# Experience Summary

Rengarajan Sundararajan, Deputy Manager Quality is a commerce graduate who is proficient in quality process, ISO, CMMI process implementation and audits. He is project management and ITIL intermediate certified professional. He has a diversified exposure in the area of process quality, data analysis and SOX Compliance audit .He has a total experience of 18 years including onsite experience. Apart from his software career he has a marketing experience over a decade. He has a flair for bringing valuable insights into data.

* Involved in establishing independently the quality process in the capital market segment, telecom, consulting, Banking, Insurance and product companies viz., AC Nielsen, Merrill Lynch, Bearing Point, UNUM, Pfizer and eBay/PayPal.
* Extensive relevant experience in understanding data analysis.
* Involved in analysis of data from conceptualization through presentation of the data.
* Involved in the CMMI implementation for BearingPoint.
* **Onsite** - SOX Assessment team at Netherlands for ING Bank
* **Involved in the Capability Assessment audit**
* Involved in the design and implementation of TCoE process for US client.

### **Key Skills**

* Software Quality Process implementation.
* Conducting CMMI, quality related training/awareness programs.
* Educating all in the value of quality and the responsibility.
* Finding ways to make the performance of the quality work more important and rewarding to the individual.
* Bringing new initiatives which benefit the organization.
* Designing and maintaining processes for measurement, tracking, reporting and analyzing data for operations.
* Producing useful insight and valuable information from various raw data sources.
* Metrics Analysis and implementation –including preparation of metrics dashboard and operational document

### **Key Contribution**

* Successful implementation of the ISO and CMMI process for the major clients like major clients like Merrill Lynch and Bearing Point, Pfizer, eBay/PayPal, UNUM and AC Nielsen.
* Conducted several training in imparting knowledge on the Quality Process.
* Brought in several new initiatives in many ODC projects
* Conducted several internal audits for many clients
* Played an active role as an external assessor in achieving the WSC goal for FY12 is to complete Level 3 Quality Assessment for all MSS employees, across all regions.
* Created documents on Agile Operational procedure, Agile Metrics Dashboard, templates, checklist incorporating

the best industrial practices

* Prepared testing Metrics dashboard

### **Professional Activities, Certifications, Training and Travel Rediness**

* ISO 9000 training program (Certificate No: QP/IATS-17-672/96)
* Configuration Management Training Program (Certificate No: QP/SCM/10-503/96)
* Sybase – Conducted by Sybase Corporation
* C Programming – NIIT
* PRINCE 2
* ITIL Intermediate

# Engagement Overview

**Client: Cabelas**

**Period: Sep 2013- Dec 2013**

**(Nov 2012 to April 2014 TCoE Team)**

**Client: Cabelas**

**Role: Team Member**

**Project Description:**

* Implement the recommendations given during the assessment performed in 2012
* Governance to bridge the gaps across Cabela’s IT
* Knowledge management process to build cross functional teams
* Metrics that enables executive management to make informed decisions
* Quality gate criteria across STLC to reduce the defect leakage
* Enhance change management process to address the changes effectively
* Test optimization and continuous test process improvement
* Establish Test Center of Excellence

**Tasks:**

* Analyze the existing tool for the collection of metrics data
* Develop KT plan to EDB resource on the identified requirements and provide KT
* Prepare the operational definition of the new metrics
* Develop a process for the collection of metrics data
* Baseline the current performance and analyze the derived targets
* Work on release readiness parameters
* Review and approval of the release readiness parameters
* Develop KT plan to EDB resource on the identified release readiness and provide KT
* Train the delivery team in identifying the inferences and provide CAPA

**Client:** Capability Assessment

**Period:** Mar 2012- Apr2012

Client: CSC Internal

**Role:** External Assessor

**Project Description:**

Capability Assessment is assessment of employees who are evaluated against their skills and capabilities. This assessment is based on clearly defined information from the capability framework and results in the alignment of the person to an Accreditation level in the framework. MSS employees go through an assessment process. During this process, employees are assessed against the Capability Framework of their capability group and assigned to the appropriate accreditation level.

LEVEL 3 - CAPABILITY GROUP MANAGER QUALITY ASSESSMENT

The results from Level 1 and 2 are reviewed and analyzed by the WSC Capability Manager, ensuring that each member of the capability group receives a consistent assessment. This is performed regionally. The final step in Level 3 Quality Assessment is to ensure that all assessments are globally consistent. Audit is performed by the external assessor to ensure compliance of the Level the capability assessment.

**Tasks:**

* Perform audit of Level 3 capability assessment.
* Provide audit report to the management.
* Complete Level 3 Quality Assessment for all MSS employees, across all regions for the FY2012.

**Client:** Pfizer

**Period:** May 2011- Nov 2011

**Role:** Quality Manager

**Project Description:**

Pfizer is a research-based global pharmaceutical company. Pfizer discovers, develops, manufactures and markets leading prescription medicines for humans and animals, as well as many of the world's best-known consumer products. Pfizer currently has 3 PeopleSoft HCM databases servicing 110,000 employees across 91 countries in 16 languages.

**Tasks:**

* Implementation and maintenance of quality process for the Pfizer support functions.
* Raising change requests for making changes in PASCI SOPs using configuration Management system, WT records portal
* Preparing MRM presentation and conduct MRM at the end of internal/external audits
* Facilitate measuring critical metrics for all support groups.

**Contributions:**

* Provided process improvement suggestions and aided support group function owners in implementing the changes.

**Client:** eBay PayPal

**Period:** May 2008 to Nov 2010

**Role:** Process Manager

**Project Description:**

PayPal enables any individual or business with an email address to securely, easily and quickly send and receive payments online. Pay Pal’s service builds on the existing financial infrastructure of bank accounts and credit cards and utilizes the world's most advanced proprietary fraud prevention systems to create a safe, global, real-time payment solution.

**Tasks:**

* Implementation of PayPal Process.
* Impart knowledge to the team on the quality process.
* Suggested process improvements.
* Successfully completed the Quality champion initiative.
* Publish the audit findings in the SharePoint portal and present the status report to the management.

**Contributions:**

* Suggested process improvements.
* Successfully completed the Quality champion initiative.
* Publish the audit findings in the SharePoint portal and present the status report to the management.
* Contributed in PLC process development.

**Client:** Pfizer

**Period:** May 2007 to Mar’2008

**Role:** Process Lead

**Project Description:**

Pfizer is a research-based global pharmaceutical company. Pfizer discovers, develops, manufactures and markets leading prescription medicines for humans and animals, as well as many of the world's best-known consumer products. Pfizer currently has 3 PeopleSoft HCM databases servicing 110,000 employees across 91 countries in 16 languages.

**Tasks:**

* Lead the process team and establish the quality process
* Implemented process for the PeopleSoft Upgrade project 9.0 which involves modules like HCM, CRM and Portal.
* Conduct defect prevention meetings
* Suggest new initiatives which will strengthen the existing process.
* Ensure that the prioritized risks are tracked on a periodic basis to study the changes in their priority and monitor the status of the respective mitigation action
* Conduct Functional configuration audits and internal process audits.

**Contributions:**

* Defect data collation and analysis
* Diagrammatically documented Strategy and Approach for the project phases ensure better understanding of process among the team members.
* FAQs prepared for process related queries from the project team.
* Root cause Guidelines prepared for Design & Build
* Random Audit conducted to ensure anytime readiness for external audits.
* Best Practices were discussed and documented.

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**Client:** ING, Netherlands

**Period:** Feb 2007 to May 2007

**Role:** Lead

**Project Description:**

ING is one of the world's largest financial services companies, offering banking, insurance and asset management in over 50 countries ING are Subject to Rigorous Regulatory Compliance as SOX, GLBA and Data Privacy Regulations. ING is Subject to Rigorous Regulatory Compliance as SOX, GLBA and Data Privacy Regulations.

This project involves is to proactively assess the applications to make sure that the key applications as identified by business are made compliant to ING security requirements Tasks:

Lead the process team and establish the quality process

**Tasks:**

* Conduct opening meetings with the stakeholders and auditors.
* Ensure all the relevant details were available for performing the assessment.
* Discuss the status periodically and report to the management

**Contribution:**

* Discussed with the stakeholders and came up with a process which could reduce time and effectiveness of the assessment.

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**Client:**  BearingPoint

**Period:**  Feb 2004 to Jan’2007

**Role:** Process Manager

**Project Description:**

BearingPoint, Inc. (NYSE: BE) is one of the world's largest providers of management and technology consulting services to Global 2000 companies and government organizations in 60 countries worldwide. Based in McLean, Va., the firm has approximately 17,500 employees and major practice areas focusing on the Public Services, Financial Services and Commercial Services markets

**Tasks:**

* Involved in the CMMI certification process.
* Improve the organizations processes which are to be identified, evaluated, and deployed for projects at IDC which includes Hawaiian Telecom, USG, CBNA and BMW in varied technologies including PeopleSoft, SAP, .Net, PowerBuilder.
* Perform gap analysis of an organization's process relative to the CMMI
* Assess the adequacy of a new process before it is implemented
* Monitor the implementation of a process
* Determine an organization's readiness for a SCAMPI A
* Conduct Functional configuration audits and internal process audits.

**Contributions:**

* Involved in the CMMI certification Process along with the Client’s team.
* Conducted training for all the team members.
* Produced reports to the management for effective decision making.

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**Client:** Merrill Lynch

**Period:** Aug 2000 to Jan 2004.

**Role:** Process Lead

**Project Description:**

Merrill Lynch & Co., Inc., is a Delaware corporation that, through its subsidiaries and affiliates, provides capital markets services, investment banking and advisory services, wealth management, asset management, insurance, banking and related products and services on a global basis. Merrill Lynch offers these products and services to individual investors, businesses of all sizes, governments and governmental agencies as well as financial institutions.

**Tasks:**

* Implementation of the ISO process and CMMI process across Merrill Lynch ODC for Merrill Lynch US & Merrill Lynch UK projects Viz., SMDB,GELP,XTAS,ATLAS,FINMAN,UNIT Pricing, Custody Support ACT,REORG,Riskmap,Brutus
* Performed the final verification of all the deliveries executed from the Merrill Lynch ODC.
* Perform Periodic audits
* Establish different process to suit different types of projects like development, Maintenance and production support.
* Process Status was communicated to the Client.

**Contributions:**

* Implemented Final delivery Process

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**Client:** NA – Internal Systems

**Period:** Mar 1999 to Jul 2000

**Role:** Quality Coordinator

**Project Description:**

This project involves maintenance and enhancements of payroll Systems, Financial Accounting System and human resource information systems of Covansys India

**Tasks:**

* Established ISO process to ensure process compliance.
* Perform internal audits for all the modules.
* Conduct Retrospective meetings to discuss on the non-compliance.
* Conduct Functional and Physical configuration audits.

**Contribution:**

* Change Control process established successfully. Final approval will be provided by the change control board for the Change request raised.

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**Client:** **AC Nielsen**

**Period:** Jan 1999 to Feb 1999

**Role:** Quality Coordinator

**Project Description:**

**Unum**

Unum Provident is a leading provider of Income Protection insurance and has developed a wide range of income and associated protection policies for both individual and corporate customers.

**AC NIELSEN**

ACNielsen provides market research, information, analysis and insights to the consumer products and service industries. Clients rely on ACNielsen's market research, proprietary products, analytical tools and professional service to understand competitive performance, uncover new opportunities and to raise the profitability of their marketing and sales campaigns.

**Tasks:**

* Involved in ISO process implementation
* Performed periodic internal audits to ensure compliance
* Involved in the defect prevention meeting
* Identify process improvements.

**Contribution:**

Discussed with the stakeholders and came up with a process which could reduce time and effectiveness of the audit.

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**Client:** NA - Total Quality Management

**Period:** April 1996 to Dec1998

**Role:** Quality Coordinator

**Project Description:** NA

Total Quality Management group establishes the process and procedures as per the ISO CMMI standards and carry out enhancements and changes to the quality management system. Conduct internal Audits for various projects across the company to ensure process compliance. TQM places strong focus on process measurement and controls as means of continuous improvement.

**Tasks**:

* Involved in ISO process documentation
* Performed periodic internal audits for various projects across CSC to ensure compliance
* Participated in the PMO meetings.
* Compliance Status updation to the Management.
* Ensure successful implementation of the new initiatives from the management.
* Conducted Quality process Trainings across CSC

**Contribution:**

* Suggested process improvements.

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