**Sobhan K Suri, PMP, CSM**

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Seeking position as Consultant Project Manager/ Program Manager

Client focussed, results driven Techno Functional PM with ability to understand business

### **EXECUTIVE SUMMARY**

### **17 years** of Information Technology experience encompassing variety of skill sets, roles and industry verticals. **PMI certified PMP**, **Scrum Alliance Certified ScrumMaster(CSM)** with around 10 years experience in Project Management/Program Management/Business and Process Analysis in projects dealing with Software Applications Development, Application Enhancements/Upgrades and Application Maintenance and Support. **Proven track record of successful delivery of many multi-million dollar complex projects with stringent SLAs** while managing scope, cost, schedule and quality. Wide experience in **Client Relationship Management at Executive/Sr Executive levels**, well experienced in **building, leading and Managing big teams**, handled multiple roles with varied responsibility while working in IBM Corporation supporting various clients – Technical Team Lead, Project Manager, Delivery Manager, Program Manager. **Executed multiple complex SDLC full lifecycle projects** in enterprise wide release based delivery structure for clients in critical programs including those dealing with Business Analytics, Data Integration and Cloud enablement. Stable work history – 13.4 years in **IBM**, 3.8 years in CMC Ltd (now **TCS**).

### **CORE COMPETENCIES**

Project Management ~ Program Management ~ Delivery Management ~ Agile ~ Scrum ~ PMBOK ~ SDLC ~Transition and Transformation ~ Client Relationship Management ~ Vendor Management ~ Project Financial Management ~ Risk, Issue and Dependency Management ~ Solution Architecture ~ Proposal Development ~ Software sizing with Function Points ~ Requirements and Business Analysis ~ Change Management ~Incident Management ~ Problem Management ~ Executive Presentations ~ Cloud ~ DevOps ~ Business Analytics ~ PMO ~ Global Delivery ~ Business Development ~ QA/Testing ~ Software Development ~ Deployments/ Migrations ~ Application Development, Enhancement and Support ~ Process Consultation ~ MS Office Suite ~ MS Project

**RECENT EXPERIENCE**

***IBM Corporation - Client AT&T Middletown,NJ Jul’2012 – Oct’2014***

***Program Manager***

Program Manager for BVOIP/AVPN SQM. Strategic objective of the program is to reduce trouble tickets creation and improve end user experience for software applications supporting client’s flagship Products. Turned around the Program health and improved revenue. Responsible for Customer and Stakeholder Relationship Management at various levels.

**Key Responsibilities:**

* Manage program deliverables while meeting strategic objective
* Plan, Track, manage and report status to client
* Managing program financials, scope, deliverables and schedule
* Risk, issue and dependency management
* Presentation of plans, status to clients across departments
* Customer relationship management at executive levels
* Handling high level customer escalations
* Establishment and implementation of Agile/Scrum practices
* Business Analysis and process consultation
* Identification of quick hit change requests, estimate and slot for future projects
* Applying predictive analytics to predict future volumes
* Establish, review and update coding and testing standards
* Review RCAs with customer and obtain confirmation of resolved issues
* Function Point based estimation
* Code quality improvement planning and Test strategy development
* Ensuring customer sat targets are achieved
* Establishment of program SLA, SLOs, track and report

***IBM Corporation - Client AT&T Middletown, NJ Apr’2010 – Jun’2012***

***Program Manager***

Responsible for managing customer initiatives targeting Order Fallout reduction, Software Currency, Data Integration, Private Cloud Enablement of software applications. Strategic objective of the program is to get mission critical legacy application environment “Cloud Ready” while demonstrating contractual YOY productivity improvements. This includes Application Development, Enhancements, Ugrades/migrations of Hardware, OS, Databases, 3rd Party Software. Responsible for Customer Relationship Management at Executive Director levels.

**Key Responsibilities:**

* Manage program deliverables while ensuring strategic objectives are met
* Establishing ongoing customer commitments on Software currency
* Managing program financials, scope, deliverables and schedule
* Project Planning, Scheduling, Risk, issue and dependency management
* Incorporation and Execution of Agile/Scrum practices
* Customer relationship management
* Business Analysis and process consultation
* Ensuring customer sat targets are achieved
* Establishing, measuring and reporting contractual SLA, SLO
* Development and Solutioning of Order fallout reduction proposals
* Technical reviews and obtaining sign offs with stakeholders
* Vendor management for dependency resolution
* Establishment of PMO and associated metrics
* SWC backlog identification and management
* Present plans and status with client executives

**PRIOR EXPERIENCE**

***IBM Corporation Middletown, NJ and Bangalore, India Jul’2005 – Mar’2010***

***Delivery/Project Manager***

Delivery Project Manager for software applications that IBM manages for its clients. During this period supported engagements for several key clients. Engagements included Application Development, Enhancements, Maintenance and Support, Environment upgrades, (Hardware, OS, DB, 3rd Party Software) Data Integration. Project team sizes varied between 35-90.

**Key Responsibilities:**

* Identification of new Business Requirements and determining implementation strategy
* Plan, track, manage and report status of projects
* WBS, Scheduling, Scope Management
* Business Proposal development, Solution Architecture, Joint Application Design
* Transition of applications to offshore and manage delivery
* Managing risks and dependencies of the applications
* Manage change while ensuring release level objectives are met
* Function Point Analysis and Program Management
* Managing delivery of Enhancement and Maintenance releases
* Production Trouble Ticket management
* Ensuring adherence to all contractual SLAs, SLOs
* Requirement Analysis with users
* Establishment of PMO and associated metrics
* Ensuring adherence to organization and client quality processes
* Change management
* Mentoring new PMs and Team Leads

***IBM Corporation Middletown, NJ and Bangalore, India Jun’2001 – Jul'2005***

***Technical Team Lead***

Team lead for 15 member team working on development, enhancement and maintenance releases for custom software applications for clients.

**Environment :** UNIX, C/C++, Java, XML, Pro \*C, Perl, Shell, Oracle

* Application design, development and testing
* Environment maintenance for the applications
* Production ticket resolution
* Creation of new environments for each release
* Translation of Business Requirements to System Requirements
* Application knowledge transfer from onsite to offshore

***CMC Limited (now TCS) Hyderabad, India Oct’1997 – Jun'2001***

***Software Engineer***

**Environment :** UNIX, C, Pro \*C, Shell, Oracle

Design, Development and Testing of MACH(MArine Container Handling), the internationally reputed product of Ports&Cargo group supporting Shipping &Logistics Industry clients in Malaysia, Germany

**PROFESSIONAL CERTIFICATIONS & EDUCATION**

* PMI Certified Project Management Professional (PMP)
* Scrum Alliance Certified Scrum Master (CSM)
* IFPUG Certified Function Point Specialist (CFPS)
* MS in Software Systems from BITS, Pilani, India , 2006
* Masters in Physics from Jawaharlal Nehru Technological University , Hyderabad, India , 1996

**AWARDS**

* IBM Manager’s choice Award for achieving high levels of Customer Satisfaction scores
* IBM Service Excellence Award for Productivity Improvement
* Best of IBM Award for Rational Portfolio Manager implementation
* Appreciation Award from CEO of CMC Ltd for PTP project