Harshal Golecha

PMP®, DASSM, SAFe Agilist, CSM®, TKP, ITIL Foundation
SENIOR MANAGEMENT PROFESSIONAL
Strategist, planner & achiever with diverse experience in
Delivery Management, Agile & Project Management

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👔 Professional Synopsis

- An experienced Agile Delivery leader with a track record of delivering complex $ multi-million, multi-site, multi-vendor IT infrastructure and software development projects
- With over 15 years of experience in applying intelligent use of SDLC and Agile methodologies, aligning best practice frameworks across both large and quick-turnaround projects and programmes
- A deep knowledge of agile values, principles and practices coupled with experience in implementing agile practices in small and large distributed team has given me the ability to plan the transition as well as coach and handhold teams through the transition
- As an agile evangelist and practitioner, I have helped organizations implement SAFe, Agile (Scrum) and Disciplined Agile for 8+ years; enabling teams to achieve an average increase of 35% in productivity
- I have led global multi-disciplinary projects (team size 40+) that impacted millions of users and have experience collaborating with senior management to ensure technology roadmap is aligned with longer term business objectives
- Experience in managing Cloud Migrations
- Experienced in handling Onsite–Offshore model projects both from offshore and onshore with well proven track records.
- 18 months of direct client liaison experience at Phoenix, U.S.A as E2E Project Manager
- Adept in progress monitoring & tracking, risk management, change management, quality management and project estimation covering all phases of the Software Development Life Cycle and ensuring high customer satisfaction index
- An effective communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management and significant experience working with customers, project managers and technical teams for securing & executing concurrent projects
- Received multiple awards for contributions in establishing strong client relationship and delivery excellence
- Proficient in MS tools (like Word, ppt, project & Excel), PM tools (e.g. Clarity, Planview) and excellent knowledge in Scrum tools (e.g. Rally, Jira) along with SharePoint & confluence

👥 Key Impact Areas

Agile Delivery Management
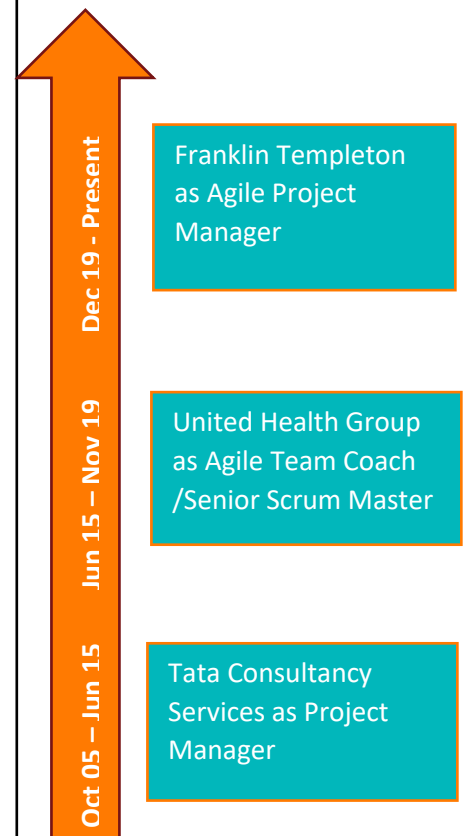
Strategic Planning & Leadership

IT Project Management

Requirement Gathering

Continuous Improvement

Quality Assurance

Client Relationship Management

📅 Career Timeline

Dec 19 - Present
Franklin Templeton as Agile Project Manager

Jun 15 – Nov 19
United Health Group as Agile Team Coach /Senior Scrum Master

Oct 05 – Jun 15
Tata Consultancy Services as Project Manager

Work Experience	Organization: Franklin Templeton	Dec 2019-Present

Cloud Centre of Excellence - Agile Project Manager

Executed multiple complex projects on Cloud (Azure/AWS) for Application migration from on-prem to cloud and onboarding Cloud services

- Manage end to end **Cloud migrations**, coordinating with delivery teams, network team and database teams
- Enhancing Azure **Monitoring Capabilities** – Implemented monitoring solutions in consultation with Microsoft for various infrastructure components (VM, backup, ASE, ASP, Keyvault, networking, DB etc.) to provide better monitoring through Azure monitor
- Onboarding of various **Cloud infrastructure** services like ISE, AKS etc.
- Cloud Infrastructure Optimization by **Cloud Reservations -** resulted in close to $1million in savings by reserving the cloud instances for 1 and 3 years
- **Enhanced scanning** approaches for Cloud servers - Streamlined the process for building an effective model for server delivery, avoid scanning issues and provide better security with Cloud Golden images. Reducing the overall server delivery time from months to couple of days
- Assisted teams to undertake the agile journey; facilitated by interacting with teams and conducted various training programs across organization on the **Disciplined agile** process; involved in continuous improvement to way or working
- Focused on **people** and **continuous improvement** all the time; provided team a platform for improvement not only during the retrospective but all the time; created a safe environment for healthy conflict and meaningful collaboration
- **Planned** & **organized** scrum meetings, facilitating sprint planning & review meetings, sprint retrospective meetings, sprint backlog, story estimation, daily coordination meetings, iteration & release planning, and reviews
- Communicated with **all stakeholders** on open issues/risks associated with the project
- Identified **process gaps/opportunities** to improvise and add more efficiency
- Conceptualized & implemented **best practice processes to ensure effectiveness** resulting in reduced costs and improved service delivery
- Mentored & monitored the performance of team members to **ensure efficiency in process operations**

Work Experience	Organization: United Health Group	Jun 2015-Nov 019

Cloud Product Engineering – Agile Team Coach/RTE/Senior Scrum Master

Executed multiple complex projects on niche technologies like Big Data, Machine learning; I was responsible for:

- Managing the overall performance and delivery of cross-functional teams located across different geographical places
- Acting as a catalyst of change ensure making the transformation to agile smooth at enterprise level with the help of product manager, portfolio managers etc. by imparting continuous trainings to the members of the project/organization on Agile practices. Led the **Optum scaled agile framework** (**OSAM) implementation** across Cloud Product Engineering Pillar
- Implementing Agile and project management practices and mentor product owner, project managers and scrum masters
- Coached delivery managers for adoption of key engineering practices like Continuous Integration, Test Driven Development, etc.
- Facilitating scrum ceremonies like **Sprint planning, Sprint review, Sprint retrospective, Daily standup**
- Working with Product owner and team on artefacts Such as Product Backlog, Spring Backlog, Sprint Burn down, Release Burn down
- Working with stake holders / product owners to prioritize the requirements for sprint
- Helped the product owners to come up with set of stories for better understanding for estimate and development
- Facilitating Scrum of Scrum
- Provide visibility to team impediments/risks and helps eliminating them
- Publicizing the team's progress and successes to make sure they are highly visible to product owner / stakeholders
- Tracks and reports status and other metrics against goals on an ongoing basis
- Representing the team to report overall project status and upcoming risks and suggest solutions about it
- Motivated the team to come up with quality shippable product and meet the product goals

- Injecting energy and new ideas to have the team motivated always
- Keeping the team together all the time to ensure successful sprints. Making sure team do not over-commit themselves to what they can achieve during a sprint due to pressure from an overly aggressive product owner
- Encouraging the team for self-organization to boost the efficiency and coordination
- Encouraging the team to come up with reusable elements and use the best practices
- Helping team to realize the value of Lean-Agile processes/framework/engineering practices rather enforcing

Work Experience	Organization: Tata Consultancy Services	Oct 2005-Jun 2015

American Express Technologies – Hyderabad and Phoenix, U.S.A   Jul 2010 – Jun 2015

Program Management/Agile Project Management

Managed multiple projects for American Express as E2E project manager to develop, enhance and upgrade the client's applications and data centre migrations. I was responsible for:

- Impact analysis for new projects, Project initiation, Requirement gathering, tracking project deliverables, and managing SDLC sign-off in **sharepoint**
- Provide overall control and coordination of program progress, quality, and performance. Work Allocation and team management using **Rally, TCS internal Tools, Clarity etc**.
- Planning & Designing the project schedule, Creating the WBS, Project Kick off & initiation, Cost budgeting, forecasting, managing funding allocation for sup projects using **Clarity**, Status reporting and interim deliverable walk through with stakeholders
- Defined processes and tools best suited to each project. Moved between waterfall and agile approaches depending on project specifics and client goals, creating detailed project road maps, plans and schedules.
- Ensuring team's focus on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results. Accountable for delivering on all KPIs / Goals as per customer contract.
- Anticipated and managed change effectively in rapidly evolving global business environments
- Assisting in strategic initiatives and operating groups as a Senior Project Manager to coordinate and complete projects, define performance and results. Also managed the service providers.
- Investigate non-standard requests and problems, makes presentations to senior leadership, ensure project documentation is accurate and ensure projects are completed on time and within scope.
- Responsible for managing stakeholder communication across multiple lines of business on operational milestones, process changes, escalations.
- Conducted audits and Project Management Reviews (PMR) in the project on a quarterly basis along with milestone & metrics reporting. Also work on internal project audits and preparation for external audits and certifications like CMMi L5.

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British Telecom – Hyderabad   Sep 2007 – Jun 2010

Project Manager

This project includes service assurance and 24x7 supports to BT applications which are used for broadband ordering and providing suite of various products. I was responsible for:

- Acted as a **Transition lead** for Connect To Business project transition from other vendor
- **Led** a team of **8 associates**, managing the 4th line production support, displayed outstanding people skills by managing senior team members
- Ensuring strict adherence to SLA, metric management, configuration management, driving weekly status update meetings, being the **face of offshore** in weekly meetings with the **Clients**
- **Single point of contact** (SPOC) for BT Service Assurance and other managers from BT and TCS
- Selected for BT **Agile transformation** core team and acted as team **point of contact** (POC) for conducting agile awareness sessions
- **Led** the quality initiative at project level. Instrumental in project acquiring **GREEN** rating in quality metrics
- Impart Continuous trainings to the members of the project on the service management tool – **Bridge Clarify**
- **Deployment Management** and **On call** support during out of office hour
- Server health checks and taking relevant actions for resolution of issues using tools **UCPS, Veritas I3**
- Initiated a process called "**RCA Analysis meeting**" a monthly meeting to identify the Root cause of tickets received and then coordinating with respective lifecycle owners for implementation of preventive and corrective actions for permanent resolution of root cause. This was instrumental in reducing the number of tickets by **30%** over a period of 2 years leading a combined saving of close to **65K GBP**
- Key person to lead TCS Contract win for SaaS UKB with revenue of **32K GBP** per quarter

State Bank of India – Foreign Banking   **Jan 2006– Aug 2007**
Team Lead

This project includes enhancement and maintenance support to SBI Foreign Banking application. Tasks include:

- Design, coding, Unit testing, SIT testing, Regression testing, Release planning of change requests.
- Facilitating online support to all SBI Forex branches and Associate Banks' of SBI across India.
- Preparation of various customer and internal reports and maintaining knowledge base.
- Instrumental in leading project meetings with SBI AGM for database enhancements.

Academic Profile

- Pursuing **PGDM/MBA** in **IT Project Management** from Welingkar Institute of Management - Jan 2020 - Dec 2021
- **Bachelor of Engineering (BE), Electrical Engineering** from Bharati Vidyapeeth, College of Engineering, Pune - May 2001 - June 2005

PROFESSIONAL TRAINING, MEMBERSHIP & CERTIFICATIONS

- **Advanced Diploma in Business Administration (ADBA)** from Welingkar Institute of Management - Dec 2020
- **Microsoft Certified – Azure Fundamentals** (Certification No: H442-4727) since Jun 2020
- **AWS Certified - Cloud Practitioner** (Validation Number ZCD9MCLJ11V112K5) since May 2021
- **Project Management Professional** (PMP No.: 1740935) since Aug 2014
- **PMI Disciplined Agile Lean Scrum Master -** (ID: 54739594) since Jun 2020
- **PMI Disciplined Agile Senior Scrum Master - DASSM** (ID: 2871918) since Jun 2020
- **Certified Scrum Master** (Member: 000315826) since March 2014
- **SAFe Agilist** (Certificate ID: 22995052-2213) since Jul 2016
- **Team Kanban Practitioner (TKP)** since Nov 2016
- **Six Sigma White and Yellow Belt** Certified since Aug 2014
- **Scrum Fundamentals Certified** (Certification No: 63037) since Aug 2014
- **ITIL Foundation** certified since Mar 2015
- **Certified** from CIT Institute of Mass Communication Studies and Media Research, Pune for successfully completing Personality Development and Public Speaking Workshop - Apr 2004.

KEY ACHIEVEMENTS, HONORS AND AWARDS

- **Academic Distinctions**
  - Achieved **First class with Distinction** in all semesters of Engineering.
  - Secured **2nd rank** in the second and fourth year in a **batch** of **60** students during **B.E** *2001 -2005.*
  - Recipient of **Proficiency** prize in **academics (top 3 ranks of class) every year** in school, *1990-2000.*
- **Awards**
  - **Star Award** for implementing agile processes & driving OSAM maturity across the organization in UHG
  - **Ruby** award for conducting booth on 'Shift Left' as part Agile and DevOps Summit
  - **Aquamarine** awards for demonstrating values relationship, compassion, leadership, and collaboration i
  - **TCS GEMS - On The Spot Award** in 2010-11 for efficiently conducting project quality audits
  - **TCS GEMS – Best Team** in 2009-10 for British Telecom project
  - **TCS GEMS – Service and Commitment Award** in 2010-11 and 2009-10
  - **Certificate of Appreciation** for leading DC2015 offshore team and impeccable handling of the PMO activities with DC2015
  - **Certificate of Appreciation** for organizing Vidyut-2004, National Tech fest in engineering college

Technical Skills

- Technology – Java
- PM Tools: MS Project-MPP, Clarity, Planview, MS Office, Visio, Atlassian (JIRA, Confluence), Smartsheet, Agile Central - Rally

Personal Details
Nationality: Indian
Gender: Male
Languages Known: English & Hindi
Current Location: Hyderabad