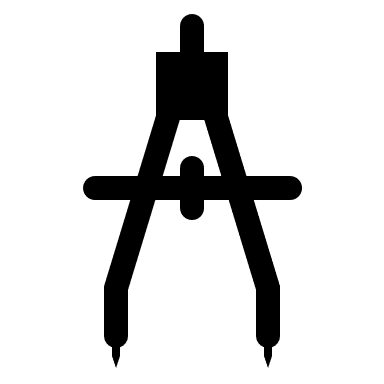
|  |  |
| --- | --- |
| Yogesh Shinde  ***Senior IT Professional with a passion for developing and implementing breakthrough technology solutions.*** | |
| Graduation cap  **Certifications** | **StreetlightProfile Summary** |
| * ICP-ACC Agile Coaching * Kellogg: Product Strategy * Kellogg: Insights & Analytics * INSEAD AI Business School * Azure Developer Associate * SAFe Agilist * PMP * CSQA   Diploma roll  **Education**   * MBS from Pune University * PG Diploma from CDAC * B.Sc. (Physics) from University of Pune | * Agile Coach, Design Thinker-Maker, Consistent collaborator, Technology enthusiast. Expert in delivering innovative solutions to complex business challenges. * Managed complex programs for Global financial clients like SGI, HSBC, Discover Financial Services as well as Tier-1 Telcos like AT&T, British Telecom, Telenor and Mauritius Telecom. Skilled in driving multi-location and multi-vendor project teams. * Consistent Contributor with verifiable year after year success in managing key customers with rich experience in Program Management and transformation initiatives. Strong experience in customer engagement roles. * At Microsoft, driving cross-functional project teams to customize & implement solutions on Microsoft Azure Cloud Platform. Accountable for project delivery and customer success. Azure PaaS Migration & SRE (Site Reliability Engineering) Champion. * Domain expertise in Telecom & BFSI |



**Core Competencies**

|  |  |  |  |
| --- | --- | --- | --- |
| Scaled Agile | | Customer Engagement | Project/ Programme/ Delivery Management |
|  | |  |  |
| BFSI, Telecom (O/BSS) | | Cloud Computing | Pre-Sales |
|  | |  |  |
| **Crane Soft Skills** | | Gauge **Notable achievements across the career** | |
| Business Growth  **Change Agent**  Social network  **Collaborator**  Head with gears  **Thinker** | **Captain**  **Motivational Leader**  Marketing  **Communicator**  Classroom  **Planner** | * Winner of Best Manager award in Microsoft IGD Apps domain, for being a role model in project management and operational excellence. * Managed four flagship accounts in Sterlite Tech viz. Telenor, Menatelecom, Mauritius Telecom and TataSky * Recognized with prestigious awards including Best Manager and Young Achiever for demonstrating outstanding leadership & commitment at Tech Mahindra | |
| * Increased First Time Right (FTR) measures to 100% and reduced Cycle Time (CT) by 10%; delivered all projects using the Agile / Scrum methodologies for British Telecom | |
| * Re-engineered change control mechanism for HSBC giving richer business functionality and making the system SOX compliant | |

# Presentation with bar chart **Career Timeline**

# Business Growth **Work Experience**

**Microsoft, Hyderabad**

**Aug 2018 – Present: as Senior Project Manager**

**Role:**

* Driving Digital Transformation engagements on Microsoft Azure Cloud Platform for customers in EMEA and Americas. Deals ranging from $4M to $20M USD.
* Responsible for project delivery through Agile (Scrum), DevOps CICD practices and ensuring customer success.
* Actively contributing to key initiatives like Product Centric Delivery, Site Reliability Engineering & DevOps Dojo.
* Ensuring process compliance and adherence to best practices in Azure DevOps

**Sterlite Technologies Ltd., Pune/ Kuala Lumpur/Bangkok/ Ebene, Mauritius**

**Mar 2016 – Aug 2018: as Senior Project Manager**

**Role:**

* Played the role of Customer Delivery Manager for Mauritius Telecom and delivered data cleansing functionality to MT which synchronizes data across systems such as Provisioning, Billing, Customer Portal. Also managed the ongoing support to MT production systems (Including Comptel-Nokia and CA components).
* Played dual role of Customer Delivery Manager as well as Overall Program Manager for Telenor Malaysia and Thailand (Digi & Dtac). Led the customization and implementation of two key systems viz. Partner Billing & Settlement (PBSS) and Mediation
* Was accountable for all the financial milestones like Requirements & Functional Design sign-off, Product Delivery, SIT, UAT, Go-Live and Post-Production Support
* Was involved in defining product roadmap as well as pre-sales activities.
* Managed customer communications through dashboards, reports, scrum meetings, triage calls and governance meetings
* Was accountable for hiring, establishing and monitoring the resource performance plans, training and mentoring project teams.
* **Was accountable for product customization & delivery through agile (Scrum) methodology, monitoring and controlling the progress through Scrum, burndown charts, sprint review meetings, Show & Tell ceremonies**
* Before Telenor assignment, I managed two other customer accounts viz. TataSky and Menatelecom (Bahrain). As program manager, I was responsible for driving cross-functional project teams to customize & implement Elitecore’s COTS (CRESTEL – AAA, PCRF, OCS, Billing, CRM, Mediation, Partner Billing and Settlement)

Previous Experience

# Oct 2008 – Mar 2016

## Tech Mahindra Ltd., Pune, Project Manager

# Nov 2004 – Oct 2008

## Capgemini India Pvt. Ltd., Pune, USA (NJ) Senior Consultant

# Feb 2002 - Nov 2004

## Computer Sciences Corporation, Noida, USA (TX) as Software Engineer

# Jul 2001 - Jan 2002

## Bitwise Solutions, Pune as Programmer

# Jan 2001 - Jun 2001

## Cognizant Technology Solutions, Kolkata as Programmer Trainee

|  |  |  |
| --- | --- | --- |
| Academic Details | * **MBS (MBA) in Marketing** from University of Pune in 2012 * **Post Graduate Diploma in Advanced Computing** from CDAC in 2001 * **B.Sc. (Physics)** from University of Pune in 2000 | |
| Technical and Domain Skills | Microsoft Azure Cloud Platform, Azure DevOps, Cosmos DB, Microsoft Project, PowerBI, JIRA | |
| **BSFI:** VisionPLUS, Hogan, Credit Card Txn Processing, Authorization, Compliance, Auditing  **Telecom:** Billing, AAA, PCRF, Online Charging, Service fulfillment, CRM | |
| Personal Details | **Date of Birth** | 13th February 1980 |
| **Languages Known** | English, Hindi, Marathi |
| **Address** | Rajyog, Plot 10/6, Sector 26, PCNT, Pune-411044 |
| **Passport Details** | Z2539757 valid till 15/05/2023 |
| **Visa Status** | Valid USA B1 Visa |
| **LinkedIn** | <https://in.linkedin.com/in/ypshinde> |
| **Email** | [ypshinde@yahoo.co.uk](mailto:ypshinde@yahoo.co.uk) |
| **Mobile** | +91-9890108569 |

*Please refer to annexure for project details*

Annexure: Projects

# Sterlite Technologies Limited, Pune

|  |  |
| --- | --- |
| Period | Feb’18 till Aug’18 |
| Accounts | Mauritius Telecom |
| Role | Program Manager |

* Played the role of Customer Delivery Manager for Mauritius Telecom and delivered data cleansing functionality to MT which synchronizes data across systems such as Provisioning, Billing, Customer Portal. Also managed the ongoing support to MT production systems (Including Comptel-Nokia and CA components).

# Sterlite Technologies Limited, Pune

|  |  |
| --- | --- |
| Period | June’17 till Feb’18 |
| Accounts | Telenor Malaysia (Digi) and Telenor Thailand (Dtac) |
| Role | Program Manager |

* Played dual role of Customer Delivery Manager as well as Overall Program Manager for Telenor Malaysia and Thailand (Digi & Dtac). Led the customization and implementation of two key systems viz. Partner Billing & Settlement (PBSS) and Mediation
* Was accountable for all the financial milestones like Requirements & Functional Design sign-off, Product Delivery, SIT, UAT, Go-Live and Post-Production Support
* Was involved in defining product roadmap as well as pre-sales activities
* Managed customer communications through dashboards, reports, scrum meetings, triage calls and governance meetings
* Was accountable for hiring, establishing and monitoring the resource performance plans, training and mentoring project teams
* **Was accountable for product customization & delivery through agile (Scrum) methodology, monitoring and controlling the progress through Scrum, burndown charts, sprint review meetings, Show & Tell ceremonies**

# Sterlite Technologies Limited, Pune

|  |  |
| --- | --- |
| Period | Mar’16 till May’17 |
| Accounts | TataSky and Menatelecom (Bahrain) |
| Role | Program Manager |

* Program Management – Managed Services for Menatelecom and Product Customization & Delivery for TataSky
* Led the project teams to customize & implement Elitecore’s COTS (CRESTEL)
* Executed the delivery through Agile methodology – sprint planning meeting, Daily **Scrum**, sprint review meeting, and sprint retrospective meeting. Tracked the progress using product backlog and sprint backlog
* Managed customer expectations and achieved all payment milestones as per the targets set

# Tech Mahindra Limited, Pune

|  |  |
| --- | --- |
| Period | Feb’13-Mar’16 |
| Project | British Telecom BTGS Delivery Hub (ANDES Transformation) |
| Role | E2E Delivery Manager |
| Highlight | Managed flagship programs like Cisco ASR1K migration, French Telco IPSEC removal and B2B Automation (1 million GBP) |

* Directed the end-to-end delivery of complex business requirements including defining delivery roadmap, providing leadership to OSS Design, Development and Testing teams, Product Launches & Operations Support
* Mapped stakeholder’s expectations and liaised between business (BT Product/ Business) and vendor Organizations (Design, Development and Testing teams)
* Identified and managed risks, addressed various issues and shared timely reports with Internal and External stakeholders
* Ensured compliance to cost, quality and schedule targets; supervised the scoping activities based on business priorities and release schedules

# Tech Mahindra Limited, Pune

|  |  |
| --- | --- |
| Period | Dec’11-Feb’13 |
| Project | British Telecom PIPeR/GeoHUB |
| Role | Project Manager/ Scrum Master |
| Highlight | Developed a GIS based product in a short span of 7 months for British Telecom |

* Managed the delivery of PRM rationalization (GeoHUB Online) Project
* Aligned development activities based on sprint plan/ release plan
* Exercised Agile Methodology and tracked & executed sprint plan to ensure timely delivery
* Tracked the schedule & efforts to ensure that milestones such as CST drop dates, S&T and Demo dates were achieved
* Administered the financials of the project (Quotes & Invoicing for max size of 127 associates)

# Tech Mahindra Limited, Pune

|  |  |
| --- | --- |
| Period | Oct’08-Dec’11 |
| Project | AT&T Retail Billing and Usage Billing (Telecom) |
| Role | Project Manager |
| Highlight | Directed a team of over 40 members for the work areas generating annual revenue in excess of $2 million USD. |

# Capgemini India Pvt. Ltd., Pune, USA (NJ)

|  |  |
| --- | --- |
| Period | Jun’08-Oct’08 |
| Project | Quality and Transformation for HSBC North America |
| Role | Quality Manager (Delivery Assurance Lead) |
| Highlight | Conducted & facilitated ISO 9001:2000 & SQA Audits; led the CMMi implementation in HSBC business units (SCAMPI B and SCAMPI A) |

# Capgemini India Pvt. Ltd., Pune, USA (NJ)

|  |  |
| --- | --- |
| Period | Mar’07-May’08 |
| Project | HTS Application Support for HSBC North America |
| Role | Project Manager |
| Highlight | Re-engineered change control mechanism for HSBC giving richer business functionality and making the system SOX compliant |

# Capgemini India Pvt. Ltd., Pune, USA (NJ)

|  |  |
| --- | --- |
| Period | Aug’05-Feb’07 |
| Project | Global Framework for HSBC North America |
| Role | Project Lead |
| Highlight | Re-engineered change control mechanism for HSBC giving richer business functionality and making the system SOX compliant |

# Capgemini India Pvt. Ltd., Pune, USA (NJ)

|  |  |
| --- | --- |
| Period | Dec’04-Aug’05 |
| Project | Consumer Lending SOLAR for HSBC North America |
| Role | Project Lead |
| Highlight | Led the technical delivery of the entire conversion process– IMS (Hierarchical database) to DB2 (Relational database); conversion of 2 million Revolving-Lending accounts and 7 million Closed-End accounts for demographic changes. |

# CSC India Pvt. Ltd., Noida, USA (TX)

|  |  |
| --- | --- |
| Period | Mar’03-Nov’04 |
| Project | Loans Accounting and Servicing system for Toshiba Financial services, Japan |
| Role | Lead Developer |

# CSC India Pvt. Ltd., Noida, USA (TX)

|  |  |
| --- | --- |
| Period | Jan’02-Mar’03 |
| Project | Hogan Card & Merchant System (CAMS II) support for various banks in USA |
| Role | Developer |

# Bitwise Solutions Pvt. Ltd., Pune

|  |  |
| --- | --- |
| Period | Jul’01-Jan’02 |
| Project | Cash Back Bonus (CBB) implementation for Discover Financial Services |
| Role | Developer |

# Cognizant Technology Solutions India Pvt. Ltd., Kolkata

|  |  |
| --- | --- |
| Period | Jan’01-Jun’01 |
| Project | Performance Compass for FORUM (Largest Training Management Services in USA) |
| Role | Developer |