**Dheeraj Kaparthi**

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**ProfileSummary**

* Dynamic and result oriented professional with16+ **years** of overall experience and 6+**years**of experience in **Project Management, Client Relationship Management and Delivery Management**
* Experienced in handling multiple projects at same time and with different program managers
* Experienced in executing the projects and release in water fall and Agile methodology respectively
* Experienced in planning and coordinating the release defects into production in Agile methodology
* More than 2 years of techno managerial experience
* Expertise in understanding business requirement, requirement mapping, delivery management and new initiatives.
* Handled projects involving Oracle Database, Data warehouse, BizTalk, SAP, Java and mainframes technologies
* Well versed and quickly adaptable in understanding the intrinsic nature of processes and technologies
* SOX process coordinator for 4 years and ensuring adequate controls are established for the projects worked upon
* Managed projects worth up to $2 million value and team sizesup-to 20
* Managed development, production support and maintenance projects
* Interfaced with Senior management and taking ownership from end to end on the project execution
* Responsible for project budgeting, scheduling, executing and monitoring gross margins
* Responsible for Risk and Issue identification, tracking and setting up the mitigation steps
* Experienced in handling the onsite / offshore model of delivery. Managed the onsite / offshore team from onsite for over 4 years
* Have experience of over 3 years in handling team remotely located at multiple locations at offshore

**Academic Profile**

Bachelor of Engineering from Bangalore University from 1995-1999 and majored in **Information Science & Engineering**

**Key Project ManagementSkills**

|  |  |  |
| --- | --- | --- |
| Delivery, Scope, Strong Stakeholder Management | Project Planning & Scheduling | Estimation, Budgeting and control |
| Quality and Risk Management | Handle multiple projects simultaneously | Technical Orientation |

**Key Technical Skills**

|  |  |  |
| --- | --- | --- |
| Microsoft Project | Oracle SQL, PL/SQL | Erwin data modelling |
| DB Design | Cold Fusion | Hyperion |
| SQL, PL/SQL performance tuning | D2K reports | Cognos |
| Unix Shell scripting | Informatica |  |

**Certification**

|  |  |  |  |
| --- | --- | --- | --- |
| **Certification Name** | **Institution** | **Year** | **Duration** |
| **PMP** | PMI | 2015 | Valid till Dec 2018 |
| **CSQA Certified** | Quality Assurance Institute | 2007 | Expired on 15-Dec-10 |

**Detailed Experience Summary**

**Client : Kemper Insurance Start Date: Oct-2014**

**Location : Jacksonville, FL End Date:Till Date**

**Role : Program Manager**

Program manager and application owner of Right Price Web, a quoting system for Kemper P&C Insurance business . Manage the enhancements and compliance projects and production support team for right price web application team.

* Manages the development and production support teams for RPW application
* Estimate and manage entire life cycle of the project involving various applications
* Prepare and provide weekly and monthly executive reports on account performance to client management.
* Perform the Scope, Risk and stakeholder management
* Manage projects of over 1500 hours for every monthly release
* Manage the Production support team to meet the SLA’s and keep the overall incident under threshold
* Manage the development team and plan the resources for different projects under different project managers
* Manages multiple projects simultaneously scheduled for different release
* Manages the team located remotely at different locations at offshore
* Manages 12 development and 5 production support resources

**Client : Farmers Insurance Start Date: Oct-2013**

**Location : Woodland Hills, CA End Date: Sep-2014**

**Role : Project Manager**

Project manager for the program involved in major overhaul of the policy system migration to new platform, system enhancements, regulatory compliance, rating changes in the policy system . Handled the post production implementation of project involving billing system migration to newer system . Reported to client Director and Client Program managers . Handled the offshore team remotely from client location .

* Managed the projects of size over 10000 hours
* Plan the entire life cycle of the project and execute them in Waterfall Model
* Planning the segregation of defects from regular release path to the Agile path
* Coordinating with the release team in resolving the production defects following the Agile methodology
* Monitoring and tracking the execution of defects moved into Agile path
* Plan the estimates for all the projects
* Maintain the traceability for all the projects
* Handling of multiple projects and interacting with different client program managers
* Maintain and control the project execution within the budget and schedule
* Create and maintain the plan throughout the project life cycle
* Plan the resource work allocation and track them to closure
* Estimate and coordinate the impact of CR’s requested by business
* Handle all the CR’s throughout the project
* Manage the stakeholder’s expectation
* Provide the weekly status to client director’s and CSC management team
* Identify the risk and their mitigation throughout the life cycle of the project
* Coordinate with the infrastructure team and development team in moving the solution from development to QA to Production
* Coordinate with SME’s and teams in developing the solutions

**Client : Avaya Inc Start Date: May-2011**

**Location : Hyderabad, India End Date: Jun-2013**

**Role : Project Manager**

Work closely with Avaya team on various Production support requests and Enhancement and change requests to ensure Continuity of business and current level of performance for the applications cloned from Nortel. To maintain the application availability by 99.9 % for High performance applications on all the Legacy and Biztalk applications and to meet the SLA for all the production support requests.

* Managed the projects involving the reconfiguration and repointing the interfaces in Avaya IT environment for the application cloned from Nortel Network
* Managed the project involving setting up the test Environment for cloned application from Nortel Network
* Managed the execution of enhancements for Clarify application from Initiation to closure for the work order of over 2000 hours
* Single point of contact for all the client process at off shore
* Directing the team on SOX compliance and ensuring adequate controls are established in the applications
* Monitoring and controlling the quality of the client deliverables
* Tracking the execution to closure of all deliverables for the enhancements requests for the application supported by the team
* Tracking the incidents / SR / change request / RCA for all the Non-SAP application
* Guiding the team to meet the SLA on all incidents / SR along with the correct process
* Tracking deliverables on timelines for enhancement requests

**Client : Nortel Networks Start Date: Aug-2006**

**Location : Chennai/Hyderabad, India and RTP US End Date: May-2011**

**Role : Project Manager**

**As Project Manager**

* Successfully managed the projects in cloning of Nortel applications to Genband, Ciena, Ericsson
* Provided the estimates for cloning of Nortel applications to Avaya
* Managed all the cloning request for TEDS application from initiation, planning to closure for the Nortel vendors
* Made sure that there are no misses of SLA from the team
* Re organized the Legacy team to suit the Nortel clients resource projections without any impact on the applications
* Directing the team on SOX compliance and ensuring adequate controls are established in the applications
* Provided the support in re-locating Nortel’s data center projects
* Planned and guided the team in executing the re-pointing the upstream and downstream applications for the cloned applications
* Plan and execute the projects involving the reconfiguration of database for the cloned applications
* Backup to offshore delivery manager

**As Project leader / Onsite Coordinator**

* Coordinating between the offshore team and client in resolving high business impact issues
* Providing estimate for the enhancements for applications in the team
* Tracking the SOX evidences and testing the evidences along with the external auditors for the SOX scope applications in the team
* Interacting with the client on business decisions/issues
* Guiding the offshore team for issues and queries in the project.
* Tracking the change management of the enhancements in the team from initial request to closure

**Client : Staples Start Date: Aug-2005**

**Location : Chennai, India End Date: Aug-2006**

**Role : Database Designer / Project Lead**

**As Database Designer**

* Design the database using the Erwin data modelling
* Design the database architecture
* Help the team to understand the Database design

**Project Lead**

* Design the Database components.
* Code and test the database packages
* Design the queries for the Java and report’s team
* Performance tuning of queries and packages
* Co-ordinate with the on-site for the setup of Database at onsite

**Client : Toysrus Start Date: Nov-2004**

**Location : Chennai, India End Date: July-2005**

**Role : Team Lead**

* Analysis of requirement for Database Design
* Design and development of Database programs
* Design and development of Interface batch programs
* Identify and resolve performance bottlenecks in both Database programs and queries embedded Java programs

**Client : Priority Health Start Date: Nov-2000**

**Location : Chennai, India End Date:Nov-2004**

**Role : Team Member**

* Understanding the business logic for the development
* Involved in Analysis, Design, Development, testing and rework of various Interfaces and Reports using
  + PL/SQL packages in Oracle 8i /9i
  + Forms 6i and Reports 6i/9i
* Involved Offshore Production support; for all DBA related production issue
* Involved in Peer Reviews and External Reviews for other projects
* Interacting with the clients for clarifications and delivery of the work units
* Coordinating with the Quality Assurance Team for QA compliance of the work units and project management related activities