

## G.V.NARESH KUMAR , PMP

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### Experience Summary

- 13 years of Project Management Experience and 5 years' of experience in Leading High Performance Agile-SCRUM teams in Banking, Life insurance and Telecom domains.
  - 3 years of client engagement role as Onsite Project Coordinator for telecom major in London (For O2 Telefonica Client)
  - 6 months of onsite client engagement role as a Project Manager for Insurance Client in Hong Kong ( For AXA APAC Client )
  - Certified Scrum master and Product Owner having Deep understanding on Scrum Values, Framework and Scaled Agile Framework
  - Coach Teams on Agile Methodologies, Scrum Values, Framework, Artifacts and Best Practices.
  - Coach teams, Business Analysts, on agile values and principles to promote continuous improvement in practices and artifacts.
  - Certified Project Management professional having Sound Knowledge on Project management Framework(Scope, cost, Time, Stakeholder, Procurement, Quality and Communication management)
  - Functional experience on Telecom(CRM) ,Life Insurance ,Banking(Payments ,Credit cards ,Whole &Retail Banking and Wealth Management)
  - Strategic leadership role in Project Initiation, execution monitoring, controlling and closing project deliverables.
  - Experience in onsite-offshore model in managing large projects involving multiple teams across globe.
  - Mentored teams, leading them to be self-directed with strong accountability, decision making, conflict resolution and transparency.
  - Have Sound knowledge about Agile techniques like: Program Increment Planning, User Stories, Product Backlog Refinement, Continuous Integration, TDD, Continuous Testing,
  - Pair Programming, Automated Testing
- Involved with various stages of system development from design, development, implementation, system testing, integration testing and deployment.

### Work Experience(12+ years)

- Working as Scrum Master in ADP From Feb-20 till date
- Worked as Associate Project Manager in **Birlasoft Limited** since November 2016 to till date
- Worked as Senior Test Analyst in **DST Worldwide Services** since March 2015 to March-2016
- Worked as Project Leader in **IGATE Global solutions** since August 2014 to Feb-15
- Worked as Consultant in **Capgemini India Pvt ltd** since August 2011 to August 2014
- Worked as Technical associate in **TechMahindra Ltd** since October2006 to Aug-2011

### **Academics**

- **Bachelor of Technology** in Electrical and Electronics Engineering from JNTU, Hyderabad
- **Board of Intermediate Education** in M.P.C From Sarada Junior college, Srikakulam

### **Certifications**

- **Project Management Professional (PMP)** Certification from PMI
- **Agile Certified Practitioner (PMI-ACP)** Certification from PMI
- **Professional Scrum Master Level 2(PSM II)** Certification from Scrum.org
- **Professional Scrum Master Level 1(PSM I)** Certification from Scrum.org
- **Professional Product Owner Level 1(PSPO I)** Certification from Scrum.org
- **SAFE 4 Agilist (Leading SAFE)** Certification from Scaled Agile,Inc

### **SkillSet Summary**

<b>SKILL SET</b>	<b>TOOLS</b>
Agile Project Management Tools	ALM, JIRA, Jenkins, Bit Bucket
Technical Skills	C, Java, SQL, Selenium WebDriver, UFT, PEGA (Chordiant), AS400, R Programming

### **Projects Summary**

#### **1.Project:etime(TLM)**

**Duration-Feb-20 to till date**

**Work location -Hyderabad,ADP**

#### **2.Project: Synchrony Workstation**

**Duration – Nov-16 to Jan-20**

**Client – Synchrony financial services**

**Work Location – Birlasoft Limited, Hyderabad**

#### **Workstation Project Background:-**

Synchrony is the largest provider of private label credit cards in the U.S. , the company comprised 42 percent of the private label credit card market..The company provides private label credit cards for such brands as Amazon, Cathay Pacific, CheapOAir, OneTravel, Walmart, Lowe's,[10] Guitar Center, Gap, BP, Ashley HomeStores, Discount Tire and P. C. Richard & Son. Workstation application is customer servicing application which takes care of entire customer Queries driven by Inbound and Outbound calls.

As a **Scrum Master** is responsible for the following:

- Performs agile project management activities including planning, execution, tracking and reporting
- Coach and Mentor core agile principles include collaboration, prioritization, team accountability and visibility. With extensive application of agile principles results in increasing business value.
- Develop and maintains a thorough knowledge of business processes supported by software systems

- Work closely with product owner for product backlog refinement, defining the MVP and roadmap.
- Identify process changes required to accelerate development and remove major impediments
- Helped the team implement continuous Integration /Continuous Deployment /Continuous testing with consequent reduction in cycle time and increased in product structural quality.
- Lead cross-functional teams with business, technological, and financial components
- Work closely with product owner for product backlog refinement, defining the MVP and roadmap.
- Protect development team from outside distractions, impediments, or team conflicts,
- and maintain focus on product backlog project timeline.
- Educate and reinforce scrum methodology and agile framework to team members and stakeholders
- Ensure that all Sprints are delivered on-time, with the committed Sprint Backlog
- Proactively identifies and tracks project risk and develops mitigation plans to manage risk
- Conducts and effectively participates in sprint planning, task estimates, task sequencing, sprint reviews and retrospectives
- Drive implementation of best agile practices: dynamic team collaboration, informative metrics, lean development, continuous improvement

Environment: Workstation application  
Tools: ALM, BitBucket, JIRA, UFT(v12.52)

### **3. Project: Bluedoor (Wealth Management Platform)**

**Duration – March-15 to March-16 (1 year)**

**Client – IFDS UK**

**Work Location – DST IT Services, Hyderabad**

#### **Bluedoor Project Background: -**

Bluedoor is a Fully Wealth Management solution that delivers comprehensive investment functionality for today's investors—all from one system. This allows providers to eliminate numerous single purpose systems that require costly integration, ongoing remediation and maintenance. A major strength of Bluedoor is the seamless integration of all its components that can be orchestrated to deliver high levels of efficiency through every administration process from end to end

The transaction functionality is comprehensive and covers all transaction types including: new investor applications, investment choice, contributions, withdrawals, transfers between institutions, insurance, fees, statement production, distribution channel and advisor management, etc. In addition, Bluedoor has real time direct equity trading functionality and fixed interest STP capabilities

As a **Project Leader**, was responsible for the following:

- Responsible for Deliverables from Offshore (Project Initiation, planning execution and closing activities).
- Coach Teams on Agile Methodologies, Scrum Framework, Artifacts and Best Practices.
- Work closely with product owner for product backlog refinement, defining the MVP and roadmap.
- Defining new projects, including functional scope, process and system impact analysis, resource planning, financial planning, governance models
- Managing projects, including progress management, risk and issue management,
- resource tracking, financial tracking, stakeholder management and associated status

reporting

- Conducts and effectively participates in sprint planning, task estimates, task sequencing, sprint reviews and retrospectives
- Drive implementation of best agile practices: dynamic team collaboration, informative metrics, lean development, continuous improvement
- Quality - Preparing SQA related documents like Project plan, Weekly Status Report,
- Deliverable Tracker, Traceability Matrix etc

Environment: Bluedoor Wealth Management Platform  
Tools: Quality Center, Selenium WebDriver, JIRA, Jenkins

#### **4. Project: RDC (Remote Deposit Capture)**

**Duration – Aug-14 to Feb-15 (6 months)**

**Client – Royal Bank Of Canada**

**Work Location – IGATE ODC, Hyderabad**

#### **RDC Project Background: -**

Cheque usage remains widespread in Canada with more than 1.1 billion cheques and paper payment items issued .Each business day in Canada, more than five million cheques are transported from one financial institution to another. In 2013, the Canadian Payments Association (CPA) introduced industry standards and additional image rule amendments to further support Canadian FIs (Financial Institutions) with the exchange of electronic images of cheques rather than paper. This is to take advantage of the significant benefits and cost savings associated with adoption of distributed image capture of cheques. DICE program(Distributed Image capture and Exchange) was started to complete this transformation and RDC is one of the presentment channel and project.

#### **Project Scope: -**

The Remote Deposit Capture (RDC) project will allow business clients to make deposits (cheques only) from their place of business utilizing 3<sup>rd</sup> party hardware and user interface supplied by RBC. Clients will scan cheques using the user interface and hardware that can read cheque Courtesy Amount Recognition (CAR) /Legal Amount Recognition (LAR), Magnetic Ink Character Recognition (MICR) lines and also capture front and back images of the cheque. The user interface will allow for client's to review the deposit to ensure accuracy prior to submitting electronically for deposit to their account and for the items to clear. The solution Creates a new capability to improve when and how clients make their deposits – anywhere, anytime, at the client's place of business eliminating the need to visit an RBC branch or use other channels to deposit their cheques

As a **Project Lead**, was responsible for the following:

- Responsible for Deliverables from Offshore (Project Initiation, planning execution and closing activities).
- Work closely with product owner for product backlog refinement, defining the MVP and roadmap.
- Defining new projects, including functional scope, process and system impact analysis, resource planning, financial planning, governance models
- Managing projects, including progress management, risk and issue management,
- resource tracking, financial tracking, stakeholder management and associated status reporting
- Conducts and effectively participates in sprint planning, task estimates, task

sequencing, sprint reviews and retrospectives

- Drive implementation of best agile practices: dynamic team collaboration, informative metrics, lean development, continuous improvement
- Quality - Preparing SQA related documents like Project plan, Weekly Status Report, Deliverable Tracker, Traceability Matrix etc

Environment: NCR Aptra Payment Platform  
Tools: Quality Center

## **5. Project: RLS (Regional Life System)**

**Duration – May-13 to July-14(15 months)**

**Client – AXA**

**Work Location – AXA-Regional office-Hongkong, Capgemini ODC- Hyderabad**

### **RLS:-**

AXA RLS Life insurance is a client server based application system that handles complete Life Insurance business for the client across all involved processes in a Life insurance application. This application is a comprehensive system that handles: New business, Policy servicing, Claims, Withdrawals, Enquiries, Finance and Distribution and reports generation. Currently application is rolled out across 8 countries including the Regional HQ (Hong Kong).

As a **Consultant**, was responsible for the following:

- Responsible for E2E Delivery starting from requirements capturing phase to implementing it in to Production.
- Interacting with the customers and understanding the requirements. Doing the analysis and providing the test Estimations with the detailed impact analysis.
- Managing the testing efforts and test team.
- Create QA Strategy, Plan, Estimate, Resourcing, track and monitor project deliverables adhering to project timelines and budget.
- Providing Functional Test plan/Test Exit Reports & PIR to all the Stakeholders.
- SIT Tests Planning/Execution, Reporting, Test coordination and Test Management.

Environment: AS400, IBM iseries  
Tools: Quality Center

## **6. Project: IBAN (International Bank Account Number)**

**Duration – Aug-11 to Apr-13 (21 months)**

**Client – Royal Bank Of Scotland**

**Work Location – Capgemini-ODC, Chennai, India**

The local regulations / central banks in UAE, Turkey, Italy and SA are mandating to use IBAN instead of BBAN. Central Banks are stipulating the mandatory use of IBANs for certain categories of customer transactions and reports. This requires changes in the channels, mid office & back-office in order to accept IBAN, restrict BBAN and process transactions with IBAN. The project scope includes the definition,

solution, development, testing and implementation of all changes required in the channels, mid office & back-office.

Project highlights –

- Implementation of time bounded Mandatory and regulatory changes
- Multi-branch, multi-platform and multi-phase implementation
- End to end impact, starting from the payment initiation to the reporting

As a **Test Lead**, was responsible for the following:

- Responsible for E2E Delivery starting from requirements capturing phase to Implementing it in to Production.
- Interacting with the customers and understanding the requirements. Doing the analysis and providing the Estimations with the DIA.
- Managing the testing efforts and test team.
- Providing Functional Test plan/Test Exit Reports & PIR to all the Stakeholders.
- Tests Planning/Execution and Reporting.

Environment:IBM Mainframes

Tools: Quality Center

## **6.Vision- RTDS {Real Time Decisioning Service }**

**Duration – Aug-08 to Aug-11 (36 months)**

**Client – O2-UK Ltd**

**Work Location – O2 UK Ltd, Slough, UK**

Real-Time Decision Service is a CRM tool uses Chordiant Strategy Director which supports best practice in servicing, retaining and selling to O2's customers. Together with the appropriate management process within and between customer service, marketing and CRM, they provide mechanism to learn what works best.

Also it has different parts i.e. Airbus, Indy, Webtact, Weststrategy, etc

Chordiant Strategy Director combines predictions of likely customer behaviour with business rules for customer experience strategies that allow telecom providers to pre-empt and satisfy customer demands as profitably as possible. Active decision management enables highly effective "next best activity" recommendations during inbound and outbound interactions based on insight into the customer's service, purchasing, retention and risk-related behaviour.

Team Size	: 20
Front End	: Chordiant 6.2(PEGA)
WebServer	: BEA 9.1
Database	: Oracle 10g.
O.S	: Windows 2000/UNIX.
Client	: O2 (UK)
Onsite Support	: 36 Months (UK)
Tools	: Quatiy Centre ,QTP

As an **Project Onsite coordinator**, was responsible for the following:

- Liaise with clients to identify and define requirements, scope and objectives
- Act as point person for all Onshore & Offshore delivery activities and ensure the solution delivery is on time to the client

- Leading Team of 20 members including onsite and offshore.
- Single point of contact and communicate project status to all Stakeholders.
- Develop Project Strategies and Project Schedules
- Managing projects, including progress management, risk and issue management resource tracking, financial tracking, stakeholder management and associated status reporting

- Monitoring, Deployment and Post implementation Activities on live server.

Provide post production support by resolving critical issues with quick turnaround time.

## **7. Project: PACS (Planning Assignment Configuration System)**

**Duration – Jan-07 to July-08 (19 months)**

**Client – British Telecom**

**Location – TechMahindra-ODC, Pune, India**

PACS is a management information system database that contains relevant information about BT's 20C and 21C network and the various services provided by BT. PACS is a Client/Server based solution exclusively designed for telecom domain to automate their Planning and configuring system to physically implement their telecom equipment. Its interface is developed in Oracle forms, which helps the technical engineer's of British telecom to plan and route connection without any hindrance. The Planning and Assignment Configuration System (PACS) provides BT personnel with tools required to:

Provide customer service orders

- Enabling a service
- Changing a service
- Ceasing a service

Managing existing services

PACS subsystems:

- Planning
- Schemes
- Order Handling

User Administration Tool (UAT)

AND

### **PACS GRAPHICAL BROWSER-**

It is a Graphical representation of SDH, VLAN & WDM Network like Structure, Scheme, Circuit, Mux Section, and Locality schematic. It is used to Navigate according to Scheme, SNE, Mux, Structure, Locality and Circuit Details. It is supporting routing of VLAN & WDM Circuits, progression for Schemes and Ring Capacity, Ring Gateway Capacity, STM Capacity, VC-4 Capacity Reports.

As a **Technical Associate**, was responsible for the following:

- Involved in planning, designing and development of automation scripts for PACS.
- Automated the Regression Testing by creating the test scripts using Winrunner.
- Executed the test cases to perform Functional Testing, Regression Testing and System testing.
- Raise Defects accordingly in Continuous Defect management tool.
- Re-testing of the fixed defects.
- Maintained the Test Result logs in a central repository.
- Performed Automation Scripts maintenance in accordance with the changes in each Build.
- Prepared General Functions using WinRunner.

Environment: Visual Basic, Forms6i, Oracle, Toad, Windows 2000 Server

Tools: **WinRunner 8.0, Quality Center 9.2**