**Candidate110, *PMP, CSM***

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**Senior Project Manager**

**Professional Experience:**

* Around 19 years of industry experience in various functions of software includes program management, extensive customer support/stakeholder management skills with strong technical acumen.
* Result-driven PMI certified professional and Certified ScurmMaster with 10 yrs of extensive project management experience and proven track record in increasing productivity, quality and customer satisfaction.
* A passion for excellence and a tenacious leader for results is a key attribute.
* Core competencies include:

|  |  |
| --- | --- |
| * Project/Program/Account management | * Budget / cost control |
| * Exemplary customer support skills | * Systems development / implementation |
| * Strategic planning | * Pre-Sales / Business development |
| * Risk and issue management | * Strong leadership/negotiation/team building skills |

**Technical Skills:**

|  |  |
| --- | --- |
| **Development methodologies:** | Agile, Iterative, Waterfall |
| **Handled projects on technologies:** | AWS Container service with Docker, AWS SNS, S3, Elastic file system, Java / J2EE, .NET, HTML 5.0, Angular JS, Dynamo DB, Mongo DB, Sencha 2.0, Web services, Titanium framework,  Objective C, Business Objects, Cognos, other Proprietary tools and technologies. |

**Education:**

Business Administration **2007 - 2008**

Bachelor of Engineering (Electronics & Instrumentation),  **1995**

Trained on **Scaled Agile Framework (SAFe) 2015**

BSI ISMS Auditor training **2012**

**Certifications:**

* **Certified Scrum Master** from Scrum Alliance (CSM) - 2015
* **Certified Project Management Professional** from PMI institute (PMP) - 2005
* Certified Project Management Professional from Brainbench certification body - 2005
* Tavant Management Team: Individual Excellence Award for ‘Accountability and Execution’ – 2006 & 2009
* Certificate of Appreciation for Outstanding delivery from client (NACCO) - 2014
* Certificate of Appreciation for Outstanding Performance - 2005
* Certified BSI 27001:2005 Information Security Management System Internal Auditor - 2012

**Professional Affiliation:**

Member, Project Management Institute (US).

**Experience Summary:**

**First Guaranty Mortgage Corporation Jun16 - Present**

**Senior Program Manager**

**Responsibilities:**

* Excellent stakeholder management skills with a shared vision, consensus building and customer relationship through constant & proactive engagement to maximize business objectives.
* Enhance team’s delivery capability by monitoring their work and providing guidance in understanding the requirements and resolving issues.
* Focus on value delivered to the customer and constantly work with client facing counterparts.
* Moderated meetings at client side with various stakeholders participating.
* Encourage a work culture to build self-driven teams to pro-actively share, load and constantly support each other in day-to-day activities.
* Followed Agile process by task allocation/management using Microsoft Team Foundation Server, sprint capacity planning and creating burn-down chart to facilitate planning of the sprints.
* Conducted demos after every sprint and retrospective meeting as continuous improvement.
* Identifying risks / issues and building mitigation / contingency plan.
* Monitor and report project progress by: Meeting business requirements, making deliveries as planned, Identifying and managing project risks / Issues.

**ACT, NACCO Materials Handling Sep12 – May16**

**Senior Project Manager,**

**Responsibilities:**

* Managed multiyear, multimillion, high visibility, large and complex application project spanning across different countries (US, EMEA, Canada)
* Handled large fixed bid account involving multiple large fixed bid projects executed in parallel includes new implementation, maintenance projects, development of 120 analytical reports on Cognos platform
* Managed project managers with peak team size of 60+ team members
* Involved in defining product roadmap for growing account and practice
* P & L management to keep cost under control and executed on all SLA metrics
* Grew the revenue from $0.5M to $4M+ in a span of 2 yrs by developing strong customer relationship and help reduce sales cycle for the new projects

**Accomplishments:**

* Adapted automation to reduce headcount thus resulting in cost saving of $150K over an year.
* Adapted innovative means of product development by developing tool to validate data for data migration process reducing turnaround time from 15 days to 8 days thus increasing productivity.
* Margin expansion done by delivering CR’s worth $300K over 1.5 yrs thus increasing overall margin for one of the projects.

**Awards:**

* Certificate of Appreciation from Customer for outstanding delivery.

**Tyrant Technologies Jan10 – Aug12**

**Senior Project Manager,**

**Clients:** Wolters Kluwer Financial Services, Land ‘O’Lakes, Ingersoll Rand, HSP

**Responsibilities:**

* Responsible for handling multiple customers for various accounts
* Program execution of a cluster of 12 projects by managing teams onsite and offshore
* Architected technical/ commercial proposals / RFP by teaming up with Practice director.
* Created / reviewed / modified SOW’s / proposals for customer approval / signoff.
* Successfully delivered various mobiles projects for Android and IOS applications using various technologies like Objective C, Titanium framework (Appcelerator), Sencha 2.0
* Handled mobile development projects designed for both iPhone and iPad
* Delivered solutions using various technologies like Microsoft based technologies, Java/J2EE, mobile technologies and host of other proprietary tools and technologies to various clients in various domains.

**Accomplishments:**

* Key team member to execute the project management processes on the lines of PMI across the organization. Mentored emerging new managers
* Pioneered new practices to increase organizational execution

**Tyrant Technologies Jan07 – Dec09**

**Project Manager,**

**Responsibilities:**

* Handled complex projects through their entire lifecycle
* Identified and helped deploy open source tools for cost optimization resulting in 90% reduction in licensing cost
* Involved in customer presentation/demos during customer visits for new prospective clients.
* Agile process was followed for managing / allocating tasks using JIRA tool, used sprint capacity planning and burn-down chart to manage sprints.
* Ensure 100% compliance of the SEPG processes

**Accomplishments:**

* Responsible for setting up the account from scratch starting with one project and then grew the account to 7 projects in a span of 1 yr by successful deliveries resulting in being promoted to next level

**Awards:**

* Tavant Management Individual Excellence Award for ‘Accountability and Execution’ – 2009.

**Tyrant Technologies Nov05 – Dec06**

**Associate Project Manager,** ,

**Responsibilities:**

* Responsible for complete end to end delivery of the projects, that includes,
  + Scoping, planning, scheduling, tracking and status reporting.
  + Estimation and budgeting, change management, metrics collection.
  + Identifying risks / issues and building mitigation / contingency plan.
  + Application process review audits and configuration audits.
* Lead the team through a challenging project, handling HR issues and conflicts in the process

**Accomplishments:**

* Was one of the highest CSAT and ESAT rated managers in the organization.
* Successful releases of projects resulted in a satisfied customer which in turn resulted in customer providing me an opportunity to handle additional projects for the same account.

**Awards:**

* Tavant Management Individual Excellence Award for ‘Accountability and Execution’ – 2006.

**Mar04 – Sep05**

**Team Lead,**

**Responsibilities:**

* Worked in supervisory role as technical lead for team, point of contact for both offshore and onshore teams.
* Lead multiple teams in the areas of ,
  + Application development, UI automation and Quality assurance

**Accomplishments:**

* Increased project revenue through customer satisfaction, developed management skills and enhanced technical leadership

**Awards:**

* Certificate of Appreciation for Outstanding Performance.

**IBM Global Services Ltd, Oct02 – Mar04**

**Senior Software Engineer**

* Requirements management, design document and application development
* Adherence to SLAs in providing 24/7 production support, hot fixes with bonus/penalty implications.
* Assign and track tasks, plan delivery schedules and code releases to production.

**Misys, Jul01 – Oct02**

# Software Engineer, ,

* Application development using Java/J2EE technologies, Servlets with iPlanet App. Server, JBoss

# HCL InfoSystems Ltd, Chennai, Sept00 – Jun01

**Consultant,**

* Application development using Java/J2EE technologies with weblogic App. server

**Pentasoft Technologies Ltd, Jan97 – Aug00**

**Assistant Consultant,**

Application web development using technologies like Java, Servlets, JavaScript and HTML

* Application development using COBOL, IBM Mainframe technologies on ES/9000, S/390