# Tirupathi Rao Naraharisetty

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| **IT Project Manager / Scrum Master** |  |
| Account Management | Program/Project Management | Strategic Leadership |
| Agile Delivery | Project Management Office(PMO) | Stakeholder Management |
| IT Governance | Business & IT Planning | Product Roadmaps |
| Contract Management | Client Servicing | Solution Architecture |
| Global & IT Transformation | Project Performance Metrics | Product Backlog Management |
| Agile Project Management | Scrum Master | Continuous improvement, CMMI |
| Budgeting and forecasting | Stakeholder Management | Portfolio Management |
| AWS, Azure Cloud | Business Analyst | Change Management |
| SAFe, Scrum, Kanban | Risk management | Digital Transformations & API’s |
| Integration/ SOA | ServiceNow,Salesforce(SaaS) | DevOps , JIRA, Jenkins, Confluence |
| Team leadership | Vendor Management | Project planning and scheduling |
| **PROFILE SUMMARY** |  |  |

Tirupathi Rao is an **experienced IT Project Manager** with over **20+ years** of extensive experience leading high-performing and cross-functional project teams/Agile Squads from inception to release. Proven success in delivering complex projects on time and within budget, focusing on quality and stakeholder satisfaction. Adept at managing diverse portfolios in dynamic environments aligning with organizational goals and objectives.

* **IT Agile Project Manager** with more than **14+ years** of rich experience across multiple organizations, leading cross-functional teams in the development, documentation, and delivery of process innovations for driving the attainment of business goals; exceptional proficiency in defining products road map as part of Application Simplification and Digitalization
* Experienced **Agile Project Manager with 10 years** of experience leading cross-functional teams to deliver successful projects within budget and timeline constraints
* Experienced in implementing ERP solutions in Pharmcetical, Manufacturing, Point-of-Sale, Financials, Professional Services, DoD Contractors, Wholesale, Industrial, MTO, ETO and mutiple other industries
* Designed, developed and implemented Power BI Dashboards, Scorecards & KPI Reports.
* **Certified SAFe Scrum Master with 9 years of experience** leading agile development teams to deliver high-quality software products on time and within budget. Adept at facilitating daily stand-ups, sprint planning meetings, and sprint retrospectives. Skilled in implementing Scrum best practices, identifying and resolving project roadblocks, and promoting a collaborative team culture.
* **PMP Certified** and managed complex IT programs and achieved client expectations; possess strong exposure in spearheading various projects encompassing the development**, maintenance, and execution of project plans, including management of Charter, Scope, Schedule, Cost, Quality, Communication, Change, Risk, Issue, Resource management plans, and managing the plans throughout the project management lifecycle from initiation through closeout & meeting of Agile/PMI standards**
* Impressive experience in delivering a full spectrum of strategic and tactical global programs in **Telecom, Utilities, Betting and gaming, Agri-Tech, Life Sciences, and Pharma Manufacturing domains** to support the organization’s overall strategic objectives.
* PMP Certified - specializing in all areas of IT Project Management and Global ERP implementation.
* Successfully delivered complex **business initiatives and strategic programs** leveraging delivering Product/custom **Enterprise Systems in CRM, Integration, BPM, and open-source technologies, leveraging Agile skills, tools, and Methodologies**.
* Experienced in developing and managing formal project schedules in a project tracking tool, such as Microsoft Project, including tracking progress and variances against baselines utilizing both **Waterfall, Agile, and Hybrid methodologies**; using standard PM techniques **(SDLC/scrum/PI sessions)** to update project schedule; presenting schedule/status updates to both ITS and client agency’s leadership.

# Managed implementation of DevOps practices, Tools, and potential optimizations across CI/CD toolchain, release processes, configuration management, application and database expertise, monitoring, and observability.

* Driving **Project Management Office** to ensure that programs and projects meet organizational goals and requirements and managing a team of Project Managers and Program Managers while providing coaching, direction, and leadership in a rewarding work environment
* Experience in **Contracting Processes/Contract Life Cycle** of various RFP/Bids/Contracts/SOWs; involved in Drafting, Negotiating, Monitoring, and troubleshooting potential problems.
* Experience in managing **Amdocs CRM/MuleSoft/Salesforce/TIBCO COTS software implementation** projects and/or in-house application development (SDLC) projects and in project status reporting to all levels of **stakeholders, executives, management, and project resource teams**.
* Adept at implementing **Agile methodologies,** facilitating sprint planning meetings, and ensuring project progress through daily stand-ups. **Skilled**

in risk management, stakeholder management, and project documentation.

* **Executed Critical Business responsibilities** in Digital Process Transformation of internal processes and ensured Impeccable Digital Experience; proficient in Enterprise-Wide Global Implementations, Technology Upgrade and Migration, Server Upgrade and migration, and Revenue Generation
* **Projects Management Professional** with rich exposure in business analysis, requirement gathering, process enhancement, client relationship management, risk assessment & corrective measure implementation
* **Digital Transformation Specialist** with an impeccable record of developing & encouraging digital working cultures by shaping the skills, processes, people & tools; leading the ideation, design & delivery of innovative technology products, resulting in major savings and business automation
* Hands on experience in program management, Product lifecycle management, IT Strategy, software architecture, data modelling, design, implementation & solution delivery.
* **Extensive experience in aligning operations with business strategy**; designed & drove large and complex transformation solutions and addressed complex business requirements through innovative IT solutions
* Experience with all aspects of **project quality** planning, quality assurance, end-to-end system testing, quality control, user acceptance testing (UAT), defect and metrics management, and quality governance

# AREAS OF EXPERTISE

**Agile Scrum Master**

* Ensure team adherence to agile best practices and processes. Implementing Agile processes, principles, and practices across all organizational levels and departments.
* Developed and delivered Agile & Scrum consulting solutions, including training and process guidelines.
* Knowledge and execution of agile ceremonies and techniques for filling any gaps left in the Scrum approach (for example, **Burndown techniques, Retrospective formats, Daily stand-ups)**
* Strongly serving and supporting the **Product Owner** and Development Team in their quest to do everything possible to delight customers.
* Providing all support to the team using a servant leadership style and leading by example.
* Guiding and Coaching the Scrum Team and organization on using Agile/Scrum practices and values to delight customers.
* Guiding and coaching both the **Scrum and Development teams** on how to get the most out of our self-organization.
* Assessing the Scrum Maturity of the team and organization and coaching the team to higher levels of **maturity** at a sustainable and comfortable pace for the team and organization.
* Worked with product owners, scrum masters, and team members to develop user stories, prioritize features manage user story backlog, break down business requirements, and translate them into actionable software requirements for developers.
* Used Agile Scrum methodology to facilitate **daily stand-ups, sprint planning, and sprint retrospectives.**
* Implementing the DevOps Maturity improvement recommendations within the eCommerce ESB implementation Project.
* Delivery for Web API Development: Build RESTful APIs using ASP.NET Web API to enable communication between different components of your application or to integrate with third-party systems.

# Project Management

* Supervising projects for scheduling/analysis, effort & cost estimation, resource deployment & allocation, and delivery
* Monitoring development activities, reporting project progress, and providing technical support to a project team
* Deliver and implement the project as per scheduled milestones, ensuring compliance with quality standards.
* Manage changes to the project scope, schedule, and cost using appropriate verification techniques.
* Tracked project performance, specifically to analyze the successful completion of short and long-term goals
* Met budgetary objectives and made adjustments to project constraints based on financial analysis
* Developed comprehensive project plans to be shared with clients and other staff members.
* Developing, testing, troubleshooting, and debugging the application; working in close coordination with the lead generation team to identify and develop new business
* Meeting deadlines and TAT without compromising quality norms and adhering to SLA
* Directing and leading the technical personnel; imparting continuous on-the-job training to the workforce for greater operational effectiveness/efficiency.
* Oversee the development and maintenance of Terraform modules for common infrastructure patterns.
* Managing Delivery of DevOps Automation projects by leading the DevOps Maturity assessment, recommendations, and implementation of the DevOps KPI Dashboard
* Driven implementation of AI Chat BOT/Genesys/CISCO(IVR) integrations for customer 360 views and self-service functionalities.
* Managed Integrations with various regional/country-based web portals/websites and partner channel POS systems.
* Working on the talent pool and succession planning of the workforce, appraising their KRA-based performance
* Evaluating facts surrounding schedule adherence, scheduling, and workforce management functions, including operational situations that can impact productivity, such as tool or system outages
* experience with project quality planning, quality assurance, end-to-end system testing, quality control, user acceptance testing (UAT) defect and metrics management, and quality governance

# Business Analyst

* Understanding client problem statements and delivering solutions; directing analysis and workstreams within broader projects, including due diligence, negotiations, and deal execution.
* Managing overall operations for executing projects involving scoping, planning, requirement, and GAP analysis, including interfacing needs, training, resource mobilization, and execution within cost and time parameters

**Skills:**

HighQ (Thompson Reuters),MuleSoft, Salesforce

TIBCO, Amdocs CRM, Couchbase, Kaazing, Kafka, Elastic Logstash Kibana, Kibana, Dell Boomi, CA Layer 7,Tableau

**Software/Products**

|  |  |
| --- | --- |
| **Cloud Technologies** | AWS,Azure, kubernetes, AWS Cloud Formation. |
| **Databases** | Oracle, SQL Server, My-SQL,Postgres |
| **Languages** | Dataweave,Java, C#, VB.Net, SQL, PL/SQL, Java Script, React,Amdocs Clear basic |
| **Operating systems** | Windows, UNIX, Linux, |
| **Packages** | MS-Office, Visio, MS-Project |
| **Tools** | Atlassian Products JIRA, Confluence, Jenkins, Version One, Git & Bitbucket, VSS, IBM Rational Rose Tools, Service Now, Lucid Chart, Smartsheet |

**ACADEMIC DETAILS**

* Bachelor’s Degree in Electronics and Communications Engineering from the Institution of Engineers, India, in 2003
* Diploma in Advance Software Technologies (DAST) from CMC Basheerbagh, India in 2002

# CERTIFICATIONS

* Certified SAFe 5 Scrum Master, Scaled Agile, Certificate ID: 52781305-2716
* Project Management Professional (PMP-1512458), Project Management Institute (PMI), Certified in 2012 and Active until 2024
* Engagement Manager Certified – Level 2, Capgemini
* MuleSoft Developer Level 1 - Salesforce
* AWS Certified Solutions Architect – Associate, AWS, Candidate ID: AWS01138246

# OTHER AFFILIATIONS

Associate **Member** in Institution of Engineers (AMIE)

# WORK EXPERIENCE

**Jun’23 – Till Date**

**New York State Education Department, Senior Project Manager / Business Analyst**

**Responsibilities**

* Managing multiple IT projects, with a focus on application development, vendor software implementation, and technology infrastructure projects where weekly interactions and communications with Executive level stakeholders were required
* Managing implementation of various low-code subscription-based software.
* Worked on data modelling, data quality & privacy management Master data management of customer, materials, vendors and rationalization of transaction data (multiple ERP data) across sales orders, invoice, order delivery & inventory
* Developed the implementation plan, and testing approach, support plan and all facets of the ERP project
* Target was Oracle SQL Developer. Project goal was to create a Data Warehouse for the Marketing Department.
* Liaison with the Portfolio Management Office (PMO) and Contracts Administration Unit for the RFP development
* Collaborate with stakeholders to define project objectives, requirements, and scope.
* Create and maintain a detailed project plan, including timelines, milestones, and deliverables.
* Continuously refine and adjust project scope based on changing requirements and priorities.
* Hold RFP development meetings and gather information to develop RFP for system design, development, implementation, legacy data migration, and post-implementation support;
* Became familiar wif the remedy change management system as I carried out change requests in our data centers
* Developed and provided ERP report updates to Confidential shareholders, C-level executives and stakeholders
* Assessment of existing azure infrastructure, applications and databases.
* The goal was to create the Analytics Repository- Data Warehouse. Worked on the Staging of some of the CRM tables.
* Designed and created SQL Server Databases and developed complex T-SQL code such as Stored Procedures, functions, triggers, Indexes and views for many applications.
* Define Azure automation & monitoring procedures
* Manage schedule, cost, efforts, quality of deliverables, and risks/contingency planning;
* creating project documentation, including Resource Plans, Meeting Minutes, Project Schedules, Action Items, Sponsor Presentations, Weekly Status Reports, Lessons Learned, and other documents as required per project lifecycle
* Documented workflows and business processes (stepping up as Business Analyst) and defined requirements for the Modernization Initiative Program

**Apr’11 – Apr’23**

**Capgemini, IT Agile Project Manager / Scrum Master**

# Responsibilities:

* Instructed and modeled core Agile principles of collaboration, prioritization, team accountability, and visibility; ensured the consistent application of scrum methodologies across the enterprise.
* Guiding multiple teams into the Agile methodology, providing employees with feedback and means of improvement, catalyzing organizational growth, and answering questions.
* PowerShell scripts for Azure automation.
* Developed the Confidential Project Plan and implementation approach, budget and managed the integration of intercompany wide ERP and business intelligence application called SharePoint
* Assessment of on-Premise Datacenter Workload, compatibility with Azure.
* Designing a strategy for the organizational adoption of Agile. This includes every stage of adoption, from introducing Agile and employee education to fostering teams and cultures that practice Agile, sustaining Agile methodologies, and continually offering strategies for improvement.
* Provide consulting, coaching, and training on Agile & Scrum Adoption and enterprise agile transformation.
* Integral member of DCM Core team that regularly evaluated our data center footprint to drive consolidation and migration activities
* Implemented issues tracking in Version One to track impediments against user stories effectively.
* Provide leadership in offering development through strategic thinking, innovation, and methodology improvement.
* Collaborate with the DevOps team to define infrastructure requirements as code.
* Integrate Terraform scripts into the CI/CD pipeline for automated infrastructure changes.
* Ensure the use of tools like Terraform for provisioning and managing EKS infrastructure—proper testing and validation of Terraform configurations.
* Engaging with the ServiceNow ITSM, CSM, and Governance team to get details about the tracks and compliance-related issues and incidents using the ServiceNow modules.
* Contribute to the development and maturity of agile teams, conduct team maturity assessments, training assessments, and compilation and presentation of assessment results.
* Created SQL Server objects such as tables, triggers, store procedures, functions, and jobs
* Evangelized the benefits of Scrum to ensure its smooth adoption.
* Organized and facilitated sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demos, and other Scrum-related meetings.
* Worked with managers to identify cross-team dependencies and manage inter-team tasks.
* Multiple projects for archiving of data from sources including Oracle, SQL Server, DB2, and Mainframe
* Assisted team with making appropriate commitments through story selection, sizing, and task definition and participated proactively in developing and maintaining team standards.
* Enact change and continuous improvement, increasing the productivity of Scrum teams.
* Empowered teams to self-organize and grow cross-functionality.
* Manage the lifecycle of code development, from ideation to sprints to deployment.
* Coordinate and manage code releases and shared APIs with other IT groups.
* Track and communicate team velocity and sprint/release progress.
* Work closely with product owners in backlog management and continuous delivery of features.
* Implemented DevOps Dashboard, which will collect data from multiple tools used in the delivery pipeline of the project, like Jira, Jenkins, Elasticsearch, and ServiceNow to provide a consolidated view of Delivery and support metrics of the business feature

**Jan’07 - Apr’11**

**Reliance Tech Services, Sr. Manager (IT)**

# Responsibilities:

* Promoted to Sr. Project Manager role to plan, schedule, and execute all stages of enterprise software, hardware, and system implementations
* Assessed business implications for each project phase and monitored progress to meet deadlines, standards, and cost targets
* Achieved cost reduction and improved delivery margins by utilizing 45% of freshers’ recruitment and in-house training
* Member of Functional Area Representative during CMMI Level 3 Certification for Reliance Communications
* Provided SQL Server expertise in the development of extensive ‘stress tests’ and ‘load tests’ for all Confidential online products
* Spearheaded large-scale program management ranging from US$1.5M, including agile, iterative & waterfall project management, enterprise program governance, risk management, outsourcing/insourcing, and offshore/onshore development model
* Managed the program budget worth US$1.5M, monitored expenditures and costs against delivery;

# PREVIOUS EXPERIENCE

**Sep 2005 to Dec 2006**

**Tech Mahindra, as Technical Associate**

**Jul 2004 – Sep 2005**

**Reliance InfoComm, as Software Engineer**

**Jan 2002 – Jul 2004**

**Sain Medicaments Pvt. Ltd., as Software Engineer**

**ANNEXURE**

**Apr’11 – Aug’23**

**Capgemini as Agile Project Manager / Scrum Master**

**Program Title:** Digital Telco (Projects: B2B Billing Integration, B2C eCommerce, BSS Integration )

**Client:** Cable & Wireless / Liberty Latin America, Denver, CO

**Tenure:** Apr’20 to Apr’23

**Technology Used:** Mule ESB 4.x/3.x, ServiceNow, Salesforce, Genesys, MuleSoft Anytime Platform, Salesforce, J2EE, Jenkins, SAP-Hybris, AWS, Apache Kafka, Tableau

# Responsibilities:

* Led multiple Agile teams through the entire project lifecycle, from planning to delivery, ensuring that project scope, timeline, and budget were met. Agile digital teams were across multiple client accounts in the US, UK, Latin American & Caribbean regions.
* Facilitate sprint planning, review, and retrospective meetings, encouraging team collaboration and continuous improvement.
* Monitor project progress through daily stand-up meetings, ensuring all team members are informed and aligned on project objectives and tasks.
* Implement Agile best practices to manage project deliverables effectively, including user stories, sprint backlogs, and sprint burndown charts.
* Managed project management activities and processes to enable OSS/BSS systems from ordering through Salesforce and SAP Hybris( e- Commerce) to Billing Engines and ServiceNow, with support interlock and portal enhancements for order to cash flow.
* Driven implementation of AI Chat BOT/Genesys/CISCO(IVR) integrations for customer 360 views and self-service functionalities.
* Managed Integrations with various regional/country-based web portals/websites and partner channel POS systems.
* Developed project scopes and objectives document, involving all relevant stakeholders and ensuring technical feasibility.
* Leveraged appropriate verification techniques to manage changes in project scope, schedule, and costs.
* Manage project risks and issues and work with team members to mitigate them before they impact project timelines or quality.
* Communicate project status and progress to stakeholders, ensuring they are regularly updated and their concerns addressed.
* Collaborate with infrastructure and development teams to design and review Terraform configurations.
* Oversee the development and maintenance of Terraform modules for common infrastructure patterns.
* Implemented ELK Stack for centralized logging, monitoring, and visualization of Integration Services
* Communicated with LLA/CWC Stakeholders (Spanish speaking) on Program status and removing impediments.
* Managed delivery of Salesforce/MuleSoft/ServiceNow COTS software implementation projects and in-house application development (SDLC) projects like Web portals, Billing, and CRM Applications.
* Maintain project documentation, including project plans, status reports, and meeting minutes.
* Management of key stakeholder’s expectations
* Initiated Agile transformation, DevOps, and Continuous Integration Platform as part of Digital transformation for various markets
* Work with the product manager to define a roadmap for all products. Support and guide the team in translating the scope into features and user stories.
* Coach and own the planning and staffing process, providing leadership and guidance for delivery teams and staff.

**Project Title: Client:**

API Economy

Yara International, Florida

**Tenure:** Jul’19 to Apr’20

**Technology Used:** MuleSoft, Prisma Cloud, Azure, C#.Net, Java, Spring Boot, Kaazing, Kafka, WebSevices, My SQL, Oracle, SQL Server, ELK

# Responsibilities:

* Facilitate daily stand-up meetings, sprint planning, and sprint retrospectives for [X] agile development teams.
* Coach team members on Scrum best practices and ensure adherence to the Scrum framework.
* Identify and remove project roadblocks to ensure timely delivery of high-quality software products.
* Work closely with product owners to prioritize backlog items and ensure alignment with business goals.
* Collaborate with other Scrum Masters to promote a culture of continuous improvement and knowledge sharing.
* leveraged mixed architecture of MuleSoft Anypoint API Management Platform in a software as a service subscription and the MuleSoft API Gateway hosted in PRISMA Cloud and Opensource tools, and Spring Boot enabled microservices.
* Conduct training sessions for new team members on agile methodologies and Scrum framework.
* Established an Integration Community focusing on API management capabilities for Yara, comprising the right skills, technology, and processes and faster time to market of digital products
* Developed project scopes and objectives document, involving all relevant stakeholders and ensuring technical feasibility,
* Leveraged appropriate verification techniques to manage changes in project scope, schedule, and costs
* Expanded API integration services beyond Europe to other global markets
* Consolidated the integration platform; ensured over 160 integrations in scope across SAP PO, Dell Boomi, Web Methods, and Power Centre; covered functional areas such as purchase, sales & marketing, digital IT, digital farming, supply chain, and production
* Driven project delivery implemented by multiple Agile delivery squads and in collaboration with Yara; integration APIs were migrated to the Mule Platform and Measured project performance using appropriate systems, tools, and techniques
* Managed delivery of MuleSoft,Asp.Net Core Web API implementation projects
* Identity and Access Management: Implement secure authentication and authorization using Azure Active Directory (Azure AD) or IdentityServer in your .NET applications.
* Initiated Microservices application through Docker and Kubernetes cluster formation for scalability of the application.
* Web API Development: Build RESTful APIs using ASP.NET Web API to enable communication between different application components or to integrate with third-party systems.
* Database Integration works with Azure SQL Database or MongoDB NoSQL databases on Azure to store and manage application data securely.
* Delivered DevOps and CI/CD: Set up continuous integration and continuous deployment (CI/CD) pipelines for .NET applications using Azure DevOps or other CI/CD tools integrated with Azure.
* Developed and launched 16 business-driven APIs delivered by the project in 2020, and another 35 are in WIP for 2021 launch
* Achieved 30% reusability; API Platform served over 700k calls
* Recorded reduction in API Cost per call; reduced time to market for new APIs; implemented DevOps best practices

**Project Title: Client:**

**Role: Tenure: Tools Used:**

Scottish Water Developer Services Scottish Water

Project Manager, Scrum Master Oct’18 – Jun’ 19

Angular 7.x, Javascript, Dynamics CRM, Dell Boomi, Azure DevOps

* Led leadership in a very complex and diversified program for multiple streams.
* Managed multiple project teams across service lines to ensure timely and accurate customer deliveries
* Ensured the resources collaborated with various practices like CRM Dynamics, Dell Boomi, Microsoft, UI &UX, and Testing practices to keep validating the authenticity of the tasks.
* Led end-to-end migration projects, analyzing on-premises databases, applications, and infrastructure to create comprehensive migration plans for clients.
* Migrated multiple critical systems and databases to the Cloud Platform.
* Spearheading the implementation of 50+ Change requests approved by the customer-managed escalations between Stakeholders. The Stakeholders were TCS, the Centrica Service Management, and the Scottish Water business teams.
* Ensure timely resource onboarding and empower the resources on various process and technology aspects.
* Manage the delivery risks associated with the people, technology, and process.
* Collaborated with client teams to address migration-related concerns, provide technical support, and deliver training sessions for cloud adoption.
* Conducted post-migration reviews and performance testing to validate data integrity and system stability.

**Project Title: Client:**

**Role: Tenure: Tools Used:**

Integration and API Managed Services Ladbrokes Plc (Now Entain)

Project Manager, Scrum Master, SAFe Scrum Master Jan 2013 – Apr 2018

TIBCO Suite, Layer 7 API, Couchbase, AWS, Java, Spring Boot, Kaazing, Kafka, WebSevices, ELK,Docker,JIRA

# Responsibilities:

* Managed program/project delivery of £5-7 Million YOY for Ladbrokes representing IT supplier/partner
* Led the implementation of the Scrum framework for a cross-functional team of [X] members.
* Conducted daily stand-up meetings, sprint planning, and sprint retrospectives to ensure the timely delivery of software products.
* Worked closely with product owners to prioritize backlog items and ensure alignment with business goals.
* Coached team members on Scrum best practices and identified areas for improvement.
* Collaborated with other Scrum Masters to share knowledge and promote a culture of continuous improvement.
* Delivered over 14 projects across Retail, Digital, and omnichannel portfolios over five years
* Initiated Agile transformation, DevOps, and Continuous Integration Platform as part of digital transformation for the client
* Delivered multiple Managed Services and enforced delivery against SLAs/KPIs
* Showcased strong management skills and demonstrated proficiency in leading and mentoring individuals to maximize levels of productivity while forming a robust team environment
* Contributed to the inception of prominent Managed Services, T&M, and FP contracts
* Coordinated and worked with teams and delivered complex business programs/ strategic features and problems into innovative technical solutions
* Managed Technical Implementation of ELK stack, which gives the ability to aggregate logs from all TIBCO and Enterprise systems and applications, analyze these logs, and create visualizations for application and infrastructure monitoring, faster troubleshooting, and security analytics.
* Led over 60 resources based in on/near/offshore locations

**Client:**

**Roles Performed: Tenure:**

**Tools Used:**

Comcast, USA Project Manager Apr’11 - Dec’12

Java, J2EE, Intalio BPM, SQL-Server

# Responsibilities:

* Delivered Line Adherence Model at staff group or suppliers or physical site for different lock points
* Lead multiple project teams to deliver complex projects, ensuring adherence to project scope, timeline, and budget.
* Develop project plans, including work breakdown structure, project schedule, and resource allocation, using project management tools such as MS Project.
* Answer computer and networking related questions.
* Monitor project progress and manage project risks, ensuring the project is delivered within timeline and budget constraints.
* Facilitate project team meetings, including kick-off meetings, regular status meetings, and project retrospectives, ensuring all team members are informed and aligned on project objectives and tasks.
* Collaborate with stakeholders to ensure project requirements and objectives are met and stakeholder expectations are managed.
* Manage project documentation, including project plans, status reports, and meeting minutes.
* Conduct performance reviews and provide feedback to project team members, ensuring they are motivated and engaged in project activities.
* Understood overall current "As-Is" process, analysis, architecting, and solution design
* Identified business use cases and analysis of integration requirements, wrote business & technical requirements documents, logic diagrams, process flow charts, and other documents.
* Managed analysis, design, and development of various integration tracks with the rest of the project team
* Coordinated and facilitated integration design, testing, and implementation tasks; managed expectations and partner
* Administered BPM solution development deliverables and coordinated integration testing efforts among appropriate parties
* Led project management, impact assessments, designing, planning, and coordinated work teams
* Oversaw effort estimation, planning, and scheduling of DCUT activities and support calendars
* Monitored HLD preparation and signoff from business; provided inputs to BA/SA on solutions for customer requirements

# Other Key Projects

**Client:** Gilead Lifesciences, USA

**Roles Performed:** Program Manager

**Tenure:** Oct’11 - Dec’12 (Managed along with Comcast for last three quarters)

**Client:** Amdocs DVCI, Pune

**Roles Performed:** Program Manager, Group Project Lead

**Tenure:** Apr’11 - Oct’11

**Jan’07 - Apr’11**

**Reliance Tech Services, Hyderabad (India) as Sr. Manager (IT)**

**Client:**

**Roles Performed: Tenure:**

Reliance Globalcom

Sr. Project Manager, Project Manager, CRM SME Apr’11 - Oct’11

**Key Projects**:

* VANCO Transformation Project
* Reliance Globalcom (CRM Implementation) Phase 1 and 2
* DTH Sales Portal
* RCOM CRM Upgradation

**Responsibilities:**

* Ensured projects are set up to deliver business value as quickly as possible
* Managed multiple Amdocs CRM projects for telecom clients, ensuring that projects were delivered on time, within budget, and to stakeholders' satisfaction.
* Worked with cross-functional teams, including business analysts, developers, testers, and support teams, to ensure project objectives were met.
* Collaborated with clients to identify business requirements, develop technical solutions, and ensure project deliverables met client expectations.
* Developed project plans, schedules, and budgets using project management tools such as MS Project and JIRA.
* Monitored project progress, identified and managed project risks, and ensured project milestones were met on time and within budget.
* Facilitated project team meetings, including kick-off meetings, regular status meetings, and project retrospectives, ensuring all team members were informed and aligned on project objectives and tasks.
* Managed project documentation, including project plans, status reports, and meeting minutes.
* Conducted performance reviews and provided feedback to project team members, ensuring they were motivated and engaged in project activities.
* Lead development and oversee programming and testing functions to ensure that projects are securely delivered and fulfill expectations.
* Understand the positioning of a solution within the company and build a plan to gain buy-in from all participants effectively.
* Identify opportunities for further enhancements and refinements to standards and processes.
* Mentored junior team members and developed departmental procedures and best practices standards.