



**Kumar CND**

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**[Project Management| Change & Adoption Management|**

**Industry Preference: IT**

**Location Preference: Any**

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## Profile Summary

- **Project Management Professional PMP, Professional Scrum Master PSM**, Appraisal Team Member and Internal Quality Auditor certified, Project Management Professional offering **over 14 years** of successful career distinguished by commendable performance in **MS Dynamics CRM 365 On-premise and Cloud, .Net, SharePoint, Java Projects and Adoption & Change Management, BFSI, HealthCare and PMO**.
- Expert in **MS Dynamics CRM** Implementations for **Banks** (Retail, Corporate 360 CSV, Sales & Prospects Management, Case and Services Management, Contact Center, Call Reports, Surveys, Loyalty Management, Marketing and Campaigns)
- Strong in creating and maintaining project plan in **MPP**, project tracking through Azure **DevOps**, MIS (P&L, RCA, Metrics, Allocation, Utilization, PSR, MSR, SteerCo Reports etc...) creation using DevOps, **Jira** and MS Office
- Excellent in **delivering large-scale, complex programs (\$ 5 million budget and 20 size team)** with a focus on technology transformation; liaising with leadership teams to evaluate technology challenges
- Strong experience in implementing **Data migration** (Real-time, Batch, Incremental/Delta Load & near Real-time integrations), **upgrade** and **support** projects. Good at defining product road map and delivering incremental releases
- **Forward-focused Service Delivery Manager** with expertise in concepts of end-to-end delivery / program / project planning & implementation from scope management, to activity sequencing, effort & cost estimation, risk analysis to quality management in line with international guidelines & norms
- Lead, drive day-to-day project management and change & transformation management activities while providing the appropriate levels of support and coaching for client and client team members
- Transformed 50+ processes from legacy system to MS Dynamics CRM banking system for VeriPark banking clients
- Transformed 250+ processes from legacy system to new system for ICD9 to ICD10 and RDA, Atlanta project
- Experience in leveraging existing systems, analyzing processes, providing innovative solutions, effective planning, budgeting and RCA
- Actively **supporting in sales and presales activities** like demos, project plan preparation, defense calls, coordination with technical team on compliance sheet, estimations, architecture, budgeting and scope alignment w.r.t RFP for proposals. Prepared Statement of Work and closed contracts with customers. Responsible for **closing milestones, raising invoices and collections**.
- Travelled to **USA, KSA, UAE and MEA region** for projects implementation.
- Implemented projects in **BFSI, Insurance, US HealthCare, Social Networking, and Life Science** domains
- Developed strategies to maximize business benefit, to mitigate risks and to have seamless support; designed and directed planning, strategy development, leadership and implementation, solution delivery, and business development.

## Core Competencies

Project Management

Risk Management

Forecasting and Budgeting

Stakeholder Management

Change and Transformation  
/Adoption Management

IT Delivery Management

Requirements Management

Scrum Master & Coaching

Digital Transformation

Vendor Management

## Skill Summary

<b>Project Management:</b>	Estimating, Planning, Forecasting & Budgeting, Scope Management, Stakeholder Management across all departments, Team Management, Vendors Management, Risk Management & Quality Management
<b>Tools:</b>	DevOps, TFS, MPP, Jira, Bugzilla, SVN, Confluence, MS Teams, Visio and Office 365
<b>Methodologies:</b>	Agile Scrum, Waterfall and Iterative methodologies
<b>Certifications:</b>	PMP, Professional Scrum Master, Appraisal Team Member & Independent Quality Auditor
<b>Trainings:</b>	Leadership, Agile, SAFe, SLII, Risk Management, Project Management, Estimations, TOGAF

## Organizational Experience

Since Aug'18 with VeriPark Software Private Limited, Hyderabad

### Projects:

**First Abu Dhabi Bank (FAB), Abu Dhabi, Enterprise CRM Retail Project Implementation and Data Migration**  
**Banque Saudi Fransi (BSF), KSA, CRM Retail Project Implementation**  
**Kuwait Finance House (KFH), Bahrain, CRM Retail and Corporate Implementation**

### Key Result Areas:

- Led 20 size project team, coordinated with different departments for various requirements & integrations of projects
- Prepared and maintained estimations and project plan; maintained integrated project plan
- Administered stakeholder, communication, conflicts and vendor management; conducted meetings with stakeholders and tracked action items
- Participated in management weekly, monthly, board, PMO, Audit, SteerCo meetings
- Prepared Project Dashboard (Metrics) and took preventive and corrective actions; tracked project financial milestones, invoices, collections
- Extensively used DevOps, MPP too for project monitoring, release management
- Ensured on time delivery with minimum 20% profitability and high quality standards

### Role: Project Manager

#### Responsibilities:

I successfully led the CRM project implementation and transformation from current legacy systems to MS Dynamics CRM Banking System. CRM banking system is integrated with various internal and external systems of bank. This exercise contributed significantly to Regulators' approval and the Bank's confidence in People, Process and Systems readiness for Customer Go-live. Working closely with senior stakeholders up to CEO and Sponsor level in IT, Business, HR level.

- Participated in sales handover sessions to collect PO, Contract, SOW, Technical and Financial Proposals & RFP
- Create project in DevOps, Timesheet portal, Project folder structure in SharePoint
- Book resources from current pool or hire from outside
- Prepare Project manager plan, Project Plan, RAID log, Travel Plan, Kick-off presentation, Payment milestones
- Prepare for kick-off meeting and conduct kick-off and planning meetings with client
- Prepare prerequisites, dependencies for client to perform before the project starts
- Ensure all entry and exit criterions of milestone checklist followed for all phases of project
- Prepare project governance, communication, stakeholder matrix
- Prepare and circulate minutes of meetings for all meetings with client
- Prepare Milestone signoff forms and get client signoff
- Request finance team to raise invoice and ensure payment is collected from customer within SLA
- Arrange necessary trainings to team members on product
- Ensure BA prepares Agenda, Presentations, Application configurations ready to conduct analysis sessions
- Arrange travel and training logistics for team to conduct analysis sessions at client site
- Review RTM against SOW and draft FRD and approve
- Participate in Analysis sessions and review FRD, circulate daily meeting minutes of analysis sessions
- Get internal reviews and approvals on FRD and then from client
- Update project plan with granular level of tasks from RTM and update RTM after each phase closure
- Upload documents in SharePoint portal at end of each phase of project
- Conduct workshops on TDD with customer and get internal and client approvals for SDD, TDD, FDD
- Ensure BA uploads requirements to DevOps, QA designs test cases for all requirements and TL creates detailed tasks and assign to team
- Ensure that QA Lead, Manager review internal test cases, collect UAT test cases from client
- Ensure that TL do code reviews and provide technical guidance to developers
- Configure Burn Down chart in DevOps and keep monitoring progress through DevOps, Project Plan, RAID log
- Conduct UX/UI review sessions with business team, demos on solution fortnightly
- Ensure QA manager prepares test plan with entry and exit criteria for all the types of testing which are in scope
- Automate solution deployment process in DevOps, prepare release notes, training materials, user manuals
- Make sure that client is ready with SIT, UAT, Pre-production, DR and Production environments at least a couple of weeks in advance (Includes hardware, software, prerequisites)

- Conduct SIT and provide support for UAT execution, conduct triage calls
- Ensure all exit criteria followed for UAT and then deploy solution to high environments
- Ensure Data migration is happening in parallel and data is ready for lower environments like Unit testing, QA, SIT and UAT
- Prepare and agree on Data migration strategy (Design, Development, Dry run, Mock1, 2 and Dress Rehearsals) and closely work with client to collect APIs for real time integrations, Data model, mapping exercises, ETL scripts to pull data from source to staging DB
- Validate qualitative and quantitative data between source and target
- Fix all bugs and deploy solution for regression testing
- Maintain CR/Change management process for requirements changes and conduct CCB meetings for approvals
- Ensure TL prepares Cutover/Run book plan and review it, share with customer
- Project monitoring and controlling activities using Project plan, DevOps, Jira, RAID log, Meetings and Action tracker
- Takes care of client holiday's calendar and resources leave planner while doing project planning
- Work closely with PMO and IQA teams on process templates, people requirement, status reviews, process improvements, lessons learnt and best practices
- Participate in internal quality audits and close all reported NCs
- Prepare & Submit Daily, Weekly project status report, monthly status reports, Steering Committee meeting status reports.
- Conduct status review meetings with client Project manager, circulate MOM and track action items to closure
- Work closely with Delivery Head/PSD, General Manager, CEO, PMO team, Internal QA team, all department heads
- Create all metrics, project dashboard with profitability and take necessary preventive and corrective actions
- Provide support during warranty period
- Archive project documents and handover project to client and VeriPark support teams

#### **Role: Scrum Master**

##### **Responsibilities:**

- Conducted project and sprint kick-off meetings; maintained tasks estimations and sprint plans
- Facilitated **the Sprint Planning & Retrospective** and Steering Committee meetings
- Played a servant leader role, addressed impediments of project to meet timelines
- Making sure everyone on the team understands the project's goals and scope.
- Support the team agree on what they can achieve during each development sprint
- Coordinate with product owner to maintain the product backlog
- Coaching the development team in self-organization
- Coaching the organization on the transition to a scrum working framework
- Monitored velocity of team and refined subsequent sprint plans and executed effectively
- Release planning and in time deployments
- Prepare RAID log and monitor
- Regular communication of project progress to sponsor, project teams and Leadership Group
- Report weekly status through online status dashboards to provide real-time data on program delivery status

#### **Feb'12-Jun'18 with Cotiviti India Private Limited, and Key Result Areas:**

##### **Key Result Areas:**

- Providing overall leadership to entire project team including managing deliverables of other functional team leaders
- Managing large and complex projects or multiple components of a large project involving more than one company's product
- Communicating with internal/external clients to determine specific requirements and expectations; managing client expectations as an indicator of quality
- Creating and managing estimates, project plan, project schedule, resource allocation and expenses to ensure that targets were reached
- Working with relevant Resource Managers for project staffing and resource releases
- Following project life cycle methodology defined under the process framework; ensuring that customer deadlines were met within project budgets
- Ensuring maintenance of positive and on-going relationships with clients and vendors

### **Adoption and Change/Transformation Manager**

- Create and implement change management plans that maximize employee engagement and support a comprehensive, timely and virtually seamless transition/implementation to new ways of working
- Leads, **drive day-to-day change management activities** while providing the appropriate levels of support and coaching for client and client team members
- Transformed Prospect & Opportunity, Customer Sales Cycle, Branch Automation, Segmentation, Campaigns, Contact Centre processes of Bank
- Review existing and new processes, resources and systems and help top management to take decisions
- Identified gaps between departments and provided recommendations
- Maintained strong communications on changes and adaptation required
- Educate and coach project team members, sponsors, and functional leaders on change management principles, tools, and their roles in effective change
- Integrate change management activities into project implementation plan and track
- Ensured bank run in a compliant manner.

### **Highlights:**

- **Mentored and coached** the project team; planned and integrated the work of multiple teams on a project; provided input on team performance and reward
- Coordinated multiple medium and small sized projects for Modern Information Technology (ITON) LLC, MRMWR program in a mature onsite/offshore model
- Recipient of awards such as *FIMC* and Best Project Manager for technical coordination for a large program
- **Release Manager** for 3 line of products; owned development, Quality Assurance (QA) and sustenance (L3)
- Managed Software Development Lifecycle (SDLC) using Agile Scrum methodology; completed 14 product release cycles in a year; implemented Quality Assurance (QA) automation resulting in 11% saving in product delivery time.

### **Apr'07-Jan'12 with Apollo Health Street Pvt. Ltd, and Key Result Areas:**

#### **Key Result Areas:**

- Led 50 size project team, coordinated with 10+ ministries and different departments for various integrations of MRMWR projects
- Prepared and maintained estimations and project plan; maintained integrated project plan
- Administered stakeholder, communication, conflicts and vendor management; conducted meetings with stakeholders and tracking action items
- Participated in management weekly and monthly meetings
- Prepared metrics and took preventive and corrective actions; tracked project status and project financial milestones
- Configured management using VSS, TFS
- Lead business transformation activities(ACM) to align all customer departs with project plan and run activities smoothly on time

#### **As SQA & SQA Lead**

- Played SQA and SQA Lead roles
- Prepared annual quality and audit plan and monitored team activities
- Conducted Independent Audits (IQA) for projects and configuration & release audits
- Performed QA Reviews on work products and Process Compliance Reviews (PCR) for projects
- Steered:
  - Trend analysis on projects compliance against defined processes
  - Piloting on process improvements before deployment to QMS
- Worked closely with management on setting and revising organization goals
- Reviewed and updated process performance indicators and productivity base values
- Maintained knowledge base repository; monitored process metrics, risks and issues
- Planned and implemented preventive and corrective actions
- Provided trainings on CMMi Level 3 KPAs and PMP knowledge areas
- Implemented CMMi Level-5 processes

### Project Management Office Lead

- Prepared organization and project level MIS reports; allocation tracker and utilization report
- Conducted customer satisfaction surveys; maintained project plans, Risk and Issue and Metrics etc...

### Test Lead & Test Manager

- Conducted manual and automated testing on both client server and web based applications
- Managed performance testing, it's scenarios and parameters for few projects
- Steered test strategy and testing effort estimation; prepared and maintained test plan
- Identified and set-up test environment and test data prior to conducting tests
- Mentored team on various testing areas and provided classroom and on job trainings to testing team
- Executed testing web, windows and mobile based applications
- Designed system test scenarios and system test cases
- Identified risks and escalated to PM; monitored and controlled regularly
- Analyzed & reviewed requirement for their correctness, completeness, consistency and testability
- Administered configuration management and used various configuration management tools like VSS, TFS and Win CVS
- Prepared checklists; designed and maintained reusable test cases
- Used Bugzilla for defect management
- Collected metrics and performed analysis to improve productivity
- Interacted with client, onsite coordinator and development team for clarifications

## Projects

### Cotiviti India Private Limited

- RDL & ICD10, US Healthcare Implementation
- Client Inquire, Implementation for Claim Payment processing
- ICRS – Inpatient claims review services and integrated tool
- Health Care Partners, Physician associates of Greater San Gabriel Valley
- IMS, insurance management and controlling system
- Robotics (RPA-UiPath) Implementation for Ministry of Finance
- Battana – Mobile App (iOS and Android)

### Apollo Health Street Private Limited

- Loans Management System
- Safe Deposits and Loans Management System
- American Transit Insurance Company
- Acceliant eClinical Trial System

## Academic Details

Qualification	Institution	Aggregate	Year
Master of Science (M.Sc. IT)	Bharathiar University	75%	2006
Bachelor in Computer Science (BSC Comp)	Andhra University	69%	2001
Board of Intermediate	AP State Intermediate Board	65%	1998
School of Secondary Certificate (SSC)	AP State SSC Board	80%	1996

## Personal Details

Date of Birth: 20 Aug 1981  
Languages Known: English, Hindi, Tamil & Telugu  
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