**KIRAN MITHRA**

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**EXECUTIVE SUMMARY**

Visionary leadership in building and transforming to Agile IT Organizations, delivering business values & benefits through agile, waterfall & hybrid program execution strategies in build & deliver verticals leveraging latest technologies and governance models

**CAREER HIGHLIGHTS**

1. A trusted IT advisor, executive collaborator and strategist with a track record of developing lean IT departments, executing cost beneficial and innovative plans. Achievements include strong leadership and management, effort optimization, attrition reduction, developing streamlined product roadmaps/ MVPs for maximum customer benefit, keeping control of IT cost.
2. Digital Transformation leader helping in building digital platforms, delivered large scale IT programs, transforming legacy IT departments into Digital COE’s, liaising along with Government bodies (US-DOL, Arizona State Government, UN, KNPC, GOVCMS etc.) and private sectors on domains like Digital Media, Educational, Oil sector, Retail (FMCG, F&B), Supply chain, Ecommerce, Banking and Insurance, Travel & Tourism; worked with organizations of CMMI 1 to 5 Levels.
3. Experienced in leading IT organization in delivery scales of multi-vendor Programs, Product building, Managed IT services applying various governance models like Waterfall, Agile (Lean, Nexus, Kanban, Scrum, XP) and Hybrid; leveraging latest technologies to accelerate and gain competitive business advantage.
4. Proven leadership in managing International client relationships\* (handled clients and technology partners from US, UK, Australia, Russia, South Africa, Singapore, Turkey, Poland, Sweden, Japan, MENA & India), and in setting up and managing globally distributed digital enabled delivery channels by developing strong teams (PMO/Projects/Analyst/Developers/ QA/Architects/ DEVOPS/ Operations) for enabling seamless benefit realization, productivity increase, improving operational efficiency, innovation culture and driving agile transformation.
5. Handled P&L up to $3.5M, operating from globally distributed delivery location (onsite, nearshore, offshore), saved 50% to 60% on opex without compromising on the quality.
6. Delivered Automation, Ecommerce, Omni channel delivery, Micro services, Mobile/PDA, Warehouse Management, Cloud technology (SAAS, PAAS), Data Lakes & Data Analytics based products. Handled P&L between $30k and $3.5M, operating from globally distributed delivery locations (onsite, near shore, offshore). Saved 50 to 60% on opex without compromising on the quality.
7. Possesses excellent interpersonal, communications & negotiation skills, ability to influence decisions & to develop relationships internally & externally with CxO & stakeholders at every level.
8. Enjoys being part of, as well as leading, managing, motivating, training & developing successful & productive teams that thrive in highly pressurized & challenging working environments.

**PROFESSIONAL COMPETANCIES**

|  |  |  |
| --- | --- | --- |
| * Leadership, Public speaker | * Strategic & Business Acumen | * Customer & Vendor management |
| * Leadership/ Management Innovation | * IT Delivery Management | * Governance & Risk management |
| * Budget management * Mentoring & Coaching * Agile Program & Project management * Scrum Master | * Change Management * Detail oriented and Diligent * Agile Coaching (all levels) * Enterprise Implementations | * Globally distributed Delivery team management * Setting Onshore/ Nearshore/ Offshore Delivery * Establishing IT Start-ups & New age Technologies * Continual Service Improvement |

**PROFESSIONAL TRAININGS & AFFILIATIONS**

|  |  |
| --- | --- |
| * Leading Change Management | * Learning Cloud Computing: Cloud Security |
| * Strategic Planning Foundations | * Blockchain for Business with Hyper Ledger Fabric |
| * Lean/Kaizen strategies | * Deep Learning with TensorFlow |
| * Agile Project Management | * Learning Cloud Computing: The Cloud & DevOps |
| * Professional Scrum Master (PSM)Prince 2 | * UiPath RPA Program Manager |
| * Professional Scrum Product Owner (PSPO) | * UiPath RPA Solution Architect |
| * Prince 2 | * Certified JAVA 1.7 Developer |

**CAREER SUMMARY**

**DESIGNATION**  : Director, Digital Platform Services

**ORGANISATION** : Zyxware Technologies Pvt Ltd

**DOMAIN** : Digital Platform Services

**REPORTING TO** : CEO

**TEAM SIZE** : 50

**WORK LOCATION** : Trivandrum, India

**FROM DATE** : May 2019 **TO DATE:** Present Day

**Responsibility:**

Responsible for aligning the Business and IT team and translating the needs of the business into an IT work plan and monitoring strategic projects and initiatives at the business level. Collaborate with Client Business heads and assist in articulating the strategic objectives, defining future roadmap and goals for the IT function keeping in mind the future requirements of the business.

Drive strategic IT projects (Inhouse product developments and Client engagements) and Technology initiatives while ensuring alignment with IT strategy and long-term needs of the business in concurrence with the market changes. Monitor budgeting for initiatives and projects and maintain IT capital and operating budgets under control. Responsible for P&L of the entire delivery organization while spearheading Agile transformation.

Accountable for delivery to US and Australian markets in addition to the existing portfolio. Building onsite, near site development centers to work in tantum of 24/7 delivery and support. Additional responsibility of building the Zyxware product development department that caters to building and running Zyxware digital platform engineering programs in the year 2020 -2021.

Rebuilding Zyxware delivery organization equipped for taking new business frontiers by enabling new digital service lines and verticals; driving productivity, innovation culture, digital transformation is a few to mention.

**Key achievements:**

**Sales & Business Strategy**

1. Improved the companies brand presence in the Drupal global raking from 40th position to 13th position thereby enabling 3x organic global sales leads
2. Successfully crafted and executed strategies for bringing closure of underperforming engagements, recommend methodology for cross departmental unification and execution, focusing on building global digital delivery hubs that seamlessly deliver core business operations
3. Introduced the ‘grow sales from platforms build, sell and service business model’ for the first time in the organisation. Launched 2 products (1. One click online ecommerce store, 2. Digital marketing automation platform) within the first year of ideation
4. Lead the leadership team in building and streamlining the annual budgeting process to bring clear visibility of the yearly financial requirements
5. Defined/ Streamlined lead management, pre sales execution workflows, proposal/ contract building process which enabled the senior management to work as a well-oiled single execution unit from a siloed environment during presales

**Delivery Management**

1. Head of PMO, Business Solutions, Technical Architecture, Development, DevOps and Managed Services department, delivering solutions to 27 plus happy customers across US, Australia, India, South East Asia, South Africa etc.
2. Doubled the delivery productivity (38% to 90%) on a quarterly average, with building strong program/ project execution standards and policies, built high performing remote ready teams that operates from multi locations
3. Introduced knowledgebase system & reusable component driven delivery approach, for a faster and cost friendly outcomes
4. Established CI/CD pipelines for speedier, secure and qualitative delivery which reduced the delivery cycles by 30%
5. Standardized the development process by introducing PMO, Solutions, SDLC, Change Management, Application Support/ Managed Services Frameworks which improved the operational efficiency and predictability
6. Building emerging technology partnerships based eco system to cater the high on time delivery demands of the business

**PMO & Process Management**

1. Established the PMO within the organisation, built a strong matrix model, aligned workforce under strong process driven leadership
2. Introduced enterprise wide audit for bringing in visibility and continual improvement of operational efficiency across departments
3. Introduced risk management (assessment & mitigation) process for each activity under PMO to reduce the failure cycles by 80%
4. Introduced agile, lean process to support progressive deliverables adherence to newly constituted audit compliances
5. Build Zyxware PMS (in house developed) for a simplified portfolio, resource management and MIS reporting product

**Technology Management**

1. Enhanced Technology stack by bringing new technical capabilities to organization portfolio and pushed sales targets.
2. Ideated and rolled out Zyxware’s first inhouse developed online one click ecommerce offering tool ‘Zetex’ in Magento platform
3. Conceptualized Digital marketing automation platform for Zyxware’s digital automation initiatives
4. Mentored the Technical architect teams in making the right architectural calls, designed technical solutions with the philosophy of scalable and extendable outcomes
5. Closely worked with Development and DevOps teams in setting and monitoring the right controls mechanisms while designing the solutions, coaching in preparing the technical tasks and dependency management of deliverables in technologies such as Drupal, WordPress, Magento, React, Vue, Angular 2, PHP frameworks such as Laravel Nova, CodeIgniter, Bootstrap, MySQL, Mongo DB, Android, IOS, Digital Commerce Platform using Magento, Digital Marketing platforms using Mautic, Unomi, Matamo, Revive etc.

**Product Management**

1. Ideated and built Zyxware first sellable products range in a span of 2 years, performing primary and secondary research on market drivers, available technology platforms, pricing based on break even approach, etc
2. Ensured clear and unambiguous translation of product value roadmap through MVP in sizes of Epics, Feature sets and subsequent user stories for upcoming sprints/ release to enable the customers and product development teams to complete required work, in the capacity of product owner
3. Worked with Sales and Marketing teams to with promotional and branding strategies, with Finance on the budgeting side, with board on the ROI and Risk mitigation plans
4. Lead the execution of product development in collaboration with Product Team members comprised of Product Design, Technology, Quality Assurance, DevOps and Operations teams
5. Worked with potential client as chief product officer and technical account manager role to do the heavy lifting the sales of the products across MENA, Australia and India

**People Management**

1. Worked closely with HR team to enable a fun and stress free fulltime work from home operations model that helped teams to deliver quality outcomes while maintaining a good work life balance
2. Restructured the delivery organisation (Org. Structure, Career paths, JD’s, Employee Designation re mapping, Salary revisions etc.) to build a world class working environment with clear career growth path for each employee
3. Implementation of KRA/ KPI and other 5 plus people and performance management activities in creating a working space focused of self-learning and sharing knowledge
4. Revived the Resource management processes optimal resource utilization, awards and recognition program to motivate the workforce
5. Worked with HR to implement programs to cover up the attrition rates of fulltime work from home

**Mentoring & Coaching**

1. Launched learning and development programs to motivate and empower the team members, that resulted in the process of knowledge building and sharing as a daily routine across the remote workforce
2. Acted as an Agile coach, PMO specialist and provide overall guidance executive and leadership and for the teams
3. Coached team members on how to manage medium to large projects and understand the technical aspects of the builds
4. Build technical and nontechnical team members on more advanced skills using formal and informal training methods.
5. Coach new and current PLs/PMs on the right level of skills needed to do project planning, monitoring and adjusting, and risk assessment and management

**Project & Customer Management**

1. Stabilized end to end project execution through standardization of PMO practices
2. Instituted we defined Client relationship management, Service Delivery Management policies
3. Worked closely with Bid management teams in drafting win-win contracts ensuring company interests are protected
4. Setting guidelines for prioritization and estimation process to derive winning pricing models
5. Working with Finance for project budget approvals and handling cost management of the department
6. Defined project profitability, monitored the performances and retune the laggards to keep the profitability margin safe
7. Organised a multi-cultural, multi-vendor, multi-location teams for cost effective delivery
8. Managed conflicting project expectations by bringing focus to the project boundaries and negotiated to win-win situations.
9. Envisaged the release plans/work breakdown structures that includes functional and activity decomposition matrix for all new projects and key milestones for each phase of the releases to bring in proper EVM and milestone adherence
10. Ensured that the project estimates falls under the optimal execution policy across the clientele by reusability culture
11. Reviewed the PMO governance with Customer PMO heads and ensure the teams deliver as per the contractual obligations
12. Implemented Risk dashboard and in establishing a contingency plan by identifying countermeasures and mitigation strategies.
13. Facilitated tracking the sprints of the release plans and building transparency with the teams through daily stand ups , weekly reviews, sprint retrospectives as part of project governance
14. Established knowledge management portal for recording the project learnings and enabling knowledge reusability
15. Guided project team and QA team to establish and maintain Quality Assurance Plan, building Test strategy and execution plans
16. Prepare all project reports and matrices to such as velocity vs team productivity, schedule vs actuals, budget vs actuals, requirements stability vs defect leakage, customer vs team satisfaction
17. Review the Project status (including scope, estimation, effort, schedule, change request, staffing, and quality) on periodical basis.
18. Coached Project managers and Resource managers in achieving the deadlines, to deliver within budget, and to perform at the required quality standards.
19. Mentored with Business team, Product Owner and stakeholders in project initiating and planning activities such as estimating, product and release planning activities
20. Guided Scrum masters to work with the Product Owners in creating a prioritized product backlog for the upcoming sprints considering the value and benefits, which enabled a single goal driven delivery in agile, iterative projects
21. Participated in sprint planning, product backlog grooming, retrospective analysis meetings and discussions of key engagements
22. Maintain and achieve the quality goals as defined in the project performance goals aligned to PMO guidelines
23. Make appropriate business decisions regarding scope changes and adjust resources and deadlines accordingly
24. Participate in project prioritization meetings for the bringing the best value for customers
25. Participate in project staffing requirements meetings and ensure that the approach used for chalking out staffing requirement is consistent across the group
26. Reviewing and approving capacity planning plans against the annual operating plans and allocated budget.
27. Encouraging cross selling of products and solutions as the client understanding improves
28. Ensured project closure methodologies and handovers are followed with client acceptance and lessons handed over to the teams
29. Ensured that customer queries are accounted in query register and got resolved within the defined SLAs by the onsite team.
30. Collates post project comments documented by customers, onsite and offshore teams and ensuring the continual improvement cycle is kicked off
31. Review, analyse and control post project cost (Budget and Variance)
32. Lead the conversation and present the findings, project success, and failure factors to both the onsite and offshore team
33. Identify the process improvement areas and coordinate with Project Leads in introducing new processes/standards or improving the existing ones

**DESIGNATION**  : Head of Delivery

**ORGANISATION** : RCG - India (Tech Innovations previously)

**DOMAIN** : IT Services Sector

**REPORTING TO** : CEO/ India Director

**TEAM SIZE** : 110

**WORK LOCATION** : Kochi, India

**FROM DATE** : OCT 2018 **TO DATE:** MAY 2019

**Responsibility:**

As a Delivery Head responsible for Delivery management of account(s) and being a focal point for delivery into a customer business unit/department. Spearheading the delivery operations during M&A with RCG Global services. Responsible for managing high profile customer accounts, represents company and deals with executive team of the client organization. Accountable for Delivery, customer satisfaction, employee satisfaction within the account, handling a delivery portfolio in excess of 100 FTEs.

**Key achievements:**

**Business Strategy & Priorities**

1. Successfully represented in business planning and articulated how the regional and global service delivery team can deliver core business processes together with a focus on delivery of continuous improvements to support the future business strategy and priorities.
2. Worked with CxO team to plan for forthcoming revenue forecast and in achieving the quarterly goals as defined in the AOP’s across verticals.

**Delivery Management**

1. Built and maintained a high performing teams across two delivery centres who delivered scope of services accurately and timely
2. Encouraged and developed innovation and continuous improvement practices in the team
3. Broad level - presale and service delivery (no BD, HR)

**People Management**

1. Lead the agile transformation of ecommerce department by transitioning from a legacy operating to strong agile DCOE
2. Lead the performance management activities including performance and development planning, performance review and appraisals, recognition, and coaching.
3. Leverage the talent/resources on the team to generate results.

**Process Management**

1. Handcrafted the agile transformation journey of the company and successfully handled the change management initiatives during the merger with RCG Global services
2. Ensured compliance to Delivery and Service Level Agreements as agreed with the onsite counterparts, inline to new process

**Mentoring & Coaching**

1. Acted as an Agile coach, PMO specialist and provide overall guidance and leadership for PMO office and for the teams.
2. Acted as an expert resource on project management tools, processes, and techniques.
3. Coached team members on how to manage medium to large projects and understand the technical aspects of the builds.
4. Build team members skills on more advanced skills using formal and informal training methods.
5. Coach new and current PLs/PMs on the right level of skills needed to do project planning, monitoring and adjusting, and risk

**Technical stack**

1. Closely worked with Development team on technologies such as Magento1.x & 2.x, Laravel, Angular 2, Java j2ee, PHP, MySQL, Mongo DB, Android, IOS, Selenium, Appium, Bigdata, Hadoop, Spark, Hive etc. to deliver smart solutions

**DESIGNATION**  : Sr. IT Delivery Manager

**ORGANISATION** : EBLA Computer Consultancy

**DOMAIN** : Oil Sector

**REPORTING TO** : Country Head (Qatar/ Kuwait)

**TEAM SIZE** : 40 to 70 (Distributed across Kuwait, Egypt & India)

**WORK LOCATION** : Kuwait

**FROM DATE** : MAY 2017 **TO DATE:** JAN 2018

**Responsibility:**

Restore client relationship & to spearhead the state of art implementation of multi-million-dollar IBM Business process management (BPM) & Enterprise Content management solutions (ECM) implementation program consisting of 28 large sized projects, for 4 departments of Kuwait National Petroleum Company (KNPC) affecting 500 plus users directly. Oversee & manage contractual requirements in providing the best-in-class infrastructure, product development & implementation, delivering end-to-end IT services & support.

**Key achievements:**

1. **Delivery Management:** Successfully delivered agreed incremental business values through tactical and effective agile release train management. Used "Voice of Customer" feedback to develop effective product roadmaps/ mvps and schedules based on Agile, Lean, Scrum methodologies.
2. **Program Governance:** Restored Customer/ stakeholder buy-in through improved efficiency & transparency of the program through proper risk assessment and process reengineering in areas of project management, requirements re scoping & signoffs, Technical Stack, development & delivery execution, change management, executive reporting thereby ensured greater involvement & commitment to program from Customer, IT & other Stakeholder groups.
3. **Program Management :** Over looked the critical day to day activities in areas ofmultipleprojectplanning, execution & progress, defining project scope/ goals, tasks/ deliverables, creating realistic schedule and project timelines, collecting and manage project teams, daily scrums, product backlog prioritization meetings, sprint backlog meetings, sprint reviews and retrospectives, weekly spend on budget, monitor & report on daily project progress, track deliverables, managed RAID logs, lead quality assurance, presenting stakeholder reports (on Project Progress/ Risks/ Audit), on weekly and bi monthly meetings, compliance to Legal and Audit requirements, managing change requests, change management, analyzing training feedbacks to identify areas of improvement, post production support and escalations, benefit realization, etc.
4. **Quality Assurance management:** Leveraged Project output by implementing risk identification & mitigation controls, quality management, cost control mechanism, change & configuration management, communications & implementation strategies, training & enablement policies, benefits realization strategy. & chaired the approval process of key deliverables against rigorous quality criteria.
5. **Team Management:** Built strong metric delivery organization by retaining & recruiting required talent, managed, coached a team of 40 plus staff including Project Manager, Technical Architect, Scrum master, Solution Architect, Quality Team & other Technical & Non-Technical project teams & 20-member outsourced teams to strengthen the delivery operation.
6. **Vendor Management & Contract Negotiation:** Managed multiple vendorsfrom Kuwait, Egypt, Indiain negotiating & recommending of sow, final approval of underlying agreements, monitoring & coordinating between in-house and vendor teams and keeping stakeholders informed of progress and facilitating milestone delivery.
7. **KPI Dashboards:** Built KPI dashboards that improved the accuracy, transparency and compliance of program & financial performance, which later fueled for further planning for numerous other IT & Businesses performance improvements.
8. **Leadership & Decision making (Open door policy):** Spearhead in critical decision making of product backlogs, technical stack & software development in maximizing each opportunity to deliver best value; working along with product managers, technical architects, test leads, DevOPS leads.
9. **Organizational Change Management:** Enabled awareness & adoption of new technologies, processes by engaging adaptive change management encouraging leadership alignment, understanding organizational impacts & developing appropriate interventions to minimize business disruption
10. **Customer Engagement:** Effectively managed changing customer expectations through regular executive briefings & through regular workshops (user requirements, conducting prototyping & user acceptance test, change management feedback meetings) to reestablish the program scope & in facilitating a speedier delivery.
11. **Customer satisfaction:** Exceeded Customer expectations and delight by ruthless prioritization & knocking off quick wins & in providing excellent customer service, post implementation follow-ups and issue closure.
12. **Future Growth & Sales:** Maximized other revenue generation opportunities by finding new sales opportunities, re-negotiating contractual terms with customer & demonstrated immediate program turnaround resulting in saving millions of USD.
13. **Managed Technical stack of** IBM Case Manager, IBM FileNet, IBM Watson, IBM Datacap, Data migration & digitization, IBM Maximo, AngularJS2/4, JAVA/ J2EE, .net, Microsoft Sql, Swift, NLP, Oracle HRMS, TFS, SharePoint

**DESIGNATION** : Co-Founder & Director – Program Management

**ORGANISATION**  : FOTOGRAFIAQ8

**DOMAIN**  : Digital Media

**REPORTING TO** : Board

**TEAM SIZE** : 9 (Kuwait)

**WORK LOCATION** : Kuwait

**FROM DATE** : MAR 2015 **TO DATE:** MAR 2018

**Responsibility:**

Co-Founded Kuwait’s fastest growing digital media & event management brand. Spearheaded the wide variety of company’s vast portfolio of Academics, Consultancy, Event management, Photography, Videography assignments while engaging with regular to high profile clients & in executing various corporate & personal events, photo talks, photo walks, photography exhibitions, hosting international photography events, Brand promotions for clients in Kuwait etc.

**Key achievements:**

1. **Strategically led the company** growth and market presence across Kuwait within a short span by tapping every business opportunity.
2. **Developed trusted advisor relationships** with key account customers & there by benefiting on ongoing deals & venturing into new partnerships.
3. **Increased company’s profit** through introducing innovative products, sales and marketing plans, delivering world class customer handling and supporting experience.
4. **Secured back-to-back projects** by guiding the company in defining scope & vet the complex requirements to simple deliverables to ensure an end to end transparent & smooth execution for the successful completion of assignments.
5. **Boosted delivery quality** by defining the best practices related to the industry & established PMO standards to be followed, monitored the daily health of all projects, identify risks and solve problem proactively by offering solutions to Technical Directors as & when needed there by achieving quality & timely delivery of products.
6. **Fostered positive relationship culture** by working closely with accounts & technical team to build a stable progress in company presence in the middle east market.
7. **Developed and implemented a workflow process** for delivering new product requests and specification changes to the customer.
8. **Effectively guided the team** to communicate within all vertical stakeholders & successfully run meetings that have clear goals & outcomes with high profile customers for bringing in transparency which is paramount in the industry.
9. **Led ahead of the competition** in introducing new trends in business, device recommendations to improve areas of opportunity within each country operations scope of work, when possible, like introduction of new brands, products, technology software & hardware promotions etc.

**DESIGNATION** : IT Delivery Manager

**ORGANISATION** : M.H Alshaya

**DOMAIN** : Retail & Supply chain/ Ecommerce (FMCG, F&B)

**REPORTING** **TO** : eGroup Director

**TEAM** **SIZE** : 45 (Distributed across Kuwait, MENA, USA, Russia & India)

**WORK** **LOCATION** : Kuwait, MENA, India, US, Russia, Turkey

**FROM** **DATE** : JAN 2015 **TO DATE:** MAY 2017

**Responsibility:**

Deliver the two enterprise-wide programs, by transforming an ad-hoc development & support department to an organized delivery department with streamlined operations empowering IT to work closely & effectively with international clients, to ensure their needs are consistently met. Overseeing multiple concurrent projects, but not limited to delivery management, team management, procurements, information governance, communication & benefit realization.

1. Omni channel delivery of Retail solutions
2. Ecommerce in Russia, Turkey & Kuwait

**Key achievements:**

1. **Successfully implemented IT vision** to have an integrated agile delivery & change management department having capacity to serve between 20 to 30 small, medium to large T-shirt size product increments in 4 weeks sprints working from distributed delivery locations.
2. **Spearhead the support organizational re-design & service transition** from a local service delivery model to a distributed service delivery model/ cloud model as part of the IT digital transformation program.
3. **Reduced cost & improved efficiency & productivity of service operations** by establishing onsite, near shore & offshore DevOps teams & implementing continuous delivery infrastructure from distributed delivery locations, thereby saving huge expenditure spend on outsourcing clients.
4. **Saved millions of dollars in opex by strategically migrating** physical-to-cloud server migration of all development, QA, & UAT servers.
5. **Managed end to end software delivery** by defining governance policies, input exit strategies, hired resources, implementing workflows, optimal operational strategy, procured/ scaled supporting hardware’s / software licenses, facilitating necessary supporting services from internal & external to the organizations, resulting in 24x7 uptime of the services for continual delivery cycles (CI/ CD).
6. **Implemented state of the art reporting & reconciliation** process for orders, transactions, third party payments, bank statements & executive reporting which enabled all stakeholders of the business to make strategic decisions in their own functional areas.
7. **Instigated Agile & Scrum ceremonies,** backlog grooming, estimating, impediment resolution, user stories and success criteria’s, user demos, team coaching, release planning (business & technology) & communicating with senior stakeholders for potential Agile utilization within other schemes. Utilization of Kanban & Lean techniques wherever applicable.
8. **Designed & implemented multiple governance boards** (customer boards, projects progress status, delivery KPIs, resource utilization, service uptime & SLA adherence etc.) for customers, executive management & operations as agreed with stakeholders.
9. **80% drop in incidents** which resulted in significant rise in service quality & customer satisfaction.
10. **Delivered ecommerce Omni channel customer** experience in Russia, Turkey regions by working from US, Russian & Indian out-sourced development locations & vendors, who bespoke ecommerce developments using Magento & Plug-ins, payment engines like Cyber source, integrating with order management systems, integration with DHL & other regional logistic teams, upgrading downstream systems & warehouse management systems, routing & delivery management software’s for a seamless physical goods delivery, which resulted in true transition of services from existing capability to bespoke Omni channel solutions.
11. **Facilitated** inputs for preparing the business case, defining and grooming the product backlog, impediment resolution, agreeing on user stories and success criteria’s, conducting user demos, team coaching, release planning (business & technology) & communicating with senior. Utilization of Kanban & Lean techniques wherever applicable.
12. **Increased delivery quality without affecting time-to-market** of small/ medium/ large BAU user stories by revamping the existing work processes, deriving an optimal MVP along with customer, running the increments through appropriate quality verification in form of BDD, TDD, SIT, FIT, UAT before moving onto production.
13. **Devised seamless change management & faster release cycles** by providing guidance & training to globally located Scrum masters, Product managers & Development teams in delivering a robust scaled scrum delivery model.
14. **Successfully led Magento 2.0 upgradation program** for Mothercare, BHS ecommerce website for Kuwait & UAE region (on Technology stack & Hybrid Private Paas Cloud Infrastructure).
15. **Single point of contact** between Magento US and M H Alshaya and the e-commerce customers in MENA, by facilitating negotiation of contractual terms and service budget fee, conducting product discovery sessions, establishing MVP, setting up program/ delivery teams and environment, upskilling staff members, devising delivery roadmap, Monitoring the scaled scrum ceremonies, change management and rollouts.
16. **Managed Technical stack of** JAVA/ J2EE, Magento 1.x/2, RabbitMQ, Elasticsearch, Varnish, Cloud (Saas, Paas), ETL, Data Integration through Pentaho, Mobile/ PDA Development, HTML5, CSS3, JAVASCRIPT, GWT, Swing, Linux, Solaris, SVN, IBM Sterling, Symphony Gold Retail, Kerridge, MS Project, ANT, Product Backlog Grooming, Spring Planning, Daily Scrums, Sprint Planning & Retrospective, Trello, JIRA, Jenkins, Maven

**DESIGNATION** : Project Manager

**ORGANISATION** : M.H Alshaya

**DOMAIN** : Retail & Supply chain/ Ecommerce (FMCG, F&B)

**REPORTING** **TO** : Head of Projects

**TEAM** **SIZE** : 10 to 25

**WORK** **LOCATION** : Kuwait, MENA, India, Russia, US, UK, Turkey, Poland, Japan

**FROM** **DATE** : JAN 2009 TO DATE: DEC 2014

**Responsibility:**

Manage all aspects of cross-functional projects (Software Development, Technology Upgrades, Infrastructure Implementation & Migration) and oversaw the successful end to end delivery ensuring that all projects are delivered in an agile methodology are on-time, within scope & within agreed budget for across 70+ Global Brands operating in 13+ countries across Middle East, Russia, Turkey & Europe.

**Key achievements:**

1. **Delivered multiple end to end projects concurrently,** through enforcement of agile methodologies, strict controls & monitoring mechanisms on quality, scope, budget, change management practices & post implementations services of multiple projects.
2. **Handled various flavors** of projects small to large sized ones like Brand launches, Payment Integrations with local & international banks, Legacy enterprise software upgradations, Technical improvements, vendor identifications & evaluation, R&D and delivered them on time & on budget.
3. **Successfully managed:**• Facilitating the definition of project charters, scope, goals and deliverables

• Led the planning and implementation of multiple projects, budget management  
• Developed full scale project plans with resource loading, levelling and critical path analyzed.  
• Tracked project deliverables using appropriate tools , monitoring RAID logs and take appropriate actions.  
• Constantly monitored and reported on progress of the project to all stakeholders   
• Monitor Project Risks and develop appropriate mitigate plans.  
• Knowledge of Design and Development or Verification of software and hardware implementation.  
• Working with Technical / Functional managers to secure the proper level & mix of manpower to meet the project milestones

• Provided direction, follow up and support to supplier project teams.  
• Performed quality assurance and ensure quality deliverables to customer.  
• Presented reports defining project progress, problems and solutions  
• Project evaluations & assessment of results; represented CAB, Go/ No-Go meetings   
• Implemented appropriate corrective actions to address negative trends

1. **Facilitated scrum ceremonies** like daily scrum, product backlog meetings, sprint backlog meetings, sprint reviews and retrospectives, manage budget, allocate project resources, monitor & report on daily project progress, track deliverables, meeting Legal and Audit requirements, managing scope, change & risk management, Benefit realization, Documentation etc.
2. **Managed Suppliers under different commercial models** – T&M, Fixed Price, Fixed Monthly Charge, Managed Services etc.
3. **Facilitated vendor management processes,** including the RFQ, RFP & RFI process with various external 3rd party vendors.
4. **Managed onsite & offshore teams** across broad technical, financial & business disciplines in delivery of quality projects.
5. **Focused teams on business objectives & tracked progress** to ensure project milestones were completed on time, on budget & with the desired results. Mitigated risk factors through careful analysis of statistical data.
6. **Anticipated & managed change effectively** in rapidly evolving global retail business environment.
7. **Successfully managed the transition between agile & waterfall approaches** depending on project specifics & client goals, creating detailed project budget, SOW, WBS, project plans. Defined processes & tools best suited to each project.
8. **Increased productivity by building up a Professional Services** team in a dysfunctional environment & transformed it into a cohesive, aligned engineering DEVOPS organization with improved morale under strong leadership.
9. **Demonstrated ability to synthesize clear business requirements** from customer inputs to provide inputs to the teams.
10. **Comprehensive handover** of Sprint work & projects to support teams; proactively follow up on post deployment of projects to ensure stability & effective closure.
11. **Managed successful change management & facilitated training programmes** for organisational wide members on Waterfall & Agile project management methodologies, Kanban & Lean principles, Prince2, Scrum master & Scrum Product ownership which helped in brewing an agile team ready for digital transformation.
12. **Delivered Technical solutions** usingCognitive automation, JAVA/ J2EE, HTML, Javascript, MONGO DB, MySQL, Oracle 11i, Oracle Forms, Pentaho data integrator, Fiorano middleware, Microsoft CE mobile based solution integrating with Oracle BI, Automated reporting, DWH, IBM Cognos, IBM Sterling, Manhattan Supply Chain, Micros Oracle, Symphony GOLD Retail, Kerridge CS, Sales force reporting, Retail scale systems, Kanban boards , MS Project, JIRA, Bamboo, SVN, Trello, Data Migration, Micro services.

**DESIGNATION** : Scrum Master / Software Development Lead

**ORGANISATION** : M.H Alshaya

**DOMAIN** : Retail & Supply chain/ Ecommerce (FMCG, F&B)

**REPORTING** **TO** : Senior Manager - Software Development

**TEAM** **SIZE** : 3 to 8 (Kuwait)

**WORK** **LOCATION** : Kuwait, MENA

**FROM** **DATE** : FEB 2007 TO DATE: DEC 2008

**Responsibility**:

Lead in managing business expectations & delivering respective software solutions. Key responsibilities were to capture business requirements, translate them to User stories & to technical designs which were developed in JAVA, J2EE, Oracle, MySQL, and other open-source technology platform incorporating agile development methodologies.

**Key achievements:**

1. **Oversee Architect of enterprise level solutions**, process automation, software development managing consultants, architects, vendors, developers to build quality solutions.
2. **Facilitated scrum ceremonies like daily scrum**, product backlog meetings, sprint backlog meetings, sprint reviews and retrospectives, manage budget, allocate project resources, monitor & report on daily project progress, track deliverables, meeting Legal and Audit requirements, managing scope, change & risk management, Benefit realization, Documentation etc.
3. **Developed & Directed Development teams** (Managerial & Technical aspects) to achieve software development objectives & milestones around Agile XP methodologies. Oversee solutions development initiatives utilizing input from consultants & technology vendors to build solutions adhering to strict quality standards.
4. **Instituted Product Life cycle management** ranging from product ownership, business modelling (as is & to be), translating high-level business requirements to more detailed User Stories, Technical Specification & Design Documents & managing business expectations successfully.
5. **Successfully delivered Business value realization** through tactical product backlog management and scrum delivery.
6. **Ensured the quality, security, integrity & confidentiality** during the various stages of software development life cycle by strictly following ISMS, PCI DSS standards. Maintaining reusable code culture & best practices of modular software development & integration.
7. **Managed Product development** budget, resource allocation, scheduling, quality & delivery aspects.
8. **Evaluated third-party software’s** and made purchase recommendations which turned out as quick wins for customers.
9. **Recruited & mentor software engineering teams,** provided coaching & mentoring of peer group & junior staff within the program & the user community to solve issues / problems relating to day-to-day operational issues & career development.
10. **Defines development tasks, assigns tasks to development team**, and monitors and reports status of development tasks
11. **Worked with technology clients to create strategies and frameworks** suiting to delivery retail applications
12. **Responsible for people Management,** including goal setting and providing performance feedback
13. **Assists in coordinating developments tasks on projects,** problem tickets and provide support to other team members
14. **Expertise in core Java/ Advanced Java development** including collections, multi-threading, network programming & performance monitoring, EJB, Servlets, JDNI, MVC architecture and design patterns
15. **Driving a solution set** across all Business development teams and cross functional technical teams.
16. **Hands on with the following Technical stack:** Java/ j2ee, HTML, JSP, Swing & GWT in creating front ends in JBOSS 4 server, Apache, Linux [fedora, CentOS], Solaris environments, J2EE Design Patterns, Object-oriented analysis in design & programming, TDD, BDD, UML modelling & database modelling, .net, Core Java, POJO, Spring, J2EE Design patterns, Hibernate, SOAP, REST, JSON, XML Web Services for data transfers between distributed systems, Strong database programming (queries, procedures & triggers) & design skills in Oracle11i & MySQL database, Ant, SVN, JIRA.

**EARLY CAREER SUMMARY**

1. **Senior Software Engineer**\*\* International Decision Systems Banking & Insurance Bangalore, India JAN 2006 to DEC 2006
2. **Software Engineer** \*\* Ocwen Financial Solutions Banking & Insurance Bangalore, India JAN 2004 to DEC 2005
3. **Web Administrator** Link Air Tours & Travels Travel & Tourism Trivandrum, India JUL 2003 to DEC 2003
4. **Technical Service Advisor** Khodays Contact Center Broadband Bangalore, India DEC 2002 to JUN 2003

**EDUCATIONAL QUALIFICATIONS**

|  |  |
| --- | --- |
| **Bachelor of Computer Science**   * **Institution**: University of Kerala, Kerala, India * **Major**: Computer Science * **Year**: 1998 – 2000 * **GPA**: 68% | **Master of Computer Applications**   * **Institution**: M.K. University, Tamilnadu, India * **Major**: Computer Applications (M.C.A) * **Year**: 2001 – 2003 * **GPA**: 81% |

**VOLUNTARY ACTIVITIES**

1. Co-Founded Q8Clicks photography club having a member ship of more than 1000 members

2. Public Speaker on Aerial Drone Photography, Creative Fine Art Photography – 150+ international seminars & workshops

\* Worked with Customers & Technology Partners like: INSEAD, WUNDERMAN, MOTHERCARE, H&M, DEBENHAMS, VICTORIA'S SECRET, BOOTS, STARBUCKS, THE CHEESECAKE FACTORY, HARVEY NICHOLS, PFCHANGS, KIDZANIA, NEXT, RIVER ISLAND, OASIS, JACK WILLIS, THE BODY SHOP, FOOT LOCKER, TEXAS ROADHOUSE, CASTANIA, TEVANA, MUJI, KATSUYA, DEAN&DELUCA, SHAKE SHACK, PINKBERRY, RAISING CANES, VERANDA, ESTEE LAUDER, AMERICAN EAGLE, CLARIES, BABEL, VISION EXPRESS, PAYLESS, MAC, NIKON, CANON, SONY, HUWAEI, SIGMA, DJI , IBM, Oracle, NCR, Symphony Gold, MICROS, Microsoft, Ritz Carlton etc.

\*\*Full stack Java/ J2EE, MySql, Oracle, GWT, HTML, CSS.