Prasanna Sarma

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Program Transformation / Project Management Leader

Enthusiastic passionate leader with indelible reputation for leading large transformational programs and delivering innovative technology solutions to address critical business challenges. Recognized for helping organizations achieve cost savings and business value through strategic and targeted program initiatives.

Broad experience across various enterprise clients in Enterprise strategy definition setting up PM COE, Global PMO organization, and Program management. My experience also includes Strategic areas (assessment, consulting, organizational strategy definition) and tactical management areas (project management, program delivery, business analysis, tool analysis and implementation). I have also lead top-tier talent and created high performing teams that consistently deliver value and quality to stakeholders.

AREA OF EXPERTISE

- ✓ **Program / Project leadership, program delivery & quality management**
- ✓ **Organizational change management**
- ✓ **Product and Process quality, Quality thought leadership**
- ✓ **Techno-functional leader in global program management**
- ✓ **Business value through IT transformation**

- ✓ **Strategic quality planning and driving tactical execution**
- ✓ **Fiscal Accountability and P&L management**
- ✓ **Client relationship and Account management**
- ✓ **Global experience in America, Africa, and Asia**
- ✓ **Vendor relationship management**

PROFESSIONAL EXPERIENCE

Senior Program leadership roles held at Pfizer, Merck, and Johnson and Johnson.

Merck   **2015 – 2016 and 2017 - Present**

Industry/Business Sector: Pharmaceutical | Merck Manufacturing Division and Global Human Health - Marketing Solutions

Program Manager - PMO | Standards, Governance, Risk & Compliance (GRC) Reporting

- **Program leadership:** Manage/track portfolio of high-priority programs, projects & initiatives that require coordination across business & IT partners, functional PMs, matrix resources; global shared services, infrastructure/support. Support strategic product release management solutions international markets & regulatory compliance initiatives.
- **Stakeholder Management:** Effectively collaborate with Senior Business/IT management staff & vendor partners. Collaborate with cross-functional teams and drive process improvement initiatives across enterprise. New products launch to international markets (LATAM, EMEA, ASPAC, and Russia & Middle East).
- **Metrics and KPIs**: Champion *Total Quality Initiatives* – rollout of PMO tools, balanced scorecards/ dashboards & KPI metrics
- **Risk & Controls Management** – manage/track all Information Security issues & vulnerabilities, audit/risks & compliance items for entire Global Payments, Receivables & technology business unit. Managed escalations and prioritizations of issues

> **Budget:**
> **$ 3 - 10 million**
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> **Client Locations:**
> **US, Czech Rep, LATAM, EMEA, AsiaPac**
>
> **Practice headcount:**
> **2 managers + 75 Associates**

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Pfizer   **2016 – 2017**
Industry/Domain: Pharmaceutical, Health Care Professional Portal and Digital Solutions
Sr. Program Manager
PMO – Process Excellence, Enterprise Change Management & Agile Transformation Initiatives

- **Program leadership:** Provide program leadership, management and oversight; project **5 ONs (*On Scope, On Schedule, On Benefit, On Budget, and On Quality*).** Lead the program team and business segments to plan, manage and report status and metrics on deliverables required meeting project goals and regulatory requirements.
- **Project management: Lead Agile transformation initiatives** , Lead Scrum teams, Sprint planning, burn down chart metrics and reporting for organizational level project activities for assigned regulatory programs, including monthly status/audit compliance reporting and maintaining real-time metrics dashboards
- **Metrics and KPIs**: Define and manage Organizational governance and metrics consolidation, analysis & reporting, which include reviewing, forecasting, trending, and presenting information to stakeholders for operational and quality planning.

> *Budget:*
> *$ 25 million*
>
> *Client Locations:*
> *US, India, LATAM, EMEA, ASPAC, Middle East*
>
> *Practice headcount:*
> *12 managers + 150 Associates*

Johnson & Johnson: Cordis Company and Janssen Supply Chain   **2013 - 2015**
Industries: Pharmaceutical, Supply Chain Management and Quality

Sr. Project Manager | Deployment Management Office and PMO Lead

- **Client delivery leadership:** Helped clients setup/operationalize *PMO cadence across work streams, Delivery management and cutover. Testing Shared Services/Center-of-Excellence* model–aimed to achieve improved customer satisfaction; better cost efficiency; process streamline; productivity, standardization. Supervised all client deliverables interfacing with multiple applications for large-scale, complex CRM/ERP and SCM implementation programs within a distributed environment, including customer data consolidation.
- **Practice management:** Propose strategic roadmap, team structure and leadership for overall setup of Shared Services program. Managed strategic partners/vendors, negotiate SLA's and validate/ review business acceptance criteria for vendor proposals, build integrated enterprise-wide configurable business solution offerings.
- **Metrics and KPIs**: Champion *Total Quality Initiatives* – rollout of PMO tools, balanced scorecards/dashboards & KPI metrics. Enhanced cost efficiency by implementing a core-flex resourcing model that helped the organization
- **Operational excellence:** Significantly improved operational cadence coverage by rolling out technical, non-functional and performance benchmarking analytics solutions; reduced redundancies & supported two areas of service and complaints

> *Budget:*
> *$ 44 million*
>
> *Client Locations:*
> *8 Sites in US, 2 in India and Middle East*
>
> *Practice headcount:*
> *8 managers + 250 Associates*

Senior Project Management roles held at Bristol-Myers Squibb and Blaze Consulting

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Bristol-Myers Squibb: BioPharma IT   2006 - 2013
Industry: Bio-Pharmaceutical, Information technology – Security and Privacy

Senior Project Manager | Security Awareness Program
- Managed initiatives for the Information Security department collaborating with Privacy and legal teams.
- Responsible for effective project kickoff, identification of all project stakeholders; define and clarify project roles & responsibilities; work with all stakeholders to identify and confirm resourcing.
- Performed comprehensive technical assessments, feasibility and gap-analysis, proposed comprehensive solution/options, pricing & recommendations for testing products and tools.
- Validate systems compliance with the FDA's regulation (21 CFR Part 11)
- Advice on "*best practices*" involving structured approach TCoE, Automation/Performance CoE, building robust test automation harness, improve the functional integrity and operational readiness of client's information technology systems to ensure repeatable success, improve products time-to-market.
- Request tool vendors for pricing models & quotations, negotiating licensing/maintenance contracts & renewals, prepare and submit SOW, cost proposals.
- Strong experience of quantitative analysis, process-tailoring analysis, Defect/Non-Compliance Analysis. KPI/metrics, participated in compliance audits, and carried out data/metrics analysis.
- Create process templates/guidelines, training materials for testing tools usage, assets & artifacts.
- Drive awareness programs through project governance methodology and ensure compliance to entrance-exit criteria/tollgates, risks/issues management and budget performance – reporting of all non-compliances

Blaze Consulting | *Management Consultant*   2003 – 2006
Industry/Domain: Information Technology and Auditing
Client Engagements: Lexmark, Microsoft and KPMG

Sr. Project Lead | Information Technology, Support and Business Transformation Services
As a senior management consultant, evaluate/recommend solutions to gain operational effectiveness & efficiencies, implement products/tools to round-out business needs within Quality Management areas. Advice clients on "*best practices*" involving structured approach to build robust automation harness, improve the functional integrity & operational readiness of clients Information Technology systems to ensure regulatory compliance and controls.
- Preparing and managing required SOPs for Quality Agreements on client's behalf with contract suppliers/vendors
- Draft the process validation protocol to be consistent with Quality by Design concepts
- Perform comprehensive assessments to validate 3rd party vendor compliance including software development methods, security, operational environments & testing practices and compliance matrix
- Managed customer requests for complex bids/RFPs and facilitate successful winning of contract bids, acted as a key point-of-contact between customers & internal marketing/account management teams.
- Experience in translating Business needs to understandable IT system/business requirements
- Helped in strategic initiatives by developing and penetrating existing accounts to identify new business cross-sell opportunities for all service offerings. Demonstrated to clients our value-adds.
- Lead SOW - performed feasibility assessments for clients, developed/proposed solution offerings to clients
- Identified & proposed automated cost saving solutions to clients to gain efficiencies

INDUSTRY DOMAIN EXPERIENCE

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- **HealthCare and Pharma industry domain:** 21 CFR Part 11 framework, HIPAA Compliance, Clinical Trial implementation, FDA compliance
- **Banking and Insurance Industry domain:** Core Banking, Retail Banking, Product implementation, IT controls for SOX compliance, Insurance P&C, Policy Admin (PAS), Life & Annuities

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BUSINESS DOMAIN & TECHNICAL SKILLS

FUNCTIONAL

- **Agile/Scrum,** SDLC, PLM, PMI/PMBOK, RUP
- Waterfall, **Scaled Agile**, ITIL, Lean-Six Sigma
- Big-Data analytics/tools, Cloud-based solutions
- ITIL/ITSM Process & Solutions (*ServiceNow*)
- Pharma/Life Sciences & Healthcare Services
- Product Lifecycle, Supply Chain Management
- Integrated Enterprise SAP/ERP, CRM & SCM
- Pharmaceutical product marketing, communication services, buying process, sales and distribution.
- Information Security and Privacy Awareness
- Performance KPIs, Operational Improvements
- SOX, FDA Reg. 21 CFR Part 11, cGMPs, CSV

TECHNOLOGY

- PPM tools, MS Project Server, SharePoint, CA Clarity PPM
- IBM (Rational Suite), HP/ALM Suite (QC, QTP), Worksoft, Selenium, Test Track Pro, RALLY/CA Agile Central, Flowdock
- Atlassian Suite of tools (JIRA, Confluence, Bitbucket)
- ETL: MS SQL Server, IBM/db2, Oracle, AbInitio, Informatica, TIBCO, SAP-Business Objects (BO), IBM-Cognos, Tableau/Hadoop
- ITSM/Service Now, SharePoint (Workflows)
- Office 365, InfoPath, SharePoint, Excel VB Macros/Pivot Tables, Access, PowerPoint
- Mac/iOS, Windows, Office Suite 2013, UNIX, VMware/VDI, Team Foundation Server (TFS)
- MySQL, .Net, HTML5, JavaScript, VBA, SQL
- SaaS/CRM: SAP/Concur, SFDC (Salesforce)
- QMS/PLM Software: TrackWise, TeamCenter

Educational Qualification

Associates Degree, Computer Information Systems '04	**State University of NY, Niagara Falls, NY**
Bachelor of Science, Business Information Systems '08	**University of Phoenix, AZ**
Masters in Management Information Systems '10	**University of Phoenix, AZ**

Other Interests

- ❖ *Possess great interests in Professional Photography – Portraits, landscape and wildlife Photography.*
- ❖ *Avid Blogger about personal experiences, reviews, how-to's, photography, etc.*

Nationality

US Citizen

References available upon request