environment.
- Develop technical documents, templates, checklists, tools and training initiatives.
- Role involves resource planning and deployment management.

Tumlare- Associate Team Lead (Aug 2012 -June 2013)

- Conduct interviews for potential new additions to the project team
- Troubleshooting and testing the product making logs of steps to regenerate the issues.
- Supported other teams in the organization through knowledge transfer wherever they needed it for developing products
- Worked with external and internal stakeholders to meet the requirements.

Xavient- Module Lead (Aug 2007 - July 2012)

- Leading a team of developers for development of the Techportal application.
- Involved in Server Side development as well as on Client Side Interfaces.
- Worked on multiple modules and completed under the assigned time frame.
- Involved in end-end software processes including analysis, design, coding and unit testing
- Worked with external and internal stakeholders to meet the requirements.
- Propose review & execute design changes in both Gui and core processing elements.

Tekege- Programmer (Oct 2006 – July 2007)

- Involved in development and deployment of applications.
- Integrated payment gateway Authorize.net
- Monitoring the operations of the product like log monitoring, customer payment verification.

EDUCATION

- MCA from Deepshikha College (Rajasthan University) in 2006

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