

# RAJINDER S. DUA

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## PROGRAM MANAGER

Senior technology and services implementation manager with successful 15+ year track record in delivering cost-effective IT Projects management and general administration. A certified scrum master with focused expertise on strategic technology advancement and operational improvement.

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## PROFESSIONAL EXPERIENCE

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### **GRDTECHNOLOGIES - Mohali, India**

2007 to 2020

*An IT Solutions company*

2001 to 2006

#### **Owner-Partner**

- Led 30+ Software developers in 4 teams, managing schedules, performance reviews and daily tasks.
- Successfully migrated 22 projects from Waterfall to Scrum within a year while reducing defects by 40%
- Facilitated scrum ceremonies – grooming, sprint planning, retrospectives and daily stand-ups.
- Taught the teams to create concise and clear Epics/Stories.
- Evangelized the features and benefits of Scrum Agile such as Transparency, Self-management, Time-boxing and Continuous integration for smooth adoption and reducing development time by 30%.
- Business development, talent management and Program execution.

### **PACKETVIDEO INDIA PRIVATE LTD. – Chandigarh, India**

2006 to 2007

*A San Diego based company that produced software for wireless multimedia, including display of video on mobiles*  
**India Offshoring Manager-cum-Founder Director India Operations**

- Founded India operations of company's off-shoring unit.
- Responsible for RFP creation and distribution, vendor landscape review and vendor selection.
- Overall execution of engagements with 20+ personnel and IT Infrastructure.
- Ensured compliance to Arm's length transaction norms under Associated Enterprises Transfer pricing regulations.
- Governing local growth and ensuring executive alignment.
- Candidate Identification, onboarding and managing high-caliber executive talent.
- Drove annual planning, budget process and operating spend.

### **Andersen Consulting (Accenture), Avenue of the Americas – New York, NY**

1997 to 2000

**Database Administrator, Global GL Applications Operations Support, - JP Morgan NYC**

- Define logical databases using ER diagrams, maintain and fine-tune enterprise-wide Sybase RDBMS instances for Development, Test and Production environments.
- Designed data workflows for the client across legacy and Sybase systems using stored procedures and use of shell scripts on Sun Solaris Unix including exception handling.
- Support various development teams in maintaining indexes, optimizing stored procedures and queries in Production instances.

#### **System Analyst, Global GL Applications Operations Support, - JP Morgan NYC**

- Requirements gathering, preparing System Requirement Specifications and contributing to Software Design documents
- Perform application Function Point analysis and UI Design.
- Documenting Configuration Change Management requests.

- Involved in client effort to implement SEI-Capability Maturity Model Level 4.
- Application maintenance & up-gradation using PowerBuilder-Sybase
- Facilitated converting and implementing Y2K compliant versions of vendor package and custom applications resulting in zero issues
- Engage QA teams in unit and integration testing for Y2k

**Banco di Napoli, E 54<sup>th</sup> Street – New York, NY**

1990 to 1996

***Programmer – System Analyst***

- Worked on application development using RPG-III on AS/400 and DEC system
- System design, UI design and application development in PowerBuilder-Sybase

**State Bank of India, Park Avenue – New York, NY**

1989 to 1990

***Jr. Programmer***

- Application development using RPG-III and Cobol on IBM/370
- Maintain a custom tailored Nostro Payment software system

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**EDUCATION**

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**KURUKSHETRA UNIVERSITY, KURUKSHETRA, INDIA (1984)**

*Bachelor in Science*

**CUNY COLLEGE, QUEENS, NY (1993)**

**NEW YORK INSTITUTE OF TECHNOLOGY – WESTBURY CAMPUS, NY (1994)**

*BS Bridge Program Computer Science ( 21 Credits)*

**TRAININGS & CERTIFICATIONS –**

- Certified Scrum Master, Scrum Alliance, September 2019
- SAFe Product Owner / Product Manager training
- Salesforce (*Trailhead Expeditioner*), JIRA, MS Project, AWS Cloud Practitioner Essentials Certification
- ADP Reports, Crystal Reports
- SEI-Capability Maturity Model
- Unix Shell Scripting
- SYBASE SQL and DBA Fundamentals
- Certificate in Novell Networking, NYU