##### Rajesh Kumar Pandey, PMP

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| EXPERIENCE SUMMARY: |

* Over 20 years of diversified experience in the IT industry including 15 + years of Project Management experience managing Infrastructure, Application Development/Maintenance & Production Support projects.
* Considerable experience of managing projects from beginning to end.
* Extensive experience in infrastructure projects; Implementation of datacenter technologies like Virtualization, Servers, Networks, SAN Storage, applications, databases etc.
* Extensive experience in cloud based projects; Setting up applications environments (Server, Database, Storage & Network components) in AWS Cloud Services
* Worked on compliance related projects (SOX & PCI).
* Led cross-functional and complex company-wide projects, keeping tab on the overall project plan while ensuring stakeholders alignment. Managed project risks and sponsors’ expectation.
* Experience in Software Development projects; used Agile Scrum and Waterfall methodology;
* Experience in working with external vendors.
* Extensive experience in managing projects in Onsite-Offshore Model.
* Have managed projects in multi-cultural environment.
* Ability to manage multiple projects at the same time.
* Experience in managing IT infrastructure processes across environments (Dev, Test, Stage & Prod); Change/Release Management, Configuration management, Ticketing, etc.

#### EDUCATIONAL QUALIFICATION:

* **PMP Certification**
* **Bachelor of Engineering in Computer Science** from University of Pune, India.
* Post Graduate Diploma in Operations Management from Indira Gandhi National Open University, India.

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| RECENT WORK SUMMARY: |

* **Weight Watchers Int,** New York, Senior IT Project Manager Nov 2015 - Till date
* **Kaplan Inc,** New York, Senior Technical Project Manager Sep 2010 – Oct 2015
* **NYC Dept. of Small Business Services,** Project Manager / Lead Business Analyst, Apr 2009 – Sep 2010
* **NYC Dept. of Probation,** Technical Project Manager (Quality Assurance), Apr 2007 – Mar 2009
* **NASD, Rockville MD,** Technical Project Manager (EDS), May 2006 – Apr 2007
* **JP Morgan Chase,** Columbus OH, Project Manager (TCS), Feb 2003 – May 2006
* **American Express,** Fort Lauderdale FL, Project Manager(TCS), Mar 2001- Feb 2003
* **AON Risk Services,** Chicago IL, Project Leader/Business Analyst (TCS) Sep 1999 – Mar 2001
* See below for prior work experience.

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| TECHNICAL SKILLS: | |
| **Project Management Tools** | MS Project |
| **Change Management Tools** | TFS, Visual SourceSafe, CVS |
| **Tools** | MS Visio, Snagit, MS Publisher, MS Office. |
| Other Tools | Jira, Control M, Autosys, Peregrine Ticketing and Change Management tool |
| Environment | **VMWare**, **Windows**, **Unix**, **Linux**, IIS, **Websphere**, **Sun Solaris** and AS/400. |
| Database | MS SQL Server, Oracle andSQL/400. |
| Client Side Tools | VB.NET, Visual Basic 6.0 |
| Web Technology | **ASP, JSP, Servlets, Java technologies, JSP, Microsoft Office SharePoint Server 2007** |
| Middle tier | COM+, MTS, **MQ Series**, Hibernate |
| Languages | C, SQL, Transact SQL, PL/SQL and **Unix** **Shell** Programming.  RPG/400, Java |
| Case Tools | SYNON on AS/400. |

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| Project Details |

##### *Weight Watchers International New York Nov 2015 Till date*

##### Project Role: Senior Technical Project Manager

##### Projects: Planning & executing multiple infrastructure projects

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**Key Projects:**

* Data Center Migration Build and migration
* New office IT build and move Projects

**Roles and Responsibilities:**

* Managed enterprise projects through all phases of the project lifecycle from initiation to delivery.
* Partnered with business & technology teams to design solutions for the business.
* Collaborate with internal and external teams to create detailed project plans to manage scope and delivery
* Coordinate with Testing and Release Management teams, participate in release planning activities
* Manage project cost & budget.
* Facilitate project prioritization, resource allocation, project status tracking, senior management reporting
* Highlight, escalate, and resolve issues and roadblocks
* Work with business users to understand/translate detailed requirements, closely manage project dependencies, issues, and milestone timeline.
* Produce supporting project artifacts and update Project repository on Confluence as required

##### Tools/Technology: MS Office, MS Project, MS-Visio, MS Publisher, Jira & Confluence.

##### *Kaplan Inc New York Sep 2010 Oct 2015*

##### Project Role: Senior Technical Project Manager

##### Projects: Kaplan is a top education company with diversified portfolio of services it offers to students and corporate clients. Planned & executed multiple infrastructure & development projects for Kaplan Inc.

**Key Achievements:**

* Migrated development, test, stage and production environment for a core application from ATT Datacenter to Amazon Web Services (AWS) cloud services.
* Migrate large oracle database from AWS EC2 instance to RDS.
* Application storage upgrade from old IBM/DMX to HP/NetApp impacting several interfacing applications and businesses providing stability to business
* Development of reports and data feeds to cloud hosted BI service.
* SQL version upgrade (from SQL2005 to SQL2008) SQL2005 to SQL2008 for a few applications
* Core & Wireless Network Infrastructure upgrade at multiple Kaplan locations
* PCI review and remediation of business systems
* Database auditing project to satisfy SOX compliance requirement
* Migration of companies PingFederate environment to cloud.
* Migration of around 13000 email accounts from Exchange to Google’s Gmail.
* Analysis of Data center resources for consolidation purposes
* Physical shutdown of company data center

**Roles and Responsibilities:**

* Agile Scrum Master for Business Intelligence system team.
* Managed enterprise projects through all phases of the project lifecycle from initiation to delivery.
* Partnered with business & technology teams to design solutions for the business.
* Collaborate with internal and external teams to create detailed project plans to manage scope and delivery
* Coordinate with Testing and Release Management teams, participate in release planning activities
* Manage project cost & budget.
* Facilitate project prioritization, resource allocation, project status tracking, senior management reporting
* Highlight, escalate, and resolve issues and roadblocks
* Work with business users to understand/translate detailed requirements, closely manage project dependencies, issues, and milestone timeline.
* Produce supporting project artifacts and update Project repository on Google Docs and Daptiv as required

Tools/Technology: MS Office, MS Project, MS-Visio, MS Publisher, Snag It, Jira, Confluence, Google Docs & TFS.

##### *New York City Department of Small Business Services, New York April 2009 – Sep 2010*

##### Project Role: Project Manager / Lead Business Analyst

##### Project: Development & Implementation of small projects for Workforce 1.

**Project Summary:** Department of Small Business Services (NYC SBS) provides services to small businesses and Workforce in New York City. As part of workforce support, the department operates and manages multiple Workforce 1 Career Centers. These centers provide career development, training, job search, Job placement, and other similar services to New Yorkers under Workforce Investment Act (WIA) regulations. The department primarily uses Work source 1 application as system of records for all the services. This application also interfaces with Department of Labor applications for reporting and oversight purposes.

Worked as Lead Business Analyst/Project Manager with the Strategic Operations team of department. The team provides process and technology support to multiple SBS programs and projects.

**Key Achievements:**

Worked on following key initiatives

* Developing a online self service enroll solution for jobseekers. Completed discovery analysis. Presented the approach to executive management. The project will improve customer satisfaction dramatically and also provide greater cost savings to the workforce career centers.
* Developed a self service event scheduling solution for jobseekers. Already implemented in Pilot center. Currently implementing at other centers.
* Designed and implemented processes and technology changes to allow NYC SBS to disburse and track the stimulus funds to new workforce development programs.
* Successful implementation of Training Voucher Issuance process at Department of Labor Centers in NYC. This involved design and implementation of business process and technology at DOL centers.

**Roles and Responsibilities:**

* Created/Reviewed project documentation produced during the project development process like Project Initiation Document, Scope Document, Work Breakdown Structure, Project Plan, Business Requirements Document, Use Cases, Screen Mockups, Design Documents, Test documents, Manual, etc.
* Assisted in UAT planning and execution.
* Assisted in User training
* Actively participated in coordination meetings with other city/state agencies.

**Tools/Technology**: MS Office, MS Project, MS-Visio, MS Publisher, Snag It.

##### *New York City Department of Probation, New York, NY USA April 2007 – March 2009*

##### Project Role: Technical Project Manager (Quality Assurance)

##### Project: Development & Implementation of Reusable Case Management System (RCMS)

**Project Summary:** The New York City Department of Probation (NYCDOP) primarily performs the tasks like Pre-Sentence Investigations (PSI) and Case Management for Juvenile and Adult Offenders (Probationers). It works and coordinates with other government agencies in the field of criminal justice agencies.

RCMS project is a major NYCDOP IT Re-Engineering Initiative (10 million dollar) to automate and simplify its operations. RCMS provides an integrated application for generating investigation reports, sending them to court via email and case management. It uses technology to reduce the use of paper in the department. The application also provides capability to consume and share data electronically with other city/state government agencies/departments like Courts, Department of Correction, DCJS, NYPD, City Datashare, DoITT, Department of Department of Juvenile Justice (DJJ), etc using NIEM/GJXDM schemas.

NYCDOP has outsourced the development of RCMS to Tata Consultancy Services (TCS). I worked as an independent consultant providing the liaison between NYCDOP and TCS. I also supported the project from Quality perspective.

**Key Achievements:**

Planned and executed following major initiatives

* Successful completion of RCMS Business Requirements collection & validation, Design & Development, Integration Testing and User acceptance testing.
* Training of nearly 800 users.
* Deployment of the application across 5 New York City boroughs at 24 locations.
* Learned business of NYCDOP.
* **Assisted in planning and execution of migration of NYCDOP infrastructure from Department of Corrections facility to NYCDOP facility. This included migration of critical applications and hardware (nearly 25 servers).**
* Successful migration of information/data and users from three legacy systems (CJIS, Book1 and PSI & I&R) to new application.
* Successful integration of NYPD Arrest notification with RCMS via City Data Share.

**Roles and Responsibilities:**

* Worked as a liaison between TCS and NYCDOP.
* Reported directly to the Commissioner, Deputy Commissioners and CIO.
* Created/Reviewed project documentation produced during the project development process like Scope Document, Project Plan, Business Requirements Document, Screen Mockups, Design Documents, Test documents, Manual, etc.
* Assisted in UAT planning and execution.
* Assisted in User training
* Actively participated in coordination meetings with other city/state agencies.

Tools/Technology: Windows 2003 Server, Linux, Websphere Application Server, J2EE Java, JSF, Spring, Hibernate, BIRT, XML/XSL, IBM Tivoli Directory Server (LDAP), IBM DB2, Microsoft Office SharePoint Server 2007, MS Office, MS Project, MS-Visio 2002, CVS, Iway Enterprise Service Bus tool) Network Dispatcher (for Load Balancing), GJXDM/NIEM.

##### *NASD through EDS, Rockville, MarylandUSA May 2006 – April 2007*

##### Project Role: Technical Project Manager (EDS)

##### Project: Application Development & Maintenance for Dispute Resolution, OHO and Property Management departments of NASD

**Project Summary:** NASD uses several in-house developed and COTS software application to support its day to day functioning of Dispute Resolution, Office of Hearing Officers and Property Management functions. NASD has outsourced maintenance of these applications to EDS. I worked for EDS Project Manager/Business Analyst. My team had the responsibility of providing maintenance and support for these applications.

**Key Achievements:**

Planned and executed following major initiatives

* Learned business process of Dispute Resolution.
* Plan and execute changes to Dispute Resolution Application Code due to
* Changes in Code of Arbitration released by SEC.
* Changes in Dispute Resolution Chicago Office location.
* **Migration of Dispute Resolution Application & users from old hardware (SUN Unix Server) to new hardware**.
* Successfully completed Baseline Verification Audit of the Dispute Resolution Application.
* Successfully completed Disaster Recovery Test planning for Dispute Resolution Application.
* Successfully upgraded of COTS application FM Space from version 6.0 to 7.0.
* Successfully setup of QC environment for FM Space application.
* Successfully migrated of record management system from RMS to CA’s FileSurf application.
* Completed year 2007 Roadmap planning for all applications.
* Provided SME support to Project team developing new application for Dispute Resolution.
* Coordinated movement of application artifacts from PVCS Tracker to Borland StartTeam.

**Roles and Responsibilities:**

* Managed a team of 5 people (Developer and QC Testers).
* Followed NASD & EDS Software Development & Maintenance processes and procedures.
* Followed NASD & EDS Project Management Processes.
* Created and/or updated the required application and process documents like Estimate Document, Release Checklist, Scope document, Change Records, Release Status Report, Test documents, Version Description document, Disaster Recovery Procedure, Disaster Recovery Test Plan, Application Operations Manual, etc.
* Managed application changes through requirements gathering to construction to Testing to Implementation.
* Followed established change management and configuration procedures.
* Facilitated meetings with the Customers and other technology teams.
* Used PeregrineServiceCenter for managing the change records and production incidents.
* Used MS Project to create Project Plans.
* Used tools like PVCS Tracker to track change requests, issues and risks.
* Provided day-to-day Production Environment support.
* Participated in HighSeverityProductionIncidentBridge calls.
* Supported OS and Database upgrade and patching/hot fixes.
* Plan and execute BVA and Disaster Recovery procedures.
* Supported SOX audit requirements.

Tools/Technology: Windows 2000 Server, Unix, ASP 3.0, VB Script, JavaScript, Visual Basic 6, HTML, CSS, DHTML, ADO, IIS 5.0, MS SQL Server, Oracle, Informix, MS Office, MS Project, MS-Visio 2002, PVCS Tracker, Peregrine Service Center, VSS, Rational ClearCase/ClearQuest.

##### *JP Morgan Chase (JPMC), Columbus, Ohio USA July 2004 – May 2006*

##### Project Role: Project Manager / Tata Consultancy Services(TCS)

##### Project: Application Maintenance & Support, Private Client Service

**Project Summary:** This project was a continuation of the previous Bank One project after JP Morgan Chase and Bank One merged their operations. Tata Consultancy Services (TCS) continued to provide the application maintenance and support for new Private Client Service department of the combined company.

**Key Achievements:**

* Supported Production environment of more than 80 applications using Java and Microsoft technology platforms.
* Improved the Night Batch processing by carefully analyzing the batch process and reorganizing the execution sequence. Also reduced the night batch run cycle duration.
* Managed changes to the Production Nightly Batch Processing environment due to JPMC and BankOne Merger.
* Migrated Data across application in a phased manner to support JPMC and BankOne - Customers, Business Processes & Employees after merger.
* Managed transition of Applications (knowledge, documentation, software and hardware) from JPMC into the TCS portfolio.
* Actively participated in server consolidation project. Applications were moved from 200+ servers to less than 100 servers. The applications involved ran on Java and Microsoft technologies.
* Planned and prepared proposal for redesigning ACH application from an MS Access based database to a J2EE based application with improved business functionality and reduction. The initiative was later completed as a separate project.
* Participated in Yearly Budget Planning.
* Planned offshore movement of Production Support Activity. Provided detailed presentation. This would have resulted into significant savings for JP Morgan Chase due to low cost of resources at offshore.

**Roles and Responsibilities:**

* **Managed a team of 20 Software Engineers.**
* Maintenance of Production, QA and Development environments.
* Created and/or updated the required application and process documents like Application RunBook, Batch Documentation, Application Wellness Checks, Estimate Document, Release Checklist, Change Records, Test documents, Disaster Recovery Procedure, Disaster Recovery Test Plan, etc.
* Produced monthly Production Metrics reports, Resource Utilization reports.
* Managed application changes through requirements gathering to construction to Testing to Implementation.
* Participated in HighSeverityProductionIncidentBridge calls.
* Supported OS and Database upgrade and patching/hot fixes.
* Plan and execute Disaster Recovery procedures.
* Supported audit requirements.

Tools/Technology: Windows NT, Windows 2000 Server, Unix, IIS, Websphere, ASP 3.0, VB Script, JavaScript, Visual Basic 6, HTML, CSS, DHTML, ADO, IIS 5.0, COM/DCOM, MTS and COM+, MS SQL Server 2000, Oracle, MS Access, Microsoft VSS, Terminal Services, MS-Visio 2002, Control M, Ab Initio, MS Office, MS Project, Rational ClearCase/ClearQuest.

##### *JP Morgan Chase(Earlier Bank One, Columbus, Ohio USA Feb 2003 – Jun 2004*

##### Project Role: Project Manager / Tata Consultancy Services(TCS)

##### Project: Application Maintenance & Support, Investment Management Group

**Project Summary:** Investment Management Group of Bank One used more than 80+ in-house developed and vendor procured software application to support its day-to-day functioning.

TCS team Maintained and Supported of these applications.

**Key Achievements:**

* Planned and executed transfer of business/application knowledge, software and other assets for 100+ applications from BankOne employees/contractors to the support team.
* Define the Support Procedures, Communication procedures, Escalation procedures, Helpdesk procedures, etc.
* Designed and formalized templates for application artifacts like, Application RunBook, Batch document, Wellness Check Documents.
* Identify and define roles and responsibilities between Infrastructure, Helpdesk, Application Support and Batch Support teams.
* Reduced the cost of maintenance by standardizing the BankOne batch processes. Migrated the batch processes from **Windows** Scheduler, SQL Batch jobs, etc to Control M scheduler.
* Migrated several access databases to SQL Server database.
* Added application wellness checks (application monitoring jobs) to the production environment using tools like Sitescope to improve production availability.
* Implemented several small to large changes to the applications resulting from changes to business requirement, government policies or regulatory requirements.

**Roles and Responsibilities:**

* Managed a team of 15 Software Engineers.
* Created/updated the required application and process documents like Application RunBook, Batch Documentation, Application Wellness Checks, Estimate Document, Release Checklist, Change Records, Test documents, Disaster Recovery Procedure, Disaster Recovery Test Plan, etc.
* Produced monthly Production Metrics reports, Resource Utilization reports.
* Managed application changes through requirements gathering to construction to Testing to Implementation.
* Followed established change management and configuration procedures.
* Participated in HighSeverityProductionBridge calls.
* Supported OS and Database upgrade and patching/hot fixes.
* Plan and execute Disaster Recovery procedures.
* Supported audit requirements.

Tools/Technology: Windows NT, Windows 2000 Server, Unix, IIS, Websphere, ASP 3.0, VB Script, JavaScript, Visual Basic 6, HTML, CSS, DHTML, ADO, IIS 5.0, COM/DCOM, MTS and COM+, MS SQL Server 2000, Oracle, MS Access, Microsoft VSS, Terminal Services, MS-Visio 2002, Control M, Ab Initio, MS Office, MS Project, Rational ClearCase/ClearQuest.

##### *American Express, Weston FLUSA Jul 2002- Feb 2003*

##### Project Role: Project Manager / Tata Consultancy Services (TCS)

**Project: Customer Focused Selling Project**

**Project Summary:** CFS Group of American Express Technologies maintains the Customer Focussed Sale (CFS) application for AXP Business Partners. AXP Business Partners use this application to support the credit card customers in US, Australia and LAC Markets.

Tata Consultancy Services project team provided the technical support to the CFS group. Nearly 20 consultants were working at onsite/offshore on several initiatives to enhance the application functionality.

**Roles and Responsibilities:**

* Managed a team of 20 software engineers.
* Followed AXPs Project Management and Software development processes for developing application changes.

Tools/Technology: Windows 2000, Visual Basic 6, ASP 3.0, .net, VB Script, Java Script, Visual Studio,IIS, MTS, XML, XSL, HTML, CSS, DHTML, ActiveX, MS Visual Source Safe, MS Front Page and Crystal Reports, MS Office, MS Project, Project Workbench, Team Workbench.

##### *American Express, MiramarFLUSA Mar 2001- Jun 2002*

##### Project Role: Project Manager / Tata Consultancy Services (TCS)

**Project:** Development & Maintenance of LAC Application

**Project Summary:** LAC group of AXP Technologies at Miramar provides information technology support to its business partners in Latin America and Caribbean (LA/C) Market. Some of the major applications supported by the group include New Accounts, Account Receivable, Account Payable, Risk Systems, etc.

Tata Consultancy Services project team had the end-to-end responsibility of the projects. We worked in onsite-offshore model.

**Roles and Responsibilities:**

* Managed a team of 25 Software Engineers.
* Maintenance of Production, QA and Development environments.
* Follow AXP Application Development and Project Management processes and procedures (Method I) for new development and changes.
* Produced monthly Metrics reports, Resource Utilization reports.

Tools/Technology: IBM/370 Mainframe, CICS, JCL, COBOL, DASD, IBM DB2, Windows 2000, AS/400, CL/400, RPG400, MS Visual Source Safe, MS Office, MS Project.

***AON Risk Services, Chicago IL USA Sep 1999 – Mar 2001***

##### Project Role: Project Leader/Business Analyst - Tata Consultancy Services (TCS)

**Project:** Bridge Implementation- Data Migration

**Project Summary**: AON Corporation one of the largest Insurance Brokering Company in the world.Nearly 70 branch offices across US with Corporate office in Chicago. The project was to replace the existing legacy applications supporting customer and policy information, by a new application in all the US offices.

Tata Consultancy Services project team was responsible for migration of millions of customer and policy records from legacy applications to the new application.

**Roles and Responsibilities:**

* I was responsible for preparing the Migration Strategy which included following
* Performing a GAP analysis of the information available in the legacy systems and information required for the new application.
* Defining scope of information migration.
* Identifying the data preparation requirement, documenting the procedures for customizing the data for migration.
* Identification of tools and methods for data extractions and migration.
* Defining the data mapping
* Preparing the Migration Validation strategy
* Preparing the Migration Training material
* Defining the Migration Team structure, roles and responsibilities.
* Implementation of Migration Strategy in nearly 10-12 AON offices. The implementation cycle was of 2 months per office.
* Training the AON office implementation team.
* Managing the data preparation, extraction, migration and validation for each office.
* Addressing any issues/concerns by the offices
* Coordinated with support teams involved in implementation of new application.
* Supervising Module Leaders and Other Team Member

Tools/Technology: Windows NT/98, Visual Basic 6.0, Oracle 7.0, AS/400, CL/400, RPG/400, MS Access 97, Data Convert Tool (a customized tool for Data Conversion)

***Kuehne & Nagel, Hamburg Germany Apr 1999 – Jul 1999***

**Business Analyst/Programmer for following project**

* Application Maintenance and Development project for one of the largest warehousing and logistics company in Europe with worldwide presence.

Environment: AS/400, CL/400, RPG/400, SYNON and DSPF/PRTF files.

***Tata Consultancy Service, Noida, India Jun 1998 – Mar 1999***

**IT Analyst/Programmer for following project**

* Year 2000 Tools and Support - A comprehensive Toolset was developed to analyze and transform the existing software on AS/400 platform to make it year 2000 compliant.

Tools/Technology: Windows 95, AS/400, CL/400, RPG/400, DSPF/PRTF files and Y2Kit/400 tool.

***National Informatics Center (NIC), New Delhi, India Mar 1994 – Feb 1998***

**Programmer for following project for following projects**

* Information Systems for National Centre for Trade Information, New Delhi, India.
* System for Core Infrastructure departments for Government of India.
* Management Information Systems for Indian Railways, India

Tools/Technology: DOS 5.0, Windows 3.1, UNIX, Oracle 6.0/7.0, Forms 3.0, PL/SQL, Pro\*C, SQL, SQL Loader, SQL Report.

***Binary Semantics Pvt. Ltd, New Delhi, India July 1992 – Feb 1994***

**Programmer / Business Analyst for following projects**

* Stock maintenance system for SSPL (VXL Group) Harda, M.P., India.
* Payroll system for NuchemTohana, Haryana, India

Tools/Technology:DOS 5.0, Windows 3.1, UNIX, FoxBASE and FoxPro.

***College of Engineering Pravaranager, Loni India Jun 1991 to May 1992***

**Worked as Lecturer in the college**