RAVINDER SONI

🏠Winnetka, CA 91306   🌐http://ravindersoni.com   ☎   ✉sonirav@gmail.com

CERTIFIED AGILE SCRUM MASTER | INTERNATIONAL IT PROJECT MANAGER

- **Certified Scrum Master** having wide-ranging business and technical experience with competency to analyze and resolve the business challenges into workable solutions

- **Certified Microsoft IT Professional** having proven track record of successful IT projects in wide range of business scenarios

- **Articulate communicator** skilled in delivering insightful presentations and strengthening relationships with business partners, peers and senior leadership

- **Proven mentor, trainer and director** of multidisciplinary teams in line with diligent performance initiatives

TECHNICAL SKILLS

- HTML, Bootstrap, CSS, Java script, jQuery, Ajax, Axios, Visual Basic
- Firebase, MySQL, MS SQL, MongoDB, xBase (FoxPro, Clipper, dbase)
- Content management system (CMS) –WordPress.
- Trelo board, GitHub, and Heroku
- MS Project/Visio, MS Office, Windows, DOS, and Linux

ACCOMPLISHMENTS

- Saved over 1.5 million by accomplishing the project of outsourcing the customer service process. Set up of overseas call center facility from scratch level right from Business objective analysis and aligning it with workable solutions, measuring the current call volume vs number of agents and average wait timings

- Generated additional revenue of $800,000 by managing the project to streamline the operations of offshore locations and implementing Real time lead management System for outbound calling.

- Successfully implemented agile Scrum framework in the organization for software development. Completed the life cycle from Envision to Close of the project.

- Conducted daily standup meetings, preparing project charter to do lists along with roles and responsibilities, backlog grooming, removing impediments, educating the teams about scrum framework and making them to distinguish between scrum and non-scrum actions, progress charts and backlog analysis reports.

- Interacting with project sponsors and stakeholders, motivating team for timely execution of feature, managing Iterations keeping track of changes and communicating to management and development team.

- Received Best Manager Award in 2006 for developing and implementing web based financial Accounting System.

- Negotiated with project stakeholders about the cost effectiveness of the solutions, capacity planning, hiring the staff, purchase of hardware, software and setting up the processes for each department.
- Led a team of 45 Software developers and implemented the projects ahead of schedule and on budget.
- Implemented successfully Production Status System for an assembly line production environment in an auto part manufacturing plant. Thus enabling the production controller to keep tab on wastage, rejections and planning the shifts.

PROFESSIONAL EXPERIENCE

Sr. Project Manager (Contract)	Godoy Express	2015 - 2016
Deputy Director Software Development	SMCCA Data Processing Center	2011 - 2014
IT Coach	Oxford Institute of Technology	2010 - 2011
Director Customer Service Resources	Sylmark Inc	2006 - 2009
Manager (New Product Development)	World Fashion Exchange	2004 - 2006
Business Development Manager	Btn Access Pte.	2003 - 2004
Manager IT	Health and Home Shopping Inc.	2001 - 2003
Sr. Manager MIS	Hilton Roulunds Limited	1993 - 2001

EDUCATION

BACHELOR OF ARTS (COMMERCE)   UNIVERSITY OF DELHI, India

CERTIFICATIONS

- UCLA Extn. Boot Camp Full Stack Web Development
- CERTIFIED SCRUM MASTER – SCRUM ALLIANCE
- LEAN SIX SIGMA MASTER BLACK BELT
- DIPLOMA IN PROJECT MANAGEMENT
- CERTIFICATION IN WEB TECHNOLOGY
- Certified Web Master (e Marketing Association)
- Quality Assurance and ISO 9000 (NILEM - India)
- MICROSOFT CERTIFIED PROFESSIONAL (MCP)
- MICROSOFT CERTIFIED IT PROFESSIONAL (MCITP)
- MICROSOFT CERTIFIED TECHNOLOGY SPECIALIST (MCTS)
- DIPLOMA IN COMPUTER SCIENCE (DIMS - INDIA)