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**Muralidhar Anantham,**  
**ITIL V3 Foundation Certified, Six Sigma Black Belt Certified, ISO 9001 Lead Assessor from TUV, Trained in CISA and Cloud Computing Foundation Certified from EXIN.**

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### **Professional Summary**

I have an overall experience of **17+ Years with** expertise in managing multiple projects in diversified fields of Application Software Development, Maintenance and Re-Engineering projects in client server environment. Visionary, results driven Project Manager with an outstanding record of delivering complex technology projects on time and within budget. Certified Project Management Professional (**PMP®**) from PMI, USA, Certified Scrum Master, Six Sigma Black Belt certified and ITIL V3 Foundation certified professional. Proactive, works closely with business clients and technology personnel during the design, configuration, application and training stages. Articulate, combines' strong business acumen with the ability to conceive profitable and efficient solutions utilizing technology. Industrious, troubleshooter thrives on a challenge, works effectively with all levels. Ethical and loyal, maintains a high degree of confidentiality. Decisive business leader able to merge disparate personnel into team centered projects. Demonstrated team building, relationship building and communication skills.

### **Core Competencies:**

- Strategic Business Planning
- Expertise in working on RFPs
- Inter Departmental Coordination
- Change Management
- Resource Management
- Client Relations
- Management and Administration
- Expertise in managing projects using Agile-SCRUM methodology

Conversant with quality procedures, CMM as well as CMMI processes and has a good knowledge of Programmable Logic Controller related Software Applications. Well versed with Object oriented methodologies like OOAD, UML. Hands-on experience on Configuration management tools like Visual SourceSafe, Rational Clear Case and other Rational tools.

Worked with **Satyam Computer Services Ltd (a CMMI Level 5 Company), Hyderabad**, and Worked 6 months in California for Invensys Systems Inc and Invensys-IDC at Hyderabad, worked for **Cybage Software Pvt Ltd (a CMMI Level 5 Company)**, Pune as a **Sr. Project Manager** and worked for **Tech Mahindra Ltd (MBT), Pune** as a Delivery Manager, worked as a Sr PM with AGS ODC Hyderabad. Currently working with **Oakton IT Consulting Pty Ltd, Hyderabad** as a Delivery Manager.

### **Experience**

<b>Organization</b>	<b>Designation</b>	<b>Duration</b>
<b>Oakton Consulting Pty Ltd, Hyderabad</b>	Delivery Manager	Feb 2013 - Till Date
<b>Alliance IT Consulting India Pvt Ltd, Hyderabad (ISO 9001:2008 &amp; ISO27001:2005)</b>	Senior Project Manager	Apr 2007 - Feb 2013
<b>Tech Mahindra Ltd, Pune (CMMI Level5 company)</b>	Project Manager & Delivery Manager	Nov 2005 - Mar 2007
<b>Cybage Software Pvt Ltd, Pune (CMMI Level5 company)</b>	Sr. Project Manager	Mar' 2004-Nov 2005
<b>Invensys Systems, Inc, Hyderabad</b>	Project Lead	(May/2002)-Feb, 2004
<b>Satyam Computer Services Ltd., Hyderabad</b>	Senior Software Engineer	(Aug/2000) - Apr, 2002)

(CMMI Level5 company)		
ESN Technologies (I) Pvt. Ltd Hyderabad (ISO 9001:2008)	Software Engineer	(Mar 2000) -(Aug/2000)
ComTec India Information Systems (Pvt) Ltd, Vijayawada	Programmer	(Jan 1999) - (Jan 2000)
Clique IT People, Hyderabad	Programmer	(August 1997) - (Dec 1998)

#### Education

Degree	University	Year of Passing
P.G.D.C.A	Birla Institute of Technology, Ranchi	1997
M.Sc (Electronics Specialization)	Andhra University Campus, Visakhapatnam	1995
B.Sc (Electronics)	Nagarjuna University, Guntur	1992

#### Technical Skills

<b>Operating Systems</b>	SCO-UNIX, Windows XP/95/NT/2000/2003
<b>Languages</b>	VC++,C++,C ,Perl, JAVA, C#.Net 3.5,VB.Net 3.5, ASP.Net 3.5
<b>Databases</b>	ORACLE Ver 7.3, Oracle 8i, Oracle 10g and SQLServer2005
<b>GUI</b>	Visual C++ 4.2, 5.0 & 6.0
<b>Case Tools</b>	Rational Rose, Rational ClearCase,SVN,CVS
<b>Web Related</b>	HTML,JavaScript & Servlets
<b>Component Technologies</b>	ActiveX,COM
<b>Tools &amp; Utilities</b>	Visual Source Safe, Numega BoundsChecker, UML, Rational Purify, Rational Clearquest, Microsoft SharePoint 2007, Microsoft Project 2007,JIRA - GreenHopper

#### Trainings

Sl#	Title	Location	Organized by	Duration
1	OOAD & UML	Hyderabad	Satyam Computer Services Ltd.	1 Week
2	COM/DCOM	Hyderabad	Satyam Computer Services Ltd.	2 Weeks
3	Certificate program in Project Management	Pune	Pelcon- Pune PMI Chapter	1 Week
4	Microsoft Project 2007	Hyderabad	Progressive Ventures	2 days
5	Enterprise Project Management: Project Server 2003	Hyderabad	Progressive Ventures	1 day

#### Certifications:

1) PMP 

- 2) CSM (Certified Scrum Master)
- 3) ITIL V3 Foundation Certified Professional
- 4) ITIL Service Transition and Service Operation Intermediate Certified Professional
- 5) Lean Six Sigma Black Belt Certified Professional
- 6) ISO 27001, ISO 20000-1, ISO 22301 Lead Auditor from RABQSA
- 7) ISO 9001:2008 Lead Auditor from TUV
- 8) Cloud Computing Foundation Certified from EXIN

<b>1.</b>	<b>Project Name : Maintenance and Support of Multiple Projects</b>
<b>Client</b>	<b>Canon Australia</b>
<b>Role</b>	Service Delivery Manager
<b>Organization</b>	Oakton IT Consulting Pty Ltd
<b>Duration</b>	(02/2013) – (05/2015)
<b>Environment</b>	Oracle Apps, MS BI, MS SharePoint2007, Sitecore, SQL DB and Oracle DB

#### **Project Description**

Providing, Maintenance and Support activities for four distinct customers' projects.

#### **Responsibilities:**

- SLA management, delivery and operations management, handling transition of projects
- Management activities like Client Interactions, estimation, Project tracking, Resource Management, Risk Management and Project Closure.
- Managing revenue consolidation of all accounts.
- Mentoring the team members and setting goals and expectations.
- Sending project status reports to client and senior management.
- Sending project performance reports to senior management and process team.
- Inculcate the importance of process implementation with in the team

<b>2.</b>	<b>Project Name : ASTM Development, Maintenance and Support</b>
<b>Client</b>	<b>ASTM International, West Conshohocken, PA, USA</b>
<b>Role</b>	Senior Project Manager and Program Manager
<b>Organization</b>	Alliance IT Consulting Pvt Ltd (ISO 9001:2009, ISO27001:2005 Company)
<b>Duration</b>	(01/2008) – Till Date
<b>Environment</b>	C#, ASP.NET, VB.NET, .NET 1.1, Windows 2000, Windows XP and Oracle 10g

#### **Project Description**

ASTM International is one of the largest voluntary standards development organizations in the world-a trusted source for technical standards for materials, products, systems, and services. Known for their high technical quality and market relevancy, ASTM International standards have an important role in the information infrastructure that guides design, manufacturing and trade in the global economy.

From Alliance Offshore office, we are providing Development, Maintenance and Support activities for twenty six applications of ASTM International.

<b>3.</b>	<b>Project Name : VoiceNet</b>
<b>Client</b>	<b>Interactive Softworks Inc, Leesburg</b>
<b>Role</b>	Project Manager
<b>Organization</b>	Alliance IT Consulting Pvt Ltd (a CMM Level 5 Company)
<b>Duration</b>	(04/2007) - (01/2008)
<b>Environment</b>	VC++ 7.0,C++,ASP.NET,.Net1.1,Windows 2000/2003, Windows XP and SQL Server 2000

#### **Project Description**

VoiceNet is a call management information system for sales, research, collections, fund raising, and inbound/outbound call centers. VoiceNet provides advanced predictive dialing, inbound call answering, digital messaging and recording, scripting, data management, and monitoring. It runs on a client server architecture using open systems and industry compatible software. The system can integrate a variety of business functions in addition to core call center activities. The system is also integrated with the Interactive Server, which is a .Net application server. This integration allows the customers to easily integrate their call center solution with their existing business processes/applications. The current project involves maintenance and new feature design and development of the product.

#### **Responsibilities:**

- Management activities like Client Interactions, estimation, Project tracking, Resource Management, Risk Management and Project Closure.
- Mentoring the team members and setting goals and expectations.
- Sending project status reports to client and senior management.
- Sending project performance reports to senior management and process team.
- Inculcate the importance of process implementation with in the team

#### **Projects Profile**

<b>4.</b>	<b>Project Name : RBS-BISP</b>
<b>Client</b>	<b>British Telecom ,United Kingdom</b>
<b>Role</b>	Delivery Manager
<b>Organization</b>	Tech Mahindra Ltd (formerly known as MBT) (a CMMI Level 5 Company)
<b>Duration</b>	(11/2005) - (03/2007)
<b>Environment</b>	Java,JSP,EJB Perl, Oracle 8i

**Project Description** - RBS-BISP is an on-going project from British Telecom which provides Retail Broadband Services in entire UK.MBT (Mahindra British Telecom) is involved in executing end-to-end new releases on demand to British telecom.

#### **Responsibilities:**

- Management activities like Client Interactions, estimation, Project tracking, Resource Management, Risk Management and Project Closure.
- Mentoring the team members and setting goals and expectations.
- Sending project status reports to client and senior management.
- Sending project performance reports to senior management and process team.
- Inculcate the importance of process implementation with in the team.

<b>5.</b>	<b>Project Name : DARTmail</b>
<b>Client</b>	DoubleClick Inc
<b>Role</b>	Project Manager
<b>Organization</b>	Cybage Software (p) Ltd (a CMMI Level 5 Company)

**Duration** (12/2004) - (11/2005)

**Environment** C++, Java, Perl, SqlServer2000

**Project Description** - DARTmail is a web-based email system, which provides tools to plan, execute and track email campaigns. It is basically used for Email Marketing, which consists of direct marketing to customers via email.

**Responsibilities:**

- Management activities like Client Interactions, estimation, Project tracking, Resource Management, Risk Management and Project Closure.
- Mentoring the team members and setting goals and expectations.
- Sending project status reports to client and senior management.
- Sending project performance reports to senior management and process team.
- Inculcate the importance of process implementation with in the team.

**6. Project Name : SiteAdvance**

**Client** DoubleClick Inc

**Role** Project Manager

**Organization** Cybage Software (p) Ltd (a CMMI Level 5 Company)

**Duration** (3/2004) - (11/2004)

**Environment** VC++, Java, Perl, Oracle9i

**Project Description** - SiteAdvance is a hosted website measurement and analysis solution for online retailers that compare website metrics with multi-channel marketing data in order to optimize website performance and marketing campaigns. SiteAdvance integrates with DARTmail and DART for Advertisers (DFA) for ease of remarketing.

SiteAdvance provides detailed reports on

- Site statistics
- Campaign effectiveness
- Merchandising effectiveness
- Customer segmentation

The SiteAdvance backend process information about website activity and populates the database tables that SiteAdvance reporting processes use to create reports.

**Responsibilities:**

- Management activities like Client Interactions, estimation, Project tracking, Resource Management, Risk Management and Project Closure.
- Mentoring the team members and setting goals and expectations.
- Sending project status reports to client and senior management.
- Sending project performance reports to senior management and process team.
- Inculcate the importance of process implementation with in the team.

**7. Project Name: InTouch**

**Client** Wonderware Corporation, Irvine, California

**Role** Lead

**Organization** Invensys systems, Inc-IDC, Hyderabad

**Duration** (5/2002) - (2/2004)

**Environment** VC++6.0, MFC, Windows2000, WindowsXP, 98/95, PentiumIV Machines, ActiveX, COM

**Project Description**

In Touch is a component of the WonderwareFactorySuite. Using InTouch we can create human-machine interface (HMI) applications for the Microsoft Windows2000 and WindowsXp operating systems. Using InTouch, we can create

powerful, full-featured applications that exploit the key features of Microsoft Windows, including ActiveX controls, OLE, graphics, networking and more. InTouch consists of three major programs, the InTouch Application Manager, WindowMaker and WindowViewer.

The InTouch Application Manager organizes the applications you create. WindowMaker is the development environment, where object-oriented graphics are used to create animated, touch-sensitive display windows. WindowViewer is the runtime environment used to display the graphic windows created in WindowMaker.

**Responsibilities:**

- Management activities like Estimation, Resource Management, Client communication and Risk Management.
- Mentoring the team members and setting goals and expectations.
- Sending project status reports to client and senior management.

**8. Project Name: Du/win-E**

**Client** Mitsubishi Electric Corporation-Japan  
**Role** Team Leader  
**Organization** Satyam Computer Services Ltd  
**Duration** (12/2001) - (04/2002)  
**Environment** VC++ 6.0, MFC, Windows NT/2000, Windows 98/95, Pentium III Machines

**Project Description**

DU/WIN-E is Screen drawing software for Data access units (Dus) and GOTs (Graphical Operation Terminals). Its most important functions are screen creation and Read/write project data from/to Connected DU/GOT. It supported a number of Dus, GOTs and PLCs (Programmable Logic Controllers) that are connected to DU/GOT.

As part of these enhancements we made necessary code changes to support new Graphical operational Terminal Types.

**Responsibilities:**

As a **Team Leader**, was responsible for

- Analysis of the specifications provided by the client and Design
- Resource Management and Client communication.

**9. Project Name: VLSME-III**

**Client** Mitsubishi Electric Corporation-Japan  
**Role** Team Leader  
**Organization** Satyam Computer Services Ltd  
**Duration** (05/2001) - (12/2001)  
**Environment** VC++ 6.0, MFC, Windows NT/2000, Windows 98/95, Pentium III Machines

**Project Description**

VLS software will be used to:

- Program the new PLC (which is being manufactured by MELCO) easily, with the help of FBD (Function Block Diagram) Screen.
- Design System Sketch screen, which is a simple drawing window.
- Generate VLS file by reading the contents (Program & Image memory) of new PLC.
- Monitor the new PLC.
- Test the programming logic using Simulator and the actual new PLC.
- Educate the beginners with the help of FBD Auto Wizard and HELP features

**Responsibilities:**

As a **Team Leader**, was responsible for

- Analysis of the specifications provided by the client
- Design and Development

**10. Project Name: Du/win-E**

**Client** Mitsubishi Electric Corporation-Japan  
**Role** Team Leader  
**Organization** Satyam Computer Services Ltd  
**Duration** (08/2000) - (04/2001)  
**Environment** VC++ 6.0, MFC, Windows NT/2000, Windows 98/95, Pentium III Machines

**Project Description**

DU/WIN-E is Screen drawing software for Data access units (Dus) and GOTs (Graphical Operation Terminals). Its most important functions are screen creation and Read/write project data from/to Connected DU/GOT. It supported a number of Dus, GOTs and PLCs (Programmable Logic Controllers) that are connected to DU/GOT.

As part of these enhancements we made necessary code changes to support different Programmable Logic Controllers.

**Responsibilities:**

As a **Team Leader**, was responsible for

- Analysis of the specifications provided by the client
- Design and Development

**11. Project Name: DFM Analyzer**

**Client** Graphicode Inc.  
**Role** Team Member  
**Organization** ESN Technologies (i) Pvt. Ltd  
**Duration** (03/2000) - (08/2000)  
**Environment** VC++ 6.0, MFC, Windows NT/2000, Windows 98/95, Pentium III Machines

**Project Description**

The DFM Analyzer does Design for Manufacturability (DFM) checks on the PCB data stored in the GCJob data structures. It provides functionality to carry out different types of DFM checks and to carry out fixes for any violations of these checks.

**Responsibilities:**

As a team member, was responsible for

- Analysis of the specifications provided by the clients
- Coding using MFC and VC++
- Testing - unit testing & integration testing

**12. Project Name: Expenses Reports**

**Client** ComTec India Information Systems (Pvt) Ltd  
**Role** Team Member  
**Organization** ComTec India Information Systems (Pvt) Ltd.  
**Duration** (08/1999) - (01/2000)  
**Environment** Lotus Notes R 4.6 on Windows NT using Pentium -II Machines

**Project Description**

It keeps track of Employee expenses route reimbursement requests to the employee's Manager for approval and send approved requests to accounts payable for payment.

**Responsibilities:**

As a team member, was responsible for

- Analysis of the specifications
- Design and Development
- Creating standard Forms, Views, Folders and Navigators, Designing tools Using Actions and Agents.
- Testing - unit testing & integration testing

<b>13.</b>	<b>Project Name: Laboratory Management System</b>
<b>Client</b>	Godavari Fertilizers and Chemicals.
<b>Role</b>	Team Member
<b>Organization</b>	ComTec India Information Systems (Pvt) Ltd.
<b>Duration</b>	(01/1999) - (07/1999)
<b>Environment</b>	VC++ ver 5.0, MFC, Windows NT/95 using Oracle Ver 7.3 on Pentium -II machines.

#### Project Description

This project takes care of day-to-day functioning of a chemical laboratory. It covers right from the sample entry, cash-info, results and reports generation, apart from maintaining databases for regular customers and sample. Another main feature of the project is secrecy in maintaining the records in the lab and at the time of giving results to the customer i.e., when the user gives the sample, the sample is given a code and the original numbers kept as secret. After the results are obtained, the same code is decoded into original number.

#### Responsibilities:

As a team member, was responsible for

- Analysis of the specifications provided by the client
- Coding using MFC, VC++ Ver 5.0.
- Database management and ODBC connectivity
- Testing - unit testing & integration testing

<b>14.</b>	<b>Project Name: Market Analysis</b>
<b>Client</b>	Geetha Enterprises Pvt Ltd.
<b>Role</b>	Team Member
<b>Organization</b>	Clique IT People
<b>Duration</b>	(04/1998) - (12/1998)
<b>Environment</b>	VC++ ver 5.0, MFC, Windows NT/95 Using Oracle Ver 7.3 as Back end on Pentium-II Machines

#### Project Description

It is a GUI tool for finding out the consumer awareness in the market. This is designed for sales managers of an organisation, by assisting them in making crucial decisions regarding operations in their sales territories.

#### Responsibilities:

As a team member, was responsible for

- Analysis of the specifications provided by the client
- Coding using VC++ Ver 5.0.
- Database management and ODBC connectivity
- Testing - unit testing & integration testing

<b>15.</b>	<b>Project Name: Distribution Management System.</b>
<b>Client</b>	Mudaliar Marketing Pvt.Ltd
<b>Role</b>	Team Member
<b>Organization</b>	Clique IT People
<b>Duration</b>	(08/1997) - (03/1998)
<b>Environment</b>	Oracle 7.3/Developer 2000 on windows NT/95 using Pentium machines

#### Project Description

Distribution Management System Manages inflow and outflow of stock in an organization involved in the distribution of items. The core of this project lies in customer order Processing, purchase order processing.



**Responsibilities:**

As a team member, was responsible for

- Analysis of the specifications provided by the client
- Coding using PL/SQL
- Database management and ODBC connectivity
- Testing - unit testing & integration testing