 **Uday Pratap Singh**

Digital Evangelist/Global Program Leader @Stadhawk Group

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Driving Organisational Change, Success & Rapid Growth

**VALUE CREATOR ~ BUSINESS ENABLER**

**Business Turnaround | Board Influence & Decision | Revenue & Profit Growth | Strategic Direction**

Experienced software architect/Program Leader with over 17 years’ experience in Enterprise Architectural, Designing, Developing and managing mid to large scale Accounts Information Systems in Product development on cloud(**Azure, AWS & GCP) and on promise**. Dedicated leader with a record of mastering tremendous growth and crisis challenges, leveraging a rich mix of operational and financial expertise. Drives improvements, advancements and best practices to reach aggressive goals. Builds models and teams based on sound strategy and vision, boosting motivation and customer satisfaction.

Lead all technology initiatives of the company, manage entire technology platform including the strategic planning, development and implementation.

Maintain (Adhere) up-to-date knowledge of technology standards, industry trends, emerging technologies and software development best practices.

Ensure that technology standards and best practices are maintained across the organization.

Highly ethical and articulate communicator and trusted to a network of stakeholders. Hold PMP, Scrum master and ITILV3.

Ensuring goals are met in areas including customer satisfaction, safety, quality and team member performance.

Closely work with global program managers, engineering teams and cross functional local & global teams

Make recommendations regarding project prioritizations, scaling up or down, resource allocations, travels, capital investments etc.

Responsible for creating white papers and webinars and providing leadership and direction to the technical members.

Identifying, designing and driving best practice framework for HCM/CRM-( PeopleSoft,Workday,PeoplesHR)/Fin/CRM/BPM/ELM/Java//Bigdata/Salesforce and Siebel

Accountable for all DB & MW services (Oracle, SQL, DB2 and the newly emerging Open Source Postgres and No SQL Database platforms.)

Emerging Open Source Odoo ERP implementation -Postgres ,Python, No SQL Database platforms on Cloud (**Azure, AWS and GCP**)

Building and Lead the development team & adapted open-source software - LAMP stack([PHP, Apache, Perl, MySQL‎](https://www.udemy.com/course/learning-installing-apache-mysql-and-php/)**)** in origination for application development .

**Profile Summary**

* A **Technical Leadership/Global Program Leader with** over **17 year(s)** of experience in different domain -**Ecommerce, Travel, Banking & Financial Services, Telecom, Health Care & Life Science and IT industry**.

 **Presently associated with Stadhawk Group as** Digital Evangelist-Global Program Leader

* Leader having blend of experience in Technology, global Program Management, Consulting and Business Domains (Logistics, E-commerce, Travel, Banking & Financial Services, Life Science & IT.
* Extensive experience in the areas of Microservices, Service-oriented architecture (SOA), REST, n-tier, web-based applications and BPM.
* Extensive experience in **Azure, AWS and GCP**, IoT Hub, EventGrid, EventHub, App Services, Storage Services, Service Fabric Mesh, AI, ML, Azure DevOps, Blockchain, **AI**-**Bot, Cognitive Services, RPA**,Data Factory, Docker, AKS, Kubernetes, Chef, NoSQL, Cyber Security, Threat Modelling,

 Experience in Java- C# - PHP– Drupal - Node.js – VS.Net – Xamarin- VSCode – Python, Postgres

* Building and Lead the development team & adapted open-source software - LAMP stack([PHP, Apache, Perl, MySQL‎](https://www.udemy.com/course/learning-installing-apache-mysql-and-php/)**)** in origination for application development .
* Develops and promotes architectural best practices and standards
* Experience in Alexa and Google Home to build AI skills
* Experience in data engineering and end to end machine learning pipeline building on Azure and AWS.
* Experience in Multi-tenant Log Collection based on Elastic Search (ELK) and visualize on Kibana
* Experience in Cloud development and deployment - Solutioning and strategy using DevOps tools for Continuous Integration, Development, Testing and Monitoring (Jenkins, PS, Puppet, Docker, Ansible, Bitbucket, and JIRA.)
* Extensive experienced in Scaled Agile Framework (SAFe)
* Experienced in designing Highly Scalable, Highly Secure with DR capability to ensure that the system will not fail using AWS and Azure Cloud infrastructure
* Leading a team of DBAs and Middleware technicians and ERP-HCM/CRM( PeopleSoft ,Workday , Odoo,PeoplesHR , SAP, Salesforce and Siebel)
* Experience in agile (scrum) and (BDD, TDD) development methodologies
* Experience in Pre-sale Activities: Responding to RFI/RFP/Execution Approach / Management summary / commercials-Preparing Proposals, Effort/ Cost Estimation using Function Point, Resource loading, Execution model, Implementation plan.
* Interacts with multiple stakeholders to create technology standards, specifications as needed for an application
* Quick study, with an ability to easily grasp and put into application new ideas, concepts, methods and technologies. Dedicated, innovative and self-motivated team player/builder.
* Exposure in Travel, Energy, BFSI, Health Care, Mortgage, Education and Contact centre domain, Industrial Automation (IIoT)
* Exceptional leadership, organizational, oral/written communication, interpersonal, analytical, and problem resolution skills. Thrive in both independent and collaborative work environments.
* Have earned words of appreciation for the Professional approach, Initiative, Interpersonal skills, effective cross functional working, Verbal communication, maintaining documentation, Internal & external customer focus, noteworthy contribution to process improvement from the leaders, managers & users.
* Accountable for all DB & MW services (including but not limited to Oracle, SQL, DB2 and the newly emerging Open Source and No SQL Database platforms.
* Delivery of high quality, high value Innovative & Cost-effective Technology solutions

**Significant achievements Global Implementation** 10 end to end global implementation in Oracle PeopleSoft (HR, Fin, CRM, ELM, ESA and CS) ,Passion (B2B) **ecommerce-domain and Set up India operation and successfully implemented 20 clients in India in six months.**

**Honours/Awards/Trainings**

Oracle PeopleSoft 8x - Functional, Technical and Admin Training by Cedar.

Big data with 25 nodes, Pega & Global Case 360 BPM tool from Pegasystems, IBM-BPM, AWS,Java,.Net. Six Sigma, CMMi, ITIL V3 certified. Certification for PMP

**ORGANISATIONAL EXPERIENCE**

**Stadhawk Group as Group Digital Evangelist / Global Program Leader Mar 19 – at present**

* A Senior Global Digital Business Technology Leader having blend of experience in Technology, Consulting and Business Domains (Logistics, E-commerce, Travel, Banking & Financial Services, Life Science & IT).
* Leads all technology initiatives of the company, manage entire technology platform including the strategic planning, development, implementation and P&L for India centre.
* Have good mix of experience of the IT Services Industry, Product and IT function in the User Industry.
* Conceptualized and promoted Stadhawk Group, with a vision to provide consulting for effective usage of IT to achieve business goals.
* Lead the consulting which involved right from conception till deployment i.e. IT Strategy, Roadmap, Governance, Security, Development and Deployment. Responsible for IT Strategy Planning and Implementation for Logistic Businesses.
* Senior leader running large multi-location, fast-paced operations teams undergoing rapid growth and transformation
* Directed the hiring, training, quality control, system design and workforce utilization
* Be a Strategic Partner with the Business Leaders for defining the Roadmap for the strategic growth plan of Stadhawk Group.
* Driving the Web, Mobile, IoT, Analytics based Solutions to support the business growth. Delivery of high quality, high value Innovative & Cost-effective Technology solutions
* Accountable for all AI-Bot, , RPA DB & MW services (including but not limited to Oracle, SQL, DB2 and the newly emerging Open Source and No SQL Database platforms.
* Building open-source practice - LAMP stack([PHP, Apache, Perl, MySQL‎](https://www.udemy.com/course/learning-installing-apache-mysql-and-php/)**)** in origination for application development .

**Project Title :** NextGen Food Delivery & Laundry Client: Stadhawk Group ,SmartDukaan- (Online Kiran shop ) and Raiya Group- Baghdad.

**Thomas Cook as Head-Technology Solutions/ Global Program Manger June’16 – March-19**

* Lead all technology initiatives of the company, manage entire technology platform including the strategic planning, development, implementation and P&L for Passion India team.
* Building development team and adapted open-source software - **RPA / AI chatbots, LAMP stack**([PHP, Apache, Perl, MySQL‎](https://www.udemy.com/course/learning-installing-apache-mysql-and-php/)**)** in origination for application development .
* Maintain (Adhere) up-to-date knowledge of technology standards, industry trends, emerging technologies and software development best practices, Lead and derive the DevOps practice in all vertical.
* The Head Technology Solutions owns and drives end to end solutions through working with key business clients and Application Development team to engineer end to end process and IT solutions. The Technology Solutions Head works closely with business owners to gather customer requirements, translate them into clear compelling business cases and requirements documents, and then implement them to deliver solutions. See the big picture and work with the business to drive a strategy which optimizes the IT investment and India operation.
* Take care of data centre migration/consolidation, transition, infrastructure deployment and management
* The Global Program Manager works closely with Business Application Head and Program management with regards to the development, test, and release/support teams throughout the SDLC process. In addition, the solution owner will work with program management to help define operational processes, drive the launch, adoption, and training, support program development and execution, track customer feedback in order to build improvements into future solution requirements.
* Direct Involvement with customers and providing executive support on key engagements and business development opportunities.• Sponsoring effective standards, processes, and tools are in place to ensure high quality delivery and driving the quality through a management team that directly supervise.• Ensuring successful delivery of complex and large Dynamics implementations across BU’s.• Responsible for a multi-million $ portfolio of projects.• Attract new talent, develop team capabilities and maintain a strong and excellence team that meet the high expectation

**hSenid Business Solutions India PVT LTD- Global Program Global Manager /Head of Deployment & Delivery May’15 – May16**

* Company is a leader in on premise and cloud-based (AWS) Human Resource Information Systems, with over 700 customers across 30 countries in over 18 industries. These solutions cover an array of key HR functions from; core HR to Social HR, analytic dashboards and talent management. Solutions are offered mid & small businesses the best features of high-end HR systems combined with the power of social media & further reduce operational expenditure.
* Lead the India Delivery and provides leadership, direction for the various partners in the products / systems implementation.
* Take care of data centre migration/consolidation, transition, infrastructure deployment and management
* Oversight and management of project phases from development to installation
* Maintains organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies
* Establishing the company's technical vision, direction and technology policies.
* Lead all aspects of the technology innovation, company's technology
* Competence development and technology operations and shall have customer delight ownership.
* Chief architect of technology systems, products and services both internal as well as external focused
* Owner for the all operational outcomes during the entire end-to-end life cycle of Product Implementation and Delivery managing complex multi-country, multi products roll out and multiple customers.
* Responsible for the day to day Implementation, Delivery, operations which involve human resource management, talent development, product implementation, customer engagement, program / project management.
* Provide scalable implementation support systems and prepare the partners, products, infrastructure to scale for the next 3-5 years as per directions from CSO, COO. People management: Career planning, development, target setting and evaluation, metric management and SLA compliance. Minimal attrition across functions.
* Carrying out project planning, scoping, effort estimation, tracking client communication & presentation. Achieving customer satisfaction by ensuring service quality norms and build the brand image by exceeding customer expectations.
* Client Serving: Edelweiss housing Finance, The Muthoot Group ,Haier ,SKP ,Parekh ,Talati, Zytex, World Vision, Gati ,Primary plus and many more in pipeline
* Accountable for all DB & MW services (including but not limited to Oracle, SQL, DB2 and the newly emerging Open Source and No SQL Database platforms.

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**Hays Plc UK--** **Senior Program Manager (Vertical Head) Jul’14-Mar’15**

* Accountable for HBS IT with an objective to grow In house IT team: Growth from 50 to 130+ in 2 months, successful transition, reduced tickets, end to end solution from HBS, driving innovation. Leading the Upgrade PeopleSoft 9.1/9.2 (Portal/HCM/CRM/FIN/ELM) Application Upgrade E2E.
* BigData/Hadoop implementation using Map Reduce/HDFS/Pig/Hive/flume/Scoop/Zookeepers /Ozzie/Hbase for conversion Informatica to Hadoop ecosystem for analytic purpose.
* E2E Project Management and Interacting with SME/Vendor as well as team for requirement gathering, risk assessment, finalization of technical specifications
* People management: Career planning, development, target setting and evaluation, metric management and SLA compliance. Minimal attrition across functions.
* Strategic projects: Linked In integration, UCM upgrade, GSA, WordPress and UI solutions, Google analytics, SSIS/AS cubes optimization, OT upgrade, 3SS, PS 92 upgrade, enhance customer experience, SSO implementation, and SharePoint cloud portals.
* Extensive experience in the areas of n-tier, web-based applications, RIA, Service-oriented architecture (SOA) and BPM.
* Technologies managed: PeopleSoft ERP, SharePoint, Informatica, OBIEE, IP, Java, .Net, SSIS/AS, testing, UI, web technology, Oracle Apex, UCM, mobile development, legacy systems and a number of open source tools and technologies
* Other responsibilities: Account & stakeholder mgmt, transition, risk mgmt, people mgmt, staff mentoring & leadership, arranging technical training, delivery and support, ISO audit, BCP creation and implementation, CSR Lead, Vendor committee, co-ordination with support groups
* Participation in Ops board, vendor selection, organizing events, procurement.
* Delivery to 33 countries from HBSS showing adherence to Quality norms across the development and implementation process
* Showing interest in business process improvement programs to create Innovative solutions and provide strategy for ERP integrations to customers and manage operations for regional canter.
* Solution PeopleSoft in the domains of Core Human resources, recruiting solutions, performance management and compensation Management, Base Benefits, Payroll Interface, Succession Planning, HR Help desk and Application Portal

 **Standared Chartered Bank Limited– Senior Technical Program Manager*,* Oct’13-Jun’14**

* Leading the Upgrade E2E PeopleSoft 9.1/9.2 (Portal/HCM/CRM) Upgrade (Application /infrastructure) and BPM (Pega and IBPM) project as a Senior Technical Manager (Software Solution - Group Function - HR Systems)
* E2E Project Management and Interacting with SME/Vendor as well as team for requirement gathering, risk assessment, finalization of technical specifications
* Showing adherence to Explaining Process Definition & implementation methodology and applying plans within pre-set budgets and deadlines with Quality norms across the development and implementation projects.
* Carrying out project planning, scoping, effort estimation, tracking client/stockholder communication & presentation. Interacting with and guiding team members to ensure smooth progress of project work. Meeting deadlines without compromising quality norms and adhering to SLA including post implementation support
* Understanding & co-ordination client/stockholder needs / enhancements, customization, software-related issues, provide solutions in adherence to delivery on schedules
* Achieving customer satisfaction by ensuring service quality norms and build the brand image by exceeding customer expectations. Showing interest in business process improvement programs to create Innovative solutions and provide strategy for ERP integrations to customers and manage operations for regional center.
* Solution PeopleSoft in the domains of Core Human resources, recruiting solutions, performance management and compensation Management, Base Benefits, Payroll Interface, Succession Planning, HR Help desk and Application Portal.

**Cognizant Technology Solutions /Technical** **Program Manager –Oracle Solution Practice**, **Aug’08 - Oct’13**

Working as a Project Manager /Delivery Manager, leading team of 100 members which include Technical,Admin/Dba and functional consultants in Onsite & Offshore model and responsible for all the Delivery for multiple clients and Internal PeopleSoft Application to support 1.50000 employee across world for cognizant .

* Managed multiple concurrent projects E2E Pega/IBPM/PeopleSoft/Java) providing administration, issue resolution, monitoring project progress, obtaining and distributing project status to stakeholders
* Identify pain areas that lead to incorrect information and to improvise the process to capture aate information into the system and responsible for Payroll processing and handling payroll related issues and compliances.
* Shouldering overall responsibilities to understand Client Processes and to work efficiently to meet targets and deliver solutions in accordance with quality control standards and business practices and procedures.
* Lead and manage the activities and services provided by IS to ensure effective and full utilization of information technology (including business process change) to meet the business strategy and cost objective

**Ljrinfotech Limited,Chennai /PeopleSoft Technical / Admin Consultant , July’06 to Aug ‘08**

* From July 2006 to Aug 2008 I have work for different clients (**Bank of Africa- Lagos, Perot Systems TSI ,Convergys IMG India Pvt Ltd. and Countrywide Financial Corporation.**
* Presented the strategy in order to design Business Units and SETID for their additional companies.
* Developed and designed Person Model after the requirement gathering phase.
* Responsible for mapping the customized functionality with the delivered functionality in 8.9.
* Presentations to the client for the customizations and new features in 8.9 as a part of Fit/Gap.
* Responsible for interaction with the client for any issues and action items captured during Fit/Gap workshops.
* Configuration setup for Workforce Administration, Core HR (Company,Business units, Set ID, Pay Group).
* Prepared AS/IS document and design document after Fit/Gap analysis.
* Perform data validation in control table of HCM, Benefit Administration Module as per req.
* Extensively involved in Administering PS-Admin Tool and setting up and correcting the configuration settings of Tuxedo, Process Scheduler, Web Server and Jolt.

**Zaim Technologies** / **PeopleSoft Administrator**,**June’03- June’06**

* Infrastructure design and maintaining the environments of PeopleSoft for DEMO, DEV, TEST, CONVERSION and Production Databases
* Experienced in the full life cycle Implementation and Production Support of PeopleSoft Applications & Databases.
* Installed PeopleSoft Database and Applications on NT and Unix Operating Systems
* Configured Windows development clients to connect 2-tier or 3-tier to the database for development and administration purposes.

**Software Systems & Solutions (SOSYS) Delhi /Programmer,**  **June 99 to May 2001**

* Development of ERP system for Sugandhi Appliances, with Developer 2000(Forms 5.0 ,Reports 3.0) and Oracle. The project includes designing, development and implantation.Development of Various Report , Testing , Debugging , Implementation

**EDUCATION & OTHER CREDENTIALS Professional Qualification**

M.Sc. (Computer Science) From SATI (Govt. Engg.College), VIDISHA-464001

Affiliated Barkatullah University, Bhopal.2003