# SANTHOSH ABRAHAM

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## *Core Competencies*

- Project/Program Management
- PMI's PMBOK Framework/PMO
- Agile/Waterfall SDLC Methodologies
- SCRUM Framework

- Business Analysis/Requirement Gathering
- Business Process & Change Management
- Enterprise Application Integrations
- NY State Project Management Framework

## *Professional Summary*

- Dynamic, and results-oriented software professional with over 19 years of experience in IT industry as Project Manager, Program Manager, SCRUM Master, Business Analyst etc.
- Certified **Project Manager Professional (PMP)** with demonstrated project management skills in project initiation, scoping, resourcing, scheduling, budgeting, monitoring, risk and communication.
- 13+ years of strong Project management skills and experience in managing both Traditional **Waterfall & Agile** projects using project management methodologies (PMBOK) and NYS Project Management Methodologies.
- Certified **Scrum Master (CMS)** with deep hands-on experience of 8+ years in facilitating, monitoring and reporting on the scrum planning cycle phases, from release pre-planning through sprint and capacity planning.
- A self-starter with proven track record of managing projects of **various sizes & value up to 10M** USD in Public Sectors (Both Federal & State), Healthcare, Manufacturing, Supply Chain, Distribution and Retail.
- Experienced in managing both **EPMO** managed projects and **Non-PMO** projects.
- 8+ years of experience in managing projects in **Public/Government** (both Federal and State projects) sectors
- 9+ years of demonstrated experience in business analysis and requirement gathering.
- An effective communicator and leader with strong interpersonal, analytical, client and people management skills.
- Experience in **Healthcare Data** such as **Medicaid** and **HIPPA** protected data.
- Extremely versed in Software Development Life Cycle (SDLC) processes using waterfall and agile methodologies.
- Experience in managing **NY State**, **USAID**, **World Bank** and **RFMH** funded projects.
- Experience in managing distributed project teams and onsite-offsite model projects.

## Technical Skills: -

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|---|---|---|
| PM Tools | - | Microsoft Project, Clarity, Service Now |
| Agile/SCRUM Tools | - | Team Foundation Server (TFS) Scrum Version 1.0, Jira, Rally, Urban Turtle |
| Other Tools | - | Visio, Microsoft Office 365, SharePoint, HP Quality Center, Service Now (ITSM) |
| Methodologies | - | Project Management Body of Knowledge (PMBoK), Waterfall, Agile (SCRUM), SDLC, Joint Application Development (JAD) |
| RDBMS | - | Oracle |
| OS | - | Windows, iOS |

*Professional Experience*

➢ **Project Manager –** NY State Office of Mental Health, Albany, NY – Since Jan 2012

The Psychiatric Services and Clinical Knowledge Enhancement System (PSYCKES) is a **HIPAA** compliant, web-based portfolio of web applications using the administrative data from NYS **Medicaid** claim database to support quality improvement and clinical decision-making in New York State.

- As part of NYS Health Cluster EPMO, responsible for managing the IT software application development of this multi-year and multi-million dollar (10M) value project and its deliverables for NYS Office of Mental Health (NYS OMH) using Agile SDLC framework
- Preparing and managing various project management plans, creating WBS, schedules and monitoring the progress on a day to day basis and keep the project documents up-to-date.
- Maintaining the project metrics and provide monthly as well as bi-weekly project status reports to EPMO, Executive Team, Project Sponsor and Agency Senior Management
- Facilitating the various meetings, user story workshops and other sprint related meetings with business owners, project sponsors and other stake holders.
- Also as Scrum Master, manages the Release Planning, Sprint Planning, Backlog Grooming, Daily Stand-ups, User Story Writing and Sprint Reviews.
- Responsible for reporting the progress of project (sprint and releases) to the management using various scrum artifacts from backlogs to burndown charts.
- Managed a team of 11 team members in the development of PSYCKES application suite comprises of multiple web applications and iOS App
- Coached and transformed the PSYCKES project team into Agile/SCRUM mode from traditional development practices and guided them thru the transition process.
- Actively participated in the process of defining the Agile Process and preparation of Agile Guide book for NY State-OMH

*Environment: Web based Architecture - .Net & Oracle database using Agile and PMBoK methodologies*

➢ **Project Manager** - FreeBalance Inc., Washington DC, USA – Dec 2009 till Dec 2011

***Government of Mongolia (Ministry of Finance) -*** A World Bank funded project for Government of Mongolia towards Economic Capacity Building Technical Assistance Credit (ECTAC) program to implement & rolling out the Finance & Budgeting System software for various government institutions across the country.

- As part of PMO, successfully managed the software application development, implementation and roll out of centralized Finance and Budgeting system across various ministries of Government of Mongolia using Agile/Scrum framework
- Managed the Release Planning, Sprint Planning, Backlog Grooming, Daily Stand-ups, User Story Writing, Sprint Reviews and communicated the various status reports respective stakeholders.
- Responsible for setting and managing project stakeholder expectations throughout the project lifecycle
- Developed and managed the Project management plans and project documents and reported the status regularly to the World Bank Team, Government Agency and project management team.
- Identifying, tracking, and removing impediments to project success
- Facilitated meetings with Government officials up to ministers, sponsors and major stakeholders.

- Worked as a Liaison between the IT team, project stakeholders and external vendors for successful completion of project deliverables.
- Effectively managed the onsite and offshore team of 10 members to successful completion of the project

*Environment: Web based Architecture - Java Enterprise Edition on Oracle DB using Agile and PMBoK methodologies*

**Government of the Republic of Uganda (Ministry of Public Service) -** A World Bank aided project for Government of Uganda to implement & roll out the Integrated Personnel & Payroll System across various government institutions throughout the country.

- As part of PMO, successfully managed the software application development and implementation of Integrated Personnel & Payroll System (IPPS) project right from planning until closure of phase - I and support handover using Agile/Scrum methodologies
- Developed and maintained all project management plans, schedules and project documents and reported the regular status to the Ministry, Sponsor and other major stakeholders.
- Managed the onsite and offshore project teams in such a way that the deliverables are delivered in a timely fashion till successful completion
- Responsible for managing the project requirements and reviewed the progress against the requirement traceability matrix.
- Successfully managed the Phase-I implementation of Integrated Personnel & Payroll System (IPPS) using a team of 8 members and completed the rollout across 9 ministries and 15 local governments of Uganda within the scope and budget.
- Worked with local H/w partner in procurement of applicable H/w components according to the design document and managed their resources in setting up the central data center and disaster recovery sites.
- Managed the Integration of IPPS system with Financial Management Information System(IFMIS) of Ministry of Finance & Pension Management System of Uganda Peoples Defense Force (UPDF)

*Environment: Web based Architecture - Java Enterprise Edition on Oracle DB using waterfall and PMBoK methodologies*

➢ **Project Manager -** 3i Infotech Inc., NJ, USA – Aug 2006 to Dec 2009

**The Partnership for Supply Chain Management (PSCM), Arlington, VA, USA -** Partnership for Supply Chain Management firm funded by the U.S. Agency for International Development (USAID) in procuring pharmaceuticals and other related products needed to provide care and treatment of people with HIV/AIDS and related infections and distributing in more than 20 developing countries across world.

- Responsible for project level management in the planning, design, development, implementation, operation support, delivery and client management
- Managed and successfully rolled out the implementation of supply chain management modules across the 16 PSCM network countries
- Headed the functional & technical team to support the business process study, analysis, development & implementation of Oracle ERP & CRM solutions

*Environment: Web based ERP solution using Oracle Forms & Reports on Oracle DB using Waterfall methodology*

***Royal Crown Bottling Corp. (RC Cola), Evansville, Indiana, USA –*** *is e*ngaged in Beverage Manufacturing, Bottling & Distribution in multi-company, multi-location Environment.

- Responsible for implementation project from project planning till handover to live support
- Successfully implemented and integrated the software with handhelds in the central location and rolled out to eight warehouses across the 4 surrounding states of Indiana.
- Managed the roll out of route accounting of 100 plus sales trucks (routes) using handheld & its integration with ERP solution. With this integration RC Cola achieved about 75 – 80 % of performance increase in their warehouse operations and hence the inventory control.
- Provided the functional support in defining the scope for EDI integrations of the Business intelligence Tool, Smart Forecast Tool and Customer EDI's with ERP interface. This includes Wal-Mart, Red bull, Dr. Pepper & Seven Up etc.
- Handled a 15 member cross functional team across on-site/offshore during the implementation

*Environment: Client-Server Architecture using Oracle Forms & Reports on Oracle DB*

***Fiberglass Coatings Inc., St. Petersburg, Florida, USA –*** *e*ngaged in Manufacturing of Custom Specific fiberglass Products & Support and Retail business of third party fiberglass & related products.

- Managed the project initiation, planning, business process study, gap analysis and customization initiation of ERP implementation project
- Provided functional support in consulting the business process study of procurement, inventory control, warehouse management, sales and manufacturing in a multi company, multi-location environment
- Provided functional support in defining the scope for the integration of Point of Sales (POS) solution with ERP interface

*Environment: Client-Server Architecture using Oracle Forms & Reports on Oracle DB*

➢ **Program Manager / Project Manager -** 3i Infotech Ltd, Chennai, India - Mar 2004 to Aug 2006

- Program level responsibility in managing the delivery of ERP Implementation projects across India geography
- Successfully managed the delivery of 10 projects in diversified business verticals like Manufacturing, Distribution, Pharma, Auto & Chemicals
- Accountable for Project, People, Client & Channel Partner Management
- Supported Product Management Group in finalizing the product roadmap by ensuring that the best industry practices of Pharma, Distribution, Manufacturing and Food verticals are incorporated into the future releases
- Supported the pre-sales team by conducting scope analysis to understand client's key business issues and provided appropriate solutions.
- Handled a team of 35+ cross functional teams members across India geography
- Actively involved in setting up competency centers & capacity building across regions
- Profitability monitoring through timely invoicing & collections
- Headed the functional team to support in business process analysis and process re-engineering during the implementation cycle

*Environment: Client-Server Architecture using Oracle Forms & Reports on Oracle DB*

- **Deputy Manager (Systems) -** Hydro S & S Industries Ltd., Chennai, India – Dec 2002 to Mar 2004

  - Managed the entire ERP implementation (Oracle based ERP) from Business Requirement Analysis, Solution Mapping, Testing of Business Scenarios, End user Training & support
  - Part of Business Strategy & IT Budget planning team
  - Co-ordination with Software as well as Hardware Vendors for IT related purchases

- **IT Manager -** R.A.K Ceramics Group, Ras Al Khaimah, U.A.E – Apr 1998 to Sept 2002

  - IT Budget planning, analysis, evaluation of new software and hardware solutions
  - Headed the ERP Implementation of two group companies & support of day to day issues
  - Maintain vendor relationships and manages the procurement of H/w and S/w products

- **Data Center Officer -** CITICORP Information Technology Industries Ltd., Mumbai, India – Jul 1997 to Mar 1998

- **Sr. Programmer-cum-Analyst** - Midwest Imports & Exports Pte Ltd., India – Oct 1995 to Jun 1997

**Education & Certifications: -**

- **MCA** (Masters in Computer Science & Applications) from Bharathidasan University, India (1995).
- **Certified Project Management Professional (PMP)** from PMI
- **Certified SCRUM Master (CSM)** from Scrum Alliance
- **Advanced Diploma in RDBMS (Oracle)** from Software Solution Integrated Ltd, India.