**ALBERT JOHNJOSEPH PMP**

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**Career Profile**

* **Performance driven professional** with **14** yearsof extensive experience of working all phases of software project cycle(SDLC) from conceptualization to implementation and support of mainframe, java and web based applications
* **Forward-focused project Manager** with **7** years of experience streamlining project processes in development,support,maintenance, enhancement and implementation of mainframe applications with strategic solutions that increase efficiency and reduce costs for clients
* **Proven expertise professional** with **11** years of techno functional experience of leading and managing technical team in completing various projects in mainframe applications ensuring scope, cost, time and quality
* Proven experience in monitoring **onshore & offshore delivery management** for technical deliverables of mainframe projects
* **Solid management skills**, capable of leading & motivating individuals to maximise levels of productivity, a customer-centric professional and ability for motivating large workforces for exceeding customer expectations in delivery of committed services
* **Having a client focused approach to work** with abilities in delivery management, focusing on maximizing customer satisfaction with the Sarbanes-Oxley Compliance (SOX)

**Key Achievements**

* Valued with appreciation for the client Kaiser Permanente
* Won the Best SOX Compliance Application award for General Ledger System
* Dedicated support to the General Ledger Team and for helping to achieve 2009 SOX Compliance goal
* Outstanding performance and lasting contributions supporting General Ledger System
* Received several commendations for consistently surpassing service level agreement targets, including delivery, application availability and support call turnaround time
* Valued with appreciation for the client American Express bank
* Designs delivering low operational expenses, optimum savings of $2m within nine months for the year 2005
* Demonstrated strong commitment to client as well as the ability to take initiative and work effectively under pressure to achieve the target

**Domain Expertise**

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| --- | --- |
| Healthcare (General Ledger) | Banking (Retail banking) |
| Retail (Customer Interaction) | Manufacturing (Automobile) |

**Core Competencies**

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| --- | --- |
| SLA Management | Delivery Management |
| Stakeholder Management | People Management |
| Process Improvement | Conflict Management |
| Application Support & Maintenance | Project Life Cycle Management |
| Issues & Risk / Change Management | Agile Scrum, Waterfall |
| RCA Analysis | Team Management |
| Cross-Functional Team Leadership | Software Development Lifecycle |

**Technical**

**Operating Systems :** Windows XP, MS-DOS, MVS

**Databases :** SQL Server 7, Oracle 8

**Languages :** Java, Html, JavaScript, VB, VBscript, Crystal Reports,

JDBC, Servlets, Lotus Notes (R4.5, R4.6 and R5), Lotus script

**Mainframes :** COBOL, DB2, JCL, VSAM

**Tools :** Expeditor, Changeman, Fileaid, File Manager, Remedy, Strobe,

Easytrieve, Jobtrac, Xmit, NDM

**Career Progression**

**Enspire Technologies - Chennai June 2012 - Present**

**Project Manager/Scrum Master - Mainframe**

Worked on the project SCB Maintenance System with the client **Standard Chartered Bank, USA**. There were

several sets of process improvement requirements/enhancements encompassing various core banking modules with tight deadlines and expectation of precision and quality

* Responsible for overall project direction, coordination, execution, control and completion of specific projects to ensure consistency with company strategy, commitments and goals
* Co-ordinate with product owner for Product backlog management, concept grooming and continuous delivery of features.
* Responsible for delivering agile projects that provide exceptional business value to users
* Update and execute project work plans and revises as appropriate to meet changing needs and requirements
* Organize and facilitate Requirement/Design workshop, daily stand-up meetings, reviews, retrospectives, sprint and release planning, demos and other scrum-related meetings
* Continually seeks opportunities to increase customer satisfaction and deepen client relationships
* Identify and control project risks by means of prevention, mitigation and contingencies.
* Handles the change control procedure gaining agreement for revisions to the projects from project sponsors.
* Track and communicate team velocity and sprint/release progress
* Responsible for noticing the differences and issues as they arise and elevate them to management & Identify and remove impediments, prevents distraction
* Monitor and manage team morale and provide leadership presence to motivate the team
* Responsible for facilitating a good and respectful Scrum environment, conditioning and empowering the team to be self-managed
* Excellent experience in managing the Sprint
* Interacted with cross functional teams, helping business achieve its objectives
* Develop monthly RCA (Root Cause Analysis) report and having meeting with the client.
* Worked with PMs as a means of building and sharing Project Management expertise

**Computer Sciences Corporation (CSC) - Chennai Jan 2007 – May 2012**

**Associate Project Manager – Mainframe**

Worked on the project General Ledger System with the client **Kaiser Permanente, USA**

* Build credibility, establish rapport, and maintain communication with stakeholders at multiple levels, including those external to the organization.
* Defined and initiated projects, and assign Project Managers to manage cost, schedule, and performance of component projects, while working to ensure the ultimate success and acceptance of the program.
* Participated in developing and maintaining PMO best practices, methodologies, templates, processes and policies
* Maintained continuous alignment of program scope with strategic business objectives, and make recommendations to modify the program to enhance effectiveness toward the business result or strategic intent.
* Coach, mentor and lead personnel within a technical team environment.
* Presented periodic Dashboard reports on the current program, future opportunities and client issues.
* Monitored project activities and advised staff of issues due to resource availability.
* Oversaw the production support SLAs and ensure that all the batch programs strictly adhere to the SLAs.
* Organize daily reviews of production tickets, weekly review with senior management on the trend and report progress on improvement areas and actions.
* Ascertained that the production tickets were monitored and brought under the threshold.
* Ensured that all the deliverables were delivered as per SOX compliance.
* Developed monthly RCA (Root Cause Analysis) report and having meeting with the client.

**Satyam Computer Services - Chennai Oct 2006 – Jan 2007**

**Sr Software Engineer - Mainframe**

Worked on the project Customer Delivery Reporting with the client **General Motors, USA**

* Oversaw installation, support and maintained a mainframe software upgrade using the full-lifecycle
* Involved in detailed analysis & design done for fixed report module.
* Instrumental role in testing and reviewing components those are to be delivered to onsite
* Coded ad-hoc programs to create reports per user specifications for various departments
* Identified process boundaries and determined opportunities to automate processes and functions

**Syntel - Chennai May 2004 – May 2006**

**Sr Analyst - Mainframe**

Worked on the project Demand Management with the client **American Express Bank, USA**

* Interacted with customer as well as team for requirement gathering, risk assessment, finalisation of technical specifications
* Mapping requirements, participating in the finalization of project specifications and selection of appropriate techniques
* Conducted system study and coordinating with team members for system design & integration, application maintenance, etc
* Supervised smooth implementation of the project and extending post-implementation, application maintenance and technical support

**CM Software Technologies – Chennai Feb 2001 – Apr 2004**

**Software Consultant – Java & Lotus notes**

Worked on the Project Plant Code Expansionwith the client **Chrysler, USA** Jan 2003 – Apr 2004

* Involved in designing, coding, testing and implementing complex modules in java and web based applications
* Performed top level designing, entailing integration tests & providing support to the test teams

Worked on the Project Equipment Activity with the client **Tropical Shipping Inc, USA** Aug 2001 – Dec 2002

* Involved in developing complete customer detail form and login screens & Insert, Update, search, delete in single form and user login checks.
* Actively involved in generating user authentication screens for groups / users.

Worked on the Project Customer Interaction System with the client **RSA Systems, USA** Feb 2001 – Jul 2001

* Design, development, documentation and implementation of the application
* Executed task as per requirements given by the project leader

**Palaniappan Associates – Chennai July 1992 – Jan 2001**

**Internal Auditor**

* Responsible for filing income tax returns for individuals, companies and HUF
* Responsible for auditing the public, private companies and banks periodically
* Ensure that Banks and private companies were strictly followed the guidelines prescribed by RBI

**Education**

* Master of Science (MSc – IT), Alagappa University, Karaikudi, Tamilnadu 2006
* Bachelor of Commerce (B.Com), Loyola College, Chennai, Tamilnadu 1992

**Certifications**

* Project Management Professional (PMP), 2011
* Sun Certified Java Programmer (SCJP), 1998
* Certified Lotus Professional (CLP), 1999