Pran Chatterjee

Program Manager

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📍 Bangalore, IN

SUMMARY

Pran has more than decade of IT experience in all phases of application development life cycle. His area of expertise includes consultancy, analysis, design, development and implementation of Management Information Systems, Power Exchange Trading Systems, Banking System, Production Planning & Inventory Control Systems, Sales Automation, Insurance Annuities Systems, and Finance. Pran successfully managed large and complex IT projects in Business Intelligence and Integration domain, programs/projects with respect to E20/WebCenter, BPM/SOA, Security & Identity Management, Analytics, System Performance & Architecture, and Oracle Cloud Migration Factory.
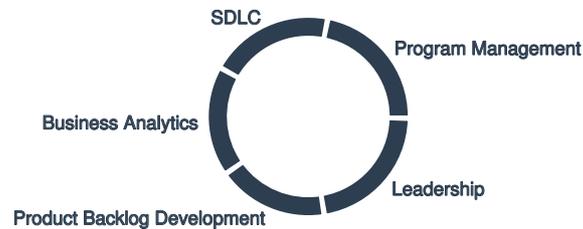
KEY SKILLS

• **Program & Product Management** •
SDLC • **Customer Relationship Management** • **Client Satisfaction** •
Business Growth
• **Product Backlog Development** •
Team Leadership & Mentoring •
Revenue Generation • **Budgeting Invoice Management**

TECHNICAL SKILLS

- **Operating Systems** (Server): Red Hat Enterprise Linux 6, MS Windows Server 2000/2003/2008/2012/2016
- **Operating Systems** (Client): MS Windows 95/98, MS Windows XP/Vista/7/8/10
- **Migration tools:** Workload Migration using vCenter Converter Standalone, PlateSpin Migrate, AWS Server Migration Service (SMS), AWS Database Migration Service and AWS VM Import/Export
- **Databases, ERP & Virtualizations:** Oracle 9i,12c, MySQL, MS SQL Server, SAP, MS Hyper V, VMWARE, MS Virtual Server
- **Cloud Platforms:** Oracle Cloud Infrastructure, Amazon Web Services, MS Azure and Google Cloud Platform
- **CI-CD and Devops Tools:** Github,

AREA OF EXPERTISE

SDLC · Program Management · Leadership · Product Backlog Development · Business Analytics

PROFESSIONAL EXPERIENCE

Program Manager
Oracle

Aug '19 - Present
Hyderabad, IN

- Provided General PMO guidance for technology teams on **Agile**, **SAFe**, **Program**/**Project** management.
- Initiated & managed **agile enterprise software projects** in the organization.
- Worked also with management to **incorporate agile process** in the organization process.
- Managed the full **SDLC**, from **ideation**, to **discovery**, to **execution**, then to **deployment**.
- Worked with senior management, business, and release management to understand the **vision of the product, prioritizing and developing software release planning.**
- When required, negotiated with other department managers for the acquisition of required personnel from within the company.
- Developed and following agile project management plan **(agile ceremonies)**.
- Worked with product owners to build the **product backlog** with **cost estimates and priority, grooming it, and planning sprints**.
- Estimated the **team capacity (velocity**) to achieve project goals from historical data.
- Lead and coached **product owners** and **project teams** to **improve story writing and requirements gathering process**, leading to an **increase in customer satisfaction.**
- Coached and motivated new scrum masters and project managers, and influenced them to take positive action for their work.
- **Coached** and **empowered** project teams how to self-organize and grow **cross-functionally** to deliver projects using an **agile methodology.**
- Facilitated scrum ceremonies such as **sprint kickoff**, **daily stand-ups**, **backlog grooming**, **release and sprint planning**, **retrospectives**, etc.
- I**mproved team velocity** by incorporating capacity planning into sprint planning sessions.
- Monitored and tracked progress through **burn-down charts, tracked issues and impediments against user stories**.
- Responsible for taking through in-depth evaluation of **complex business processes, system processes and industry standards** which has considerable business impact.
- Effectively communicated project progress and project expectations to stakeholders in a timely and clear fashion through the **burn-down charts.**
- Developed best practices to formalize project management processes, agile methodologies and businesses processes that are efficient and focused on results.
- Cross-consulting deals including **Database upgrade & migration to Cloud**, **Lift & shift, performance management, Golden Gate, Exadata Implementation etc**.
- Responsible for providing in-depth and sophisticated analysis with **interpretive thinking** to define problems and develop **innovative solutions** and **accountable for executive summary preparation.**
- Responsible for **Budgetary Estimate, Time & Material and Fixed Price proposals** and win themes for deal desk.
- Possess a comprehensive understanding of how own area and others (i.e., **architecture or infrastructure**) collectively integrate to contribute towards **achieving business objectives**.

- bitbucket, Jenkins, Chef, Puppet, SonarQube and Maven
- **Monitoring Tools:** Nimsoft, Sevone, HP Open View, BMC Remedy, BMC Patrol, Solar Winds, Nagios
- **Deployment & Patch Management Tools:** MS RIS/WDS/ Altiris, Microsoft WSUS/SCCM
- **Backup Tools & Programming Language:** NT Backup, Symantec Net Backup, TSM, C/C++, Python, MS Visual Studio, Oracle JET
- **Application Packages:** MS Office 2007, 2010, 2013, 2016/MS Visio/MS SharePoint/Oradocs
- **Application Servers:** Tomcat, IIS 7.5, vCenter Server, Oracle WebLogic, Apache, Apache Geronimo
- **Mail Servers:** MS Exchange, IBM Lotus Domino Notes, IBM Middleware LEI
- **Communication Servers**: MS Communication Server, IBM Same Time Server
- **Server Platforms:** HPE ProLiant Gen9 & Gen10 Servers and HPE Synergy Gen10 Servers, Cisco UCSM, Dell PowerEdge Servers
- **Network & VOIP Platforms:** Cisco Switch, Router, Firewalls, Cisco Hard Phone /Cisco Jabber
- **Testing Tools:** Oracle Application Testing Suite, Selenium, Unified Functional Test (UFT), Katalon Studio, Silk Test, SoapUI
- **Project Management Tools:** MS Project 2013, 2016, JIRA, Kanban, Confluence, Clarity

AWARDS & ACCOLADES

- Awarded **Extra Mile Award** for **Migrating Workloads from on-premises to AWS Cloud** for a global airline customer | '15
- Awarded **Spot Award** for excellent Program management of - **OCI-C to OCI migration Program** | '20
- Awarded **Blue Ribbon Award** for going above and beyond by sharing technical expertise on **VMware and virtualization** | '14
- **Oracle Consulting Project Manager Accreditation Level Award |**'21

- Managed **Purchase Orders** and **Invoices**.
- Appropriately **assessed risk** when business decisions were made, demonstrated particular consideration for the organization's reputation and safeguarding Oracle, its clients and assets, by **driving compliance with applicable laws**, **rules and regulations**, **adhering to Policy, applying sound ethical judgment regarding personal behaviour**, **conduct and business practices**, and **escalating, managing and reporting control issues with transparency**.

Key Achievements
- Supporting Oracle's continued transformation in public Cloud technology market focused on **OCI-C to OCI migration program. Team Size of 50 FTEs.**
- One of **America's biggest Hospitality, tourism customers**: On-Premise to OCI Migration.**Team Size of 10 consultants.**
- Implementation of **Assessor Modernization Project (AMP)** for one of America's largest County Assessor.**Team Size of 82 Consultants.**
- **Oracle's Cloud Migration Accelerator program**, enabling delivery of **Oracle SOAR cloud migrations** for enterprise customers via **resource management**, **financial analysis**, **strategic projects**, **risk management**, and **analytics**. **Team Size of 60 + people.**

Project Manager – IT
Sep '18 - Jul '19

Infosys Limited
Bengaluru, IN

- Oversaw projects portfolio and led a team of **32 members** while providing coaching to juniors
- Oversaw development of assessments**,** documents, etc. and liaised with OEMs and SAP vendors for senior-level intervention
- Managed infrastructure for **80+ customers** including Fortune 500 companies across locations with 100+ team members
- Delivered SAP digital transformation and **migration projects** while fulfilling network, virtual and storage requirements
- Coordinated with SAP, Cloud and network architects for enforcing **disciplined processes** and promoting best practices

Key Program:
- Managed **Windows server migration** program for one of the leading banks in the UK with a team **of 50+** and **90+** applications.
- Managed budget and **quarterly forecast** while participating in **account level strategy** and new business opportunities.

Manager - IT Projects and Delivery
Nov '17 - Sep '18

Toyota Financial Services
Bengaluru, IN

- Assisted in driving **supply chain projects** and built robust relationships with key hardware suppliers, partners & internal teams.
- Benchmarked quotes, assisted in providing regular status updates and performed **hardware supply market analysis.**
- Collaborated with internal stakeholders for process improvement initiatives and aided in creating visual dashboards.
- Ensured supply chain and **strategic sourcing processes/**systems are in compliance.
- Drove total **cost of ownership (TCO**) reductions in hardware commodities and services for Toyota.
- Established great working relationships with various teams at Toyota including **Software Development**, **Network operations, Hardware Engineering, Autonomous Technology Group, Strategic Finance, Accounting and Procure to Pay teams.**
- **Negotiated contracts,** commercials, and key deal terms.
- Played a key role in **vendor management** and service delivery by establishing SOW, KPIs & reviewed mechanisms Managed **SLA** through SLA & KPI preparation for the vendor & Operations teams in line with Toyota business requirements.
- Established a **regular review mechanism to** track SLA & KPI achievement, in

turn ensuring Operational Excellence of the various departments at Toyota

- Assisted in managing **purchase orders**, invoice reconciliation, and budget controls.

Senior Scrum Master   Apr '16 - Nov '17

Wipro Technologies Limited   Bengaluru, IN

- Executed various projects with a budget ranging from USD 200k to **USD 1m+** & team size ranging from 7 to **25+ per project**
- Executed end-to-end projects by following project management handrails & initiated projects by discussing with stakeholders
- Liaised with **steering committee members** to plan projects and participated in contract framing of suppliers
- Agreed on project execution plans in Agile/Waterfall/Hybrid/DevOps Incubation team and estimations with **+10% variation**
- Oversaw project readiness and **change management process** while administering project closure including finances
- Developed robust relationships with business stakeholders & led all projects through aggressive project governance processes

Key Projects Executed:

- Migrated application to **Azure cloud** and Hybrid **cloud setup & applications** from on-premise Datacenter to AWS cloud.
- Migrated on-premise Exchange mailboxes AND SharePoint to O365 cloud with the implementation of additional O365 services like Skype for business, Yammer, and OneDrive.
- Migrated all servers from HP to Jujutsu datacenter for one of the customer Transfield as part of the Datacenter migration project.
- Migrated 12 banking applications from Windows 2003 to Windows 2012\2016 as part of **W2k3 application migration project.**
- Upgraded Citrix from Endoscope to XenApp as part of **Citrix implementation project.**
- **Max's Group Inc. -** Implementation of Oracle BI Cloud Service for customized Finance Analytics - GL, AP, AR, PO, Inventory modules.

Scrum Master   Apr '12 - Apr '16

Tata Communications   Chennai, IN

- Carried out **infrastructure service operations,** managed Cloud-based technology projects and designed business processes.
- Released one of the largest software programs in the **IoT space** as SAAS deliverable via Scaled Agile methodology.
- Liaised with largely distributed project teams including engineering, marketing and **business leaders.**
- Managed programs of the business domain & ensured on-time and **on-budget delivery** with high-levels of quality & productivity.
- Coordinated with cross-functional teams including sales, marketing, sourcing, manufacturing, legal, quality, etc. across the globe.
- Built and **maintained robust relationships** with vendor partners like Microsoft, Cisco, end customers, and executive leadership.
  - Enabled effective program execution for meeting customer commitments.
- Executed **wall-to-wall programs** from conception to delivery and ensured the fulfilment of business objectives.
- Handled product management team including goal setting, appraisal management & conducting periodic engagement meetings.
- Communicated **program status** to key stakeholders including senior leadership as part of unbiased checkpoint reviews.
- Complied with the development and **support standards** established at the organisational level.
- Leveraged tools and methodologies provided by the competency groups and rendered support in the **auditing process.**
- Maximised revenue as part of **achieving organisational goals** and established SLAs & KPIs for all the engagements
- Established operational processes and achieved the highest levels of **customer**

satisfaction ratings.
- Acted as a liaison between the **competency groups** and customer & education customers on new industry trends.
- Mentored, coached and trained the team members in an **Agile environment** while identifying training needs.

Key Projects Executed:
- Adventist Health – Sacramento, USA - Implementation of Oracle Analytics Cloud and PCMCS for Patient and Activity level cost and revenue allocation.
- American Express – New York, USA - Migration of the whole Corporate Card system for the UK, Spain, France, Germany, Italy, and Netherlands markets.

Software Engineer - Telecom and Networks	Aug '11 - Mar '12
Gaytes Information Systems Pvt. Ltd.	Ahmedabad, IN
Team Member – IT Software Development	Aug '10 - Aug '11
NIIT Ltd.	Guwahati, IN

PROFESSIONAL QUALIFICATIONS

- **Executive MBA** - Business Analytics| Alliance School of Business, Alliance University | Bengaluru, IN
- **B.E. - Electronics & Communication** | Acharya Institute of Technology, Visvesvaraya Technological University | Bengaluru, IN

CERTIFICATIONS
- Oracle Cloud Infrastructure 2020 Certified Architect Associate
- Oracle Cloud Infrastructure Foundations 2020 Certified Associate
- Oracle Autonomous Database 2019 Specialist
- Aviatrix Certified Engineer - ACE - Multi-Cloud
- Leading People and Teams Specialization Certificate from University of Michigan - Coursera
- MCSE - Cloud Platform and Infrastructure
- 70-533 Implementing Microsoft Azure Infrastructure Solutions
- AWS Certified Solutions Architect – Associate Certified from Cognixia
- MCSA- Windows Server 2012 R2
- CCNA – Routing and Switching | CCNP – Routing & Switching
- MCSE - Server Administrator on Windows Server 2003
- MCITP - Server Administrator on Windows Server 2008
- ITIL® V3 Foundation
- Certified Scrum Master - CSM
- MSP® Practitioner - Programme Management
- PRINCE2 Agile® - Project Management
- UiPath Trained and Certified from Edureka
- Cloud Engineering with Google Cloud Specialization from Coursera
- Data Engineering, Big Data, and Machine Learning on GCP from Coursera