

# MUKUL KUMAR



Achievement-driven professional, targeting assignments in **Project Management and Product Owner** with an organization of high repute

Location Preference: **PAN India (preferably in Noida)**



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## Key Skills

Business Analysis

Project Management

Requirement Elicitation

Service Delivery Excellence

Functional / Business Consulting

Process Transition / Improvement

Stakeholder Engagement

Strategy Planning & Execution

Risk Analysis

Team Building & Leadership



## Profile Summary

- Currently Working with **Mphasis Limited**, Bangalore as Project Manager.
- Resolute and committed professional, offering **over 17 years of experience** in **managing software products** (Banking / Supply Chain Management / Clinical Management/PIS) in **US Banking/ Public /Government & Health department**
- Accomplished Functional Consultant/ Business Analyst/ Product owner/ Scrum Master/ **Project Manager** in a **Global delivery environment**
- Exposure of the **entire SDLC phases**, like **project kick-off**, analysis, design, build coordination, testing (**SIT/UAT/ GAP**) and implementation
- Led BA team** for Requirements Elicitation, use case Analysis, Work Flow Analysis, Business Process Reengineering, BPM, Requirement Change Management, Requirement Risk Management, analyze **Business Domain**
- Excellent writing skills including documentation of User Stories, Use Cases, Process Diagram, Interface Solution Design and consulting
- Headed 50+ member team**; executed all the sprint ceremonies of Agile
- Excels in driving **product roadmap & lifecycle** across assignments right from business requirements, design, development, functional testing, **product integration** till final delivery of application
- Capable of organizing & communicating as well as **presenting data analysis** findings in a clear & useful manner to facilitate business viable solutions and recommendations
- Keen customer-centric approach** with skills in addressing client priorities and resolving escalations within prescribed TAT, thereby attaining client delight and high compliance scores
- Team-based Management style** with expertise in driving the company's vision into reality



## Education

- 2020: **PGEMBA** (Business Analytics) from IMT, Ghaziabad
- 2004: **MCA** (Master of Computer Application) from Punjab Technical University, Jalandhar



## Notable Accomplishments

- Awarded Best Managed Project in our portfolio.
- Bagged 'Scotch Award' in Maharashtra and Andhra Pradesh for implementation of Drugs & Vaccine Distribution Mgt. System application
- Delivered end-users training for more than 3000 participants



## Projects Executed

- Dec 2021 to till Date:** Modernization and Data center migration Project for reputed US Bank.
- 2019 to Nov 21:** Sanjeevni (Drug Supply Chain Software), HMIS (Clinical Management Software), FP-LMIS, Under National Digital Health Mission, Technical support to Bihar Health Department
- 2017 - 2019:** DVDMS and EMMS(Equipment Mgmt.) Client: BMSICL (Bihar Health Department)
- 2013 - 2016:** DVDMS (Drug & Vaccine Distribution management system) and HMIS (Hospital management information system), Client: APMSIDC (Health Department, AP) and TSMSIC (Health Department, Telangana)
- 2011 - 2012:** E\_aushadhi(Drug Supply Chain Management) Client: DHS Maharashtra
- 2008 - 2010:** Personal Information and Financial System, Client: Ministry of Water commission, Delhi



## Certifications & Trainings

- AWS Certified Cloud Practitioner
- Certified Scrum Master by Scrum Alliance
- Certificate in Supply chain management



- One-week training on AI and Machine Learning organized by IIT Roorkee
- Training on SAP R/3 V ECC 6.0 (ERP) from Centre for Development of Advanced Computing (CDAC) Noida on ABAP/4 Programming Module



## Work Experience

### Dec,21 to till Date with Mphasis Limited, Bangalore as Project Manager

#### Key Result Areas:

- Engaged in **Project SOW** and **Project Estimation**, Budgeting, Project planning, Business Analysis, Client Engagement, SDLC, Agile Methodology and Business Process Modeling.
- Compliance of all Project management Process i.e. IPP, Communication, Stakeholder, Cost, Quality, Resourcing.
- Working closely with Customer to understand the business requirement and engaged in all Project and Weekly status meeting.
- Executing Fixed Bid Project plans within pre-set budgets and timelines without compromising quality norms and adhering to SLA
- Coordinating functional and user acceptance testing involving execution of testing strategy, scheduling of resources and tracking of test performance; undertaking review of test cases along with the Testing Team
- Understanding business processes, studying & analyzing workflow to design solutions (As-Is, To-Be & Solutioning/Freezing), also preparing requirement & testing documents and conducting GAP analysis.
- Identifying the Project Risks, Assumptions and Critical dependencies and discussing with PMO
- Managing risks and planning for contingencies to ensure minimal effect on deliverables. Enforcing strict compliance to the SLA terms negotiated with the project team
- Managing projects involving resource planning, estimations, team building and delivery in stipulated budget while ensuring customer interest and requirements
- Executing all the sprint ceremonies of Agile; prioritizing the stories, defining the scope item of the sprint on basis of capacity plan
- Taking key decisions to ensure the team delivers to agreed quality, timescales and within budget, steering issue escalation, quality reviews, allocation of team's resources

### May'19 – Nov, 21 with CARE India as Manager - Project

#### Key Result Areas:

- Leading multiple operations encompassing Requirement Gathering, Business Analysis, Client Engagement, SDLC, Agile Methodology, Used Case Writing, Requirements Listing and Business Process Modeling
- Maintaining high design standards; understanding target audiences' needs, goals and translating them into concepts
- Working with external stakeholders to understand and investigate feedback into the service/function/product provided; using data modeling practices to analyze findings and create suggestions for strategic improvements
- Coordinating functional and user acceptance testing involving execution of testing strategy, scheduling of resources and tracking of test performance; undertaking review of test cases along with the Testing Team
- Spearheading the team performing UAT for all business functions and systems
- Understanding business processes, studying & analyzing workflow to design solutions (As-Is, To-Be & Solutioning/Freezing), also preparing requirement & testing documents and conducting GAP analysis
- Meeting requirements which include business rules, user interfaces, system interfaces, core & custom system functionality, current and future state, requirement gathering & documentation
- Contributing in delivery functions, to ensure end-to-end ownership of incidents & service requests and meeting deadlines & Turn-Around-Time without compromising quality norms and adhering to SLA
- Managing projects involving resource planning, estimations, team building and delivery in stipulated budget while ensuring customer interest and requirements
- Imparting user training and rendering post implementation support
- Executing all the sprint ceremonies of Agile; prioritizing the stories, defining the scope item of the sprint on basis of capacity plan
- Taking key decisions to ensure the team delivers to agreed quality, timescales and within budget; steering issue escalation, quality reviews, allocation of team's resources

**Technology Stack:** MS Office, MS Project, Visio, Jira, Tableau and other Project Management Tools

### Jul'06 – Apr'19 with CDAC, Noida (CMMI 5 Level company)

#### Growth Path:

JAVA Developer	(2006 - 2009)
ABAP Developer	(2010 - 2012)

Project Lead

(2013 - 2019)

#### Highlights:

- Planned and defined scope for the project and plan the activity in sequence
- Steered efforts in designing and writing the code using JAVA/ABAP programming language based on the blueprint provided by the clients and performing regular tests on the usability of the code
- Monitored the project to ensure schedule tracking and functionality getting to deliver on time as per project plan
- Facilitated the delivery of end-to-end project life cycles from conceptualization to implementation
- Conducted software analysis, programming, testing, and debugging, as well as recommended changes to improve the established processes
- Successfully transformed requirements into stipulations and identify production and non-production application issues
- Rendered technical support to the end users in the form of troubleshooting guidelines and modifications to the system after it has been delivered
- Imparted training to the end users and client representatives at this stage of the Java web application /SAP Software Lifecycle
- Managed the SLA targets and work with the team to trouble-shoot and resolve areas where targets are in danger of being breached
- Supported users during UAT, Assists and ensures go live and transition to production

**Technology Stack:** MS Office, MS Project, Visio, Java, JavaBeans, JSP, Servlet, Struts, JavaScript, XML, HTML, Oracle, Postgres, SAP ABAP



#### Personal Details

**Date of Birth:** 1<sup>st</sup> March 1982

**Languages Known:** English and Hindi

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