# C:\Users\Suneet\AppData\Local\Microsoft\Windows\INetCache\Content.Word\SFU_CRT_BDG_Admin_RGB.JPG**Image result for pmp logo for email signature**Suneet Bansal, **SAFe® SPC,** PMP®

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Senior IT servant Leader with experience in Agile Transformation and expertise in Agile Product Engineering & delivery, process improvements of enterprise systems. 19+ years of progressive IT experience new implementations and customization of Customer Relationship Management (CRM), Client Service (CSO), Lead-to-Contract, commission and compensation, Claims, Marketing campaign, enterprise application integration and data migration systems. Leader setting measurable realistic time-bound goals to meet or exceed customer expectations. 8+ years of Agile expertise to break complex issues into small manageable chunks. Expertise to provide approach for adopting agile Transformation in Team or Portfolio Level in the real-life practical scenario instead of theoretical Agile.

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| --- | --- | --- |
| * Agile Transformation | * IT Delivery & Releases | * Program Management Professional |
| * SAFe Portfolio Coach | * Strategic Planning / Mentoring | * Customer 360/720 experience |
| * Onshore & Offshore | * Business Process Improvement | * Solution Architect |

**Career Progression**

**Consulting Company, Tampa FL Oct ’21 - Present**

**Senior Program Manager**

Responsible for leading the Agile Teams Transformation and adoption of Agile for the delivery of Enterprise Sales, Pricing projects at Client Organization. Managing the programs for building sales, Contract management and service applications for holistic customer engagement using Salesforce sales and service cloud experience.

**NielsenIQ, Tampa FL Jan ‘18 – Oct ‘21**

**Senior Program Manager/ Portfolio Agile Coach**

Lead the delivery and Agile Transformation Strategy for consolidation of Sales and Service Salesforce (SaaS) enterprise application involving Sales, Service, Analytics, and chat bot implement using mobile and desktop devices to support building the Unified Agent Console and Sales application for the Enterprise Sales, Pricing plus Client Delivery. Building sales, Contract management and service process for holistic customer engagement using Salesforce sales and service cloud experience and Apttus.

* Leading Agile Transformation and Coaching for SAFe Framework at Portfolio and leadership level.
* Proactively identify and coaching the team about SAFe process and enforcing best practices within the Program and Portfolio while supporting SAFe Agile Framework, Agile Metrics and scorecard, program impediments, liaison with different teams and division.
* Productivity and throughput Increased by 30-40% for the Teams
* Reliability and business confidence increased 100% with Clear path to success
* Functional MVP product ready for launch in 60 – 90 days.
* Additional Responsibility
* Overall program delivery, Automation Testing and Release Process automation as Additional responsibility.
* 90% Automation of Code deployment with using DevOps Model and Test-driven development.
* 75% In-Sprint Automation with 80% Automation Regression Testing
* Analyzed the current application for Self Service, Knowledge, Chatbot for the Omni channel interaction.
* Key Leader for design, development, and delivery of the multi country streamline application for Client service with community portal for fast accurate and timely response to client inquires.

**RS Technology LLC, Tampa FL Apr ‘16 – Jan ‘18**

**Program Manager/ Agile Coach**

*Client - Comerica Bank, Auburn Hills, MI*

*One of the Michigan Largest and oldest Commercial & Wealth Management Bank.*

Responsible for leading the project for new implementation of Salesforce (SaaS) application involving (B2C & B2E) and chat bot using mobile and desktop devices to support building the Unified Agent Desktop and Sales application for the banking division, building a sales and service process for holistic customer engagement using Salesforce sales and service cloud experience.

* Coaching the team and other Scrum Masters about SAFe process and enforcing best practices within the Portfolio while supporting traditional Program Manager responsibilities for status reporting, vendor management, program dependencies, managing issues, liaison with different teams and division
* Managing budget of 2.1 M and preparing the multi-year product development approach with building unified desktop and replacing more than 30 legacy application.
* Productivity for the team increase by 50% with using Different SAFe Techniques
* Additional Responsibility
* Incorporated using DevOps Model and Test-driven development.
* Responsible for the overall project delivery, development, and CICD processes.
* Analyzed the NICE application for Fraud detection, Chat Bot for the Omni channel interaction.

Client - LENNAR HOMES, Miami, FL

*One of the Americas biggest New Home building company in America with 10+k employee.*

Responsible for leading the 5-member team to manage the SaaS application on mobile devices and conversion from CRMOD to Salesforce analysis, to support over 2,500 new home sales consultants for the ecommerce, sales and customer service process for holistic customer management.

**PREMERA BLUE CROSS, Mountlake Terrace, WA Oct ‘12 – Mar ‘16**

**Delivery Manager/ Sr Scrum Master**

*Largest health insurance provider serving over 2 million people—from individuals to Fortune 100 employers.*

Provided Project leadership and technical oversight to various sales, contract and customer management projects leading to 360-degree view of the customer through phone, web, and mobile channels. Provided solutions to business problems for Lead-to-Contract & Configured Pricing (CPQ), processes improvement to ensure repeatable and high-quality deliverables. Partnered with highly engaged business leaders and stakeholders to support open enrollment automation and Healthcare ACA reforms. Carefully managed project scope, timeline, task, development, testing co-ordination, migration through go-live. Monitored the project success and customer satisfaction throughout.

* Responsible for managing allocation and delivery of 15+ people team for development, upgrade, and support of EDGE (Siebel 8.1 CRM), SIMS & Rapid Rate application for Sales and Marketing Department.
* Managed project plans and 10+M budget, status reporting, vendor management, project dependencies, managing issues, liaison with different teams and division, communication to all levels of management and stakeholders.
* Streamlined process for defect triage and resolution by establishing an express delivery process for independent change items for quicker time to market, therefore saving over a 1 million dollar.
* Additional Responsibility
* Application Reliability increase to 95% from exiting 75% using established waterfall and agile methodology using DevOps Model and Test-driven development.
* Identify Requirement and integration solution for the complex business problems. Worked with the IT team to finalize integration design and approaches.
* Coordinated release management activities including end to end release process, RFC, build and test environments and successfully bring down defects in single digits.

**CAPGEMINI Jun ‘11 – Sep ‘12**

**Delivery Manager**

Client – Farmers, Woodland Hills, CA

*Serving over 19 million policies across all 50 states through 48,000 independent agents and 21,000 employees.*

Managed vendor integration with claims redesign system, with a global team of 10 resources managing budget of over $2 million. Managed the project to closure to support minimizing the impact to larger effort of system redesign. Effectively worked with vendors to prioritize requirements, defect resolution. Implemented integrated change management processes for effective resource utilization.

* Responsible for creation and reporting project status, resource allocation, and definition of project governance policies. Utilizes dashboard and effectively communicates business initiative to all parties.
* Motivated a cross-functional team to highest potential to turn a project from red to green. Interacted effectively with all levels across organizational lines, including business and technical stakeholders.
* Effectively utilize vendors and internal resources by setting clear objectives and defined deliverables
* Facilitated meetings with business, team members and vendors, reported progress to the stakeholder on a weekly basis. Took concrete action to bring project status from red (1 month behind) to green within 9 months and effectively saving project slipping the deadlines.
* Review and developed technical design and mapping artifacts for vendor integration and ecommerce platform. Analyzed and designed the integration solution between vendors and farmers claim system.

**ABIS Technologies Inc, Schaumburg, IL May’ 07 – Jun ‘11**

**Siebel Technical Solution / Delivery Manager**

Client – Sirva, Oakbrook Terrace, IL

*One of the largest corporate relocation companies with tailored client moves through 1,475 global locations.*

1,475Developed the Sales Quote to Cash management system, in-home estimate and quote system utilizing Siebel Partner Portal. This implementation engaged support a large user base of remote partner clients, replaced several legacy applications that interact with back-office systems to manage the registration, booking, contract and customer relationship process.

* Managed global team of 10+ resources.
* Recommended the hardware needs and architecture for the new system.
* Designed the solution which met the business requirements and provided the functionality available in legacy system. Understanding the current processes and mapping functionality is key project success.
* Designed the data conversion, integration and migration needs for the proposed system. Integrated with the different systems to keep the application in sync.
* Implemented Siebel Mobile Web Client in DMZ for the partner remote users to eliminate the need for VPN connections which saved client recurring licensing cost.

Client - Blue Cross Blue Shield, Chicago, IL

*Largest health insurance Company, serving over 8.1 million members with affordable health plans.*

Redesign User Interface of existing Siebel Call Center application to align with the business process resulting in 40% reduction in call handling time and maintaining the same high standard of performance/availability of the application. Worked with business to align business process with the application framework for better ROI. Tasks involve design & development new functionality within the current application constraints.

* Providing the functionality to handle the inbound communication, creating interaction, inquiries and converting the inquiries into cases with custom alert notifications past due dates.
* Enabled the functional areas to assign the cases to themselves and restricted the case closures to the Manager/Owner, task functionality and non-editable notes history.
* Wrote Functional Specification & Design Specification
* Worked on Siebel 7.8 & 8.0 with eScript, EAI, Integration Object, Web services, Business Services, and Workflow. Developed custom Correspondence and Work Assignment functionality.

Client – Baxter, Vernon Hills, IL

Contributed in the Siebel Life Sciences (ePharma) application for GTS enhancement and eCommerce department. Responsible for the analysis, design, and development of the Siebel Life Science system. Inscribed the functional specifications for the requirements and build and design the interfaces using integration objects, business service and workflow.

Client - Pfizer Animal Health, Kalamazoo, MI

Participated on the Siebel Clinical Trial Management System (eClinical) project to complete system redesign and replacement for the animal health department. Responsible for help with the requirements gathering, mapping of process diagrams and planning the project development for Siebel Application.

**RAMCO Systems Corporation, Milpitas, CA May ‘04 – Apr ‘07**

**Developer/Technical Lead**

Client - Fidelity Investment, Springfield, RI

*One of the world’s largest financial services groups with 70M customers.*

Responsible to build the Sandbox Environment for Siebel 7.8 with Outlook integration Siebel for the Server Sync and achieve the Integration/capability of Siebel to work with handheld devices (Wireless). Work as a developer for the Siebel On-Demand Application for the NF Sales. Work extensively in configuring the application as per client requirement & convert into the SDS for the development. Development of the Siebel Financial Application for Fidelity Public Affairs (PAF) and Charitable Gift Fund (CGF) configured the Siebel application to meet client needs.

**Education**

- MCA (Master of Computer Application) From IGNOU, India

- PGDBM (Post Graduate Dip. in Business Management) from Agra University, India

- B.S (Computer Science) Bachelor of Science Agra University, India

**Accreditations**

* Certified SAFe® 5 Program Consultant (SPC5)
* Certified SAFe® 5 Advanced Scrum Master (SASM)
* Project Management Professional (PMP)®
* Certified Scrum Master (CSM)
* Siebel 7.8 Certified Application Developer
* Apttus Quote-to-Cash Certification
* Six Sigma Yellow Belt certification
* UiPath RPA Training

**Technical Skills**

Tools Jira, Gearset, Jenkins, AccelQ, Confluence, Team Foundation Server (TFS), Microsoft Test Management (MTM), Visio, MS Project, DocuSign, Atlassian tool suite, Clarity, SharePoint, Salesforce, SOQL, BizTalk, Azure, SaaS, RPA, UI Path, Java, Flosum, Blue Prism, web services, API’s.

Methodologies Waterfall, Agile (SAFe, Scrum, Kanban, XP), DevOps, Test driven Development (TDD), Continuous Integration Continuous Deployment (CICD)

CRM Siebel Financial Services 8.1, Partner Relationship Management,Marketing & Campaign Manager, Salesforce Sales, Salesforce Service, Apttus