Subraya Hegde

Senior IT Project Management Professional

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Results-driven Senior IT Project Management Professional with over 18 years of experience delivering complex projects across Banking, Healthcare, Insurance, and Retail industries. Skilled in leading cross-functional teams and managing portfolios up to $1m per quarter, I've consistently achieved a 7/7 CSAT score, driven 15-20% QoQ revenue growth, and boosted productivity by 15% through process optimization and reusable assets. Proficient in Agile Scrum, stakeholder management, and risk mitigation, I bring expertise in web development using latest tools/technologies and AI integrations (e.g., LLM, Chabot, RAG), supported by strong strategic planning, pre-sales leadership, and client relationship-building skills.

Skillset Summary

Program/Portfolio and Project Management | Tech Savvy | Agile Scrum | Requirements Analysis | Estimations | Budgeting | Strategic Planning | Scheduling | Tracking | Project Delivery | Resource Planning | Team Building & Engagement | Customer Focus and Engagement | Process Improvement | Relationship Building | Negotiations | Stakeholder Management | Risk Identification, Analysis & Mitigation | Training | Proposals & POV | Innovation | Strategic Thinking | Multi-tasking | Regulatory Compliance

Professional Experience

Currently working as a **Sr. Project Manager** at **Infosys Ltd, Bangalore**, India (Mar-2012 to present)

a) Sr. Pre-sales Manager (UI & CMS Practice)   **05/2024 – to date**

Description: Led a team of 8 (Consultants, Architects and Leads/SMEs) to provide responses to various proposals under UI/CMS practice for North America region.

Responsibilities/Achievements:
   • Helped the UI/CMS practice unit in growing (QoQ ~20% revenue) for 3 quarters.
   • Carried out proposal (RFP, RFI, RFQ, PoVs, etc.) responses, answering and expanding on functional/technical requirements within complex tender documents of potential clients. Ensured that optimum solution is recommended considering customer's existing landscape.
   • Supported the Sales team and led the technical aspect of the selling process including the developing and conducting of orals/presentations and demonstrations to generate sales and meet revenue objectives.
   • Coordinated with Delivery teams for the execution of proof of concepts (POC), wherever applicable.
   • Involved in actively researching and maintaining a thorough understanding of our own services and competitor strengths and weaknesses
   • Built trusted relationships with sales teams and client accounts.
   • Spearheaded to keep an up-to-date repository with Value Design team, which resulted in 50% re-usability of the content and solutioning for new proposals, boosting huge productivity gains.

b) Project Manager / Scrum Master (FKC, Edgeverve, India)   **04/2023 - 04/2024**

Description: Finacle Knowledge Center (FKC) is SharePoint based portal, wherein all Finacle banking products (multiple products with multiple versions) can be published. The current system comprises of 1.1 TB of data consisting of Manuals, Release Notes, API guides, Data Dictionary, ERD and Videos. The scope is to – Implement the same functionality for both intranet (Finacle) and internet (Banks) users in Sitecore XP 10.3, Migrate the SP content to Sitecore and host the solution on Azure PaaS.

Responsibilities/Achievements:

- Played the role of PM cum Scrum Master for a team of 12 with accountability of scoping and planning, scheduling/tracking, design and review of user stories, client interactions, risk mitigation, SIT, UAT support and bug fixing etc.
- Implemented agile scrum for a team (most of them are juniors) and re-usability of code/components resulted in 15% increase in team productivity.
- Collaborated with cross-functional teams (including ISG and UX) to define project scope, objectives, and deliverables with stringent milestones.
- Apart from above, have managed a portfolio of AU based client projects with a cumulative revenue of $900K (per quarter) involving multiple development and support projects in digital domain – with core responsibilities being overall account management, resourcing and escalations management, mentoring PMs/Leads. Achieved a 95% customer retention rate through excellent project execution and ongoing support services.

Technologies Involved: Sitecore XP 10.3, jquery, JavaScript, html/css, RWD, C#, Visual Studio.Net, Azure Paas

c) Scrum Master (VI Backend & Mobile App, Assurant, USA)   **10/2021 – 01/2023**

Description: It's a Vehicle Inspection (VI) system to check and process the accident claims. The system consists of Node.js based backend (for Admin to create/modify/view inspections, shops management, TPA Integrations, reports) and a Flutter based Android/iOS mobile app for the insured users.

Responsibilities/Achievements:
- Played the role of SM (mainly UI/mobile/middleware developers and testers) for a team of size 9.
- Mentoring developers and troubleshooting technical issues during development and rollouts
- Participated in client discussions and demos after every sprint
- Conducted peer-to-peer and code review sessions within the development team.
- Implemented project management best practices, resulting in a 15% reduction in delivery timeline
- In parallel, have managed a portfolio of AU based client projects with a cumulative revenue of $600K (per quarter) involving many development and support projects in digital domain. And, played a key role as Recruitment POC for the delivery unit (Inducted 50+ laterals for the DU within 2 quarters, with a success rate of 25%)

Technologies Involved: Flutter, Node.js, JavaScript, Visual Studio Code, AWS, GitHub, Jira

d) Digital Project Manager (MembersWorld, Bupa Global, UK)   **01/2020 - 08/2021**

Description: This is a cross-platform Mobile app (Xamarin based) to manage details of individual's healthcare plan, get pre-authorization request for treatments, submit/track/view claims, apply for a second medical opinion, GVC (Global Virtual Care) - access to 24-hour live webchat service, Facility Finders, etc.

Responsibilities/Achievements:
- Played the role of Digital PM for a team of size 11. Designed and reviewed User stories
- Collaborated with product owner (PO) to define requirements and prioritize feature development.
- Led the team in Backlog grooming, sprint panning and retrospectives, And, performed functional and technical reviews of all artifacts, presented team velocity reports.
- Developed strong cross-functional relationships with clients and stakeholders across different levels of the business. Also, secured a CSAT score of 7 consecutively for 4 quarters.
- Implemented automated testing processes, reducing the number of software defects by 30%.
- Successfully launched a customer-facing mobile app, resulting in a 20% increase in user engagement, with a Play Store rating of 4.3.
- Exceeded expectations in capability building: 70+ talents got certified in 1 calendar year from the DU for digital interactions skillsets (ex. react.js/vue/angular, react native/android/flutter/Kotlin).

Technologies Involved: Microsoft.Net, Xamarin, C#, Visual Studio.Net. Azure Devops, GitHub

e) Project Manager (NGIS, Northwestern Mutual, USA)   **04/2015 - 11/2019**

Responsibilities/Achievements:
- Involved in req analysis, planning/scoping, technical discussions and client interfacing
- Defined and applied industry best practices for UI development and web development
- Implemented UI reusable assets (Angular, react), resulting in a 15% improvement in productivity.
- Collaborated with cross-functional teams resulting securing a CSAT score of 7.
- Liaised with Architects and Tech Leads for the baselining of artifacts like coding standards, best practices and checklists for latest UI technologies including react.js. This exercise helped us in boosting customer confidence and resulted in getting 4 more projects from the same client.

Technologies Involved: Node.js, npm, react.js, redux, Jasmine, vs code, javascript, responsive web design (RWD), TDD, github, postman

f) Project Manager – VOC, Harley Davidson, USA   **05/2012 - 01/2015**

Responsibilities/Achievements:
- For the Virtual Operations Center (VOC) product, led/instituted the team during product evangelization, conducted orientation programs for users (100+, mostly from L1 and L2 community) and involved in the successful roll-out of 4 modules (KT System, KM Academy, IM and SLA modules)

Technologies Involved: SharePoint, ASP.Net, C#, javascript, html/css

Previous Employments
- Project Manager, Tech Mahindra Ltd. Pune, India (04/2005 to 12/2009)
- Project Lead, Cyient (Infotech Enterprises), Hyderabad, India (02/2002 to 02/2005)
- Programmer Analyst, Concio Inc, CA, USA (01/2000 to 10/2001)

Tools and Technical Skills
- MS Project, MS Office, Jira, Azure Devops, Visio, Windows, Linux, Ubuntu
- Microsoft.Net, C# and VB.Net, dotnet core, WebAPI, ASPNET mvc, core java/j2ee, Springboot, oracle, sql server, NoSQL (MongoDB), Full-stack, Eclipse, vss/tfs, apache + mysql + php, wordpress, sitecore, headless CMS (Sanity, Contentful, etc.), search solutions, unix/bash Shell, soap/xml, json, ajax, jquery, javascript, ES6, node.js + express, react.js/next.js, vue.js, angular, typescript, restful api, graphql, android, nunit, eslint, jasmine, docker + microservices, messaging & queue systems, devops (CI/CD), fundamentals of AWS and Azure cloud,
  Niche AI Skillsets: Python Programming, Django, Notebook/ipynb, Google Colab, AI (Machine Learning, NLP, Gen AI, LLM, etc), Website Integrations with AI Models (ex. Llama-Groq, OpenAI Chatgpt, etc.), Usage of AI tools (ex. Copilot, Cursor, Gemini CLI, etc.) for coding and regular work using MS office suite of products, RAG - Q&A on PDF and PDF Summary (using LLama and Mistral AI Models), Working knowledge of Vector Databases - Qdrant, Pinecone & Chroma, Worked on AI integration tools like Langchain, Groq, Huggingface, etc. Ollama (for Offline open source models), Built sample Chatbots and Integrated them with front-end JS frameworks, Basic experience building AI Agents - using workflow automation tools like n8n, Make & Bubble. Built an Invoice extraction tool using OCR APIs, Resume ATS, Image recognition, audio transcription, Legal contract risk analysis, Youtube Video Summary and Q&A, etc. with AI models.
- Domain knowledge: Banking & Financial Services, Insurance, Healthcare, Retail, Education

Education, Trainings and Awards
- BE (Electronics & Communications) – BVB College of Engineering, Hubli, Karnataka
- ITIL Foundation Course and Brainbench ASP Certified
- Inspire (Pride) award - Infosys Ltd. (09/2015)
- Best Team award - Tech Mahindra Ltd (06/2009)
- Employee of the Month award - Infotech Enterprises Ltd. (04/2004)