SANTOSH BHISE

SAFe 6 Agilist / PMI-ACP / PMP / PRINCE 2 / ITIL

PERSONAL DETAILS

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Location: Pune (Maharashtra-India)

Date of Birth: 9th Feb 1976

Civil Status: Male, Married

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SKILL HIGHLIGHTS

- Program Management
- Agile Leadership & Transformation
- Strategic Planning & Execution
- Budget, Control & Estimation
- Stakeholder, Client Relationship
- Risk & Escalation Management
- Business Process Re- Engineering (CMMI, PA-DSS, PCI-DSS)
- QA / QC
- Audit & Compliance
- Change Management
- Team Building & Retention
- Performance Metrics Analysis
- Leadership Management
- Process Improvement
- Cross Functional Team Management
- Portfolio Management
- Governance System Integration

ACADEMIC

Diploma in Digital Electronics Engg.
SBMP Polytechnic, Mumbai

CERTIFICATIONS

- Certified SAFe 6 Agilist
- PMI Agile Certified Practitioner
- Project Management Professional
- PRINCE 2 Practitioner & Foundation
- VMware Certified Professional
- Cloud Computing Foundation
- ITIL v3 Foundation
- Cisco Certified Network Associate

ABOUT ME

Result driven Program Manager with 25+ Years' experience in strategic and tactical business leadership and success leading professional innovation for high growth organizations. Expertise includes managing business process change to achieve maximum results with effective planning, organization and communication skills as well as a solutions-oriented approach to problem-solving. Improved IT Department effectiveness by 60%, consistently received a 100% rate of customer / Client satisfaction. Automated repeatable tasks where possible to increase efficiency. Results-oriented individual well-versed in interfacing and consulting on business processes to drive results in Banking, Communication, Logistics domain.

ACCOMPLISHMENTS

- Played a key role in establishing the organizational structure for the smooth functioning of the business.
- Built key customer relationships, identifies business opportunities, negotiates and closes business deals.
- Expanded the human resource structure by directly recruiting the skilled professional / unskilled labors as per the requirement.
- Proven success guiding business strategy with established and emerging methodologies and technologies to achieve maximum operational impacts with minimum resource expenditures.
- Designed and manages a global program management office with a diverse staff of qualified and geographically dispersed program managers
- Expert mentor and supervisor, negotiator and business person, able to forge solid relationships with strategic partners and build consensus across multiple organizational levels.
- Expert in Project Planning & Implementation, Contracts Negotiations & Developments, Full Life cycle project management, Business driven technology organizations, Full P&L Accountability, Regulatory Compliances, Performance Management: quality engineering & Control.
- Directed, organized and monitored implementation of all program enhancements for greater efficiency in the business process.
- Ensured quality audits for all business programs/projects as needed.
- Worked closely with senior management to provide high-quality strategic leadership.

WORK HISTORY

Vice President-Projects, *In-Solutions Global Ltd*   *Feb'15 – Present*

- Managing & implementation of E2E Cards & Payments solution programs in Digital payments domain for leading Indian PSU and International banks
- Responsible for the delivery of multiple products & projects of Acquiring & Issuing payments solutions
- Assessing program performance and aim to maximise ROI
- Resolving projects' higher scope issues; responsible for management reporting
- Deciding on suitable strategies and objectives for smooth service delivery
- Leading and evaluating project managers and operation team along with Quality Assurance team of 30+ resources to meet organization's objective

- Spearheaded cross-functional initiatives across departments to achieve business goals for bottom-line profits
- Cultivated and nurtured relationships with various stakeholders (internal/external) in strategic vertical markets to support ongoing definition of differentiated product value against commercial & contractual requirements
- Proficient in various SDLC / project execution methodologies (Scrum, Waterfall, SAFe) and project management tools like Jira, Open Project, Empower, Confluence
- Planned & have successfully driven program governance, budgeting, process improvements & standardization.
- Coach Scrum teams & organizations about Scrum framework and Agile values & principles, resolving organizational impediments towards Sprint goal and consistency in engineering practices
- Strong ability to use sound judgment & decision-making skills, drive accountability and effectively perform in a self-directed environment
- Increased workflow by analysing data and maximizing opportunities for improved productivity across several areas Successfully led key projects which resulted in 100% reduction of Key Financial risks, acceptance of processes
- Managed incident & problem reduction initiative ensuring data integrity and reducing the overall incidents by 20%
- Achieved critical certifications for the Organization such as CMMI Level 3, PADSS & PCI-DSS along with scheme certifications for Rupay, VISA & MasterCard

Manager – Technical Services, *GlobalOne Technologies Pvt Ltd*   *Apr'14– Feb'15*
- Responsibly performed entire IT system infrastructure management including application, hardware, network & database
- Meticulously performed Incident Management / Resource Management - Implementation of ITIL framework
- Managed technical team and provided support for installation, configuration of Cloud Based Video Conferencing applications.
- Performed detailed assessments of risks to determine constraints and develop mitigation strategies
- Mentored key personnel in appropriate production methods to achieve expectations and meet quality control standards

Project Manager, *Aim Global Solutions Ltd*   *Apr'07– Apr'14*
- Implemented large software & mission critical projects for Indian Army, Navy & Air Force as well as Central / State Government organisations and private organisations
- Implemented project plans within pre-set budgets & deadlines; monitored and reported on project progress to management
- Coordinated with clients to gather business requirements, perform system analysis and finalize functional /technical specifications
- Analysed user requirements to identify trends and resolve performance issues, deliver business presentations to clients and control resource planning, effort estimation & risk management
- Led large teams and achieved best performance across multiple business lines with a variety of people, business processes & customer base
- Provided post-implementation, enhancement, maintenance and managed smooth support at client location

Technical Head, *Databyte Services & Systems Ltd*   *May'95– Mar'07*
- Effectively & efficiently led team and provided Second Level Support for Installation, Configuration of Windows / Linux Server
- Efficiently carried out deployment of new Servers and Application in the Production, Test and development environment
- Contributed to success of client's organization by improving performance, motivation, job satisfaction, hiring practices, training programs and management systems
- Managed infrastructure upgrades, analysis and resolution of end user hardware and software issues and Developed service plans in consultation with clients and perform follow-ups assessing quantity and quality of services provided