

# PINAKI RANJAN MUKHERJEE

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## Senior Program Manager

An accomplished leader in **Program Management** with proven success in high level product delivery and org-level strategic planning and execution. A recognized problem solver, with the ability to hands-on program management starting from concept to delivery. Equally skilled in understanding the business goals and objectives while attending to small details. Builds strong relationships and embraces a company's culture to collaborate effectively for achieving business goals.

**Key Skills:** Program Management, Agile Methodologies, Business Strategy, Process Improvement, Risk Management, Release Management, Change Management, Product Vision & Roadmap, Scrum, Kanban, SDLC, Vendor Management, Training & Development

### Competencies

<b>Program Management</b>	JIRA, Confluence, Scrum, Kanban, Smartsheet
<b>Utility Tools</b>	Quip, Lucidchart, ServiceNow, HP QC, Eclipse, Visual Studio Code
<b>Release Tools</b>	GIT, Subversion, Perforce, TFS, Plutora, ITSM, Jenkins, Hudson, Teamcity, Quickbuild
<b>Packages</b>	MS Visio, MS Project, MS Word, MS PowerPoint, MS Excel, MS Sharepoint, MS Teams
<b>Other</b>	Nagios, ITRS, Salesforce CRM, Oracle ERP, SAP Service Portal

### Professional Experience

#### Senior Program Manager & Release Program Manager / Technical Program Management Consultant Oct 2007 to Present

Deployed as a consultant on behalf of **USM Business Systems** and **Headstrong, LLC** to manage large complex programs ensuring that client projects are managed and delivered in a compliant, efficient, transparent, and timely manner.

#### Responsibilities across programs include:

- Orchestrate Program and Project methodologies to align with the executive Business Strategy and Product Visions.
- Create holistic program plan with detailed roadmap, milestones, scope, launch schedule, budget and risk register.
- Improve program health, scale best practices across other Products of unique attributes and challenges.
- Prioritize roadmap and non-roadmap items including environment and incident management, documentation, impact analysis.
- Comprehend the executive vision and goals; drive programs with prioritized strategic direction.
- Collaborate with cross functional teams globally and represent the program to the executives.
- Identify and mitigate risks in the program pipeline by anticipating potential roadblocks and designing preventive solutions.
- Build communication models generating transparency to facilitate fast and effective business decision making.
- Create and manage dashboards and KPI metrics for planning, coordination, and daily/monthly/quarterly reporting.
- Implement standard and new tools to aid existing program management processes.
- Chair program release readiness reviews and facilitated Go/No Go meetings with technology and business teams.

#### ASSIGNMENTS & PROJECTS:

##### LAM RESEARCH | Senior Technical Program Manager | Jun 2019 to July 2020

- Managed product and organization level programs starting from concept to final launch by developing the roadmap with milestones, functional and non-functional features, risk register and relevant KPIs utilizing agile program management methodologies.
- Fostered strong working relationships with various stakeholders and teams across the company to create solutions to very ambiguous and complex level program aspects. Created shared vision among cross-functional leaders and motivated the stakeholders to achieve prioritized business goals.
- Managed all executive communications at different levels of program timeline and requirements. Created a cadence for communication with the internal and external stakeholders. Created customer-oriented plans to tackle scope creep strategically.
- Established a streamlined communication workflow between the Product team and customer site personnel, R&D, Business Development, and Marketing teams to enable a transparent communication channel, receiving value-added features and foster customer-site performance. Helped in costing, budget forecast, tradeoff analysis, and prioritization for financial restrictions.
- Placed an Agile framework suitable for Lam's Product design, delivery, and executive reporting.
- Boosted the Product ecosystem by creating a knowledge-based accountability system by getting self-help, reaching out to specialists with questions and if needed by escalating for structured problem solving.
- Managed offshore development team and international customer account team members and motivated them to have the one-vision to achieve desired results. Assisted in resource procuring, training facilitation, and alignment to program needs.

**APPLE, INC. | Release Program Manager | April 2018 to May 2019**

- Coordinated end-to-end fast-paced release projects resulting into highly visible launches.
- Expanded a collaborative project release platform for cross-functional teams by providing essential tools – including checkpoints and an updated ticketing system – that identified and reduced probable human errors.
- Introduced incremental improvements to streamline processes ensuring successful Go Live activities. Defined new cadence for Agile releases to encourage active engagement among key partners and achieve established milestones.
- Automated key process and workflows, initiated reporting KPIs to gain visibility, efficiency, and accountability in release operations.
- Reconciled resource consumption, standardized processes, stimulated scalability, and ensured release compliance by analyzing details of release processes, identifying gaps, and proposing development solutions to automate pipeline activities.

**SALESFORCE, INC. | Release Program Manager | April 2016 to April 2018**

- Managed delivery of high-quality, enterprise IT application project releases with end-to-end release planning and execution.
- Upgraded and formalized portfolio program schedules and milestones to support high impact projects of various sizes, complexity and duration while implementing best practices consistent with agile development methodology and enterprise IT Program Management.
- Managed change control processes for the SDLC, requiring risk identification, root cause analysis, release dependencies of cross-functional teams and ongoing communication with internal stakeholders on project status and escalations.
- Executed Continuous Integration/Delivery plan to automate code check-ins, deployments to pre-production/ production environments and test case execution.
- Produced release automation roadmap optimizing the release efficiency and quality to meet the demands of rapid growth.

**eBay, INC. / PAYPAL | Configuration Program Manager (CIO Verticals/System Release Manager) | Jan 2015 to Dec 2015**

- In support of the separation of eBay and PayPal into two different entities, organized project cutover plans, shaped the release planning of applications, and reported health and status to the executive daily.
- Provided leadership to vendors to create large and complex cross-mapped cutover plans for assigned verticals and applications.
- Conducted impact analysis for all applications of finance, HR, marketing, legal, operations, SAP and BI, and produced run books with timelines and step-by-step instructions based on dependencies.
- Participated in Change Control Board (CAB) meetings to discuss project process and roadblocks.
- Customized Audit Tollgates for data and process integrity prior to final cutover and Go Live activities between eBay and PayPal.
- Provided relevant reports and information to assist external auditors during the execution of a successful audit.
- Managed weekly release reporting containing KPIs.

**KOHL'S DEPARTMENT STORES | Release Project Manager | July 2014 to January 2015**

- Renovated the organization's entire configuration and change management process within the ITIL framework. Collected and built an integrated project release plan for standard and emergency releases.
- Determined bottlenecks in requirement, Product and Program management causing technical debt.
- Managed geographically distributed resources across horizontal and vertical work teams.
- Partnered with DevOps using GIT and Jenkins for the Continuous Integration and the code deployment.
- Evaluated release feasibility through the analysis of regular updates from JIRA for the defects.

**PIMCO | Principal Consultant – Build and Release Management | July 2013 to July 2014**

- Implemented configurations based on SDLC frameworks for release management practices. Managed new builds while working on new techniques and technologies to evolve the existing environment.
- Served as a point of contact and as a champion for configuration management processes and procedures.
- Delivered seamless migration of artifacts on to a new platform resulting in more efficiency and stability using Subversion, Quickbuild, HPQC, PVCS, etc.
- Contributed in Agile development, delivering automated systems that provided a time and money critical release management system to facilitate delivery and implementation of new changes and enhancements for financial domain.

**BARCLAYS CAPITAL | Release Project Management Consultant | February 2012 to July 2013**

- Lead a team of direct reports of 4 and a total team size of 120 to provide release management facilities in cross functional teams in geographically diverse locations across the United Kingdom, Singapore, the U.S., and India.
- Founded a team and established Project Release Management framework for Middle office.
- Achieved project steady state in four phases, requiring international travel for knowledge transfer, process showering, ownership transfer, and implementation of enhancements and improvements.
- Added \$1.36M in business impact through the optimization of an application process utilizing value stream mapping.

**MF GLOBAL | Change and Release Project Manager | February 2011 to August 2011**

- Served as the point of contact for process improvements, monitoring and evaluation of all project release activities.
- Recorded, evaluated and decided for accepting or rejecting the request for change (RFC). Convened meetings of the CAB, except in the case of minor changes, for approval of RFCs.
- Maintained quality control for all implemented hardware and software installed in the live environment and established a planning policy for the implementation of new versions.
- Conducted testing and validation of new versions in a simulated live environment, followed by full live implementation, and if necessary, back out of the new version.

**BANK OF AMERICA – MERRILL LYNCH | Manager, SCM & Production Support Administration | June 2008 to Feb 2011**

- Instituted a joint platform of SCM practices of Bank of America and Merrill Lynch. Led the project release management along with the production support team for the entire SDLC.
- Created the Branching Strategy for the parallel development.
- Assisted in the development of build scripts including creation of the config files and the build properties files, utilization of shell scripting; combined Ant and Make for the build environment to be run.
- Trained a team APS (application production support) for helping users with information, batch supports, data maintenance, reports and incident management.

**IBM | Configuration Manager | October 2007 to May 2008**

- Administered domestic and international project releases by version controls for a team of 60 developers and testers.
- Designed the Branching Strategy for the parallel development fit to the project requirements and the sub-teams.
- Trained managers, team leads, developers and testers based on requirements on the ClearCase and ClearQuest.
- Attended architecture, product and the business meetings for the future direction focusing adding value to the client.

**Earlier Experience:** Release Manager at Everest Business Solutions; Business Analyst at Capital One Services, Inc.

**Education**

**Master of Business Administration (MBA) | Temple University | Philadelphia, PA**

**Bachelor of Engineering | Bangalore University | Karnataka, India**

**Licenses and Certifications**

<u>Name</u>	<u>Issuing Organization</u>
ITIL V3	Exin
Lean Six Sigma - 5 STAR	Genpact

**Other Coursework:**

Microservices Foundations	LinkedIn Learning
Programing Foundations: Databases	LinkedIn Learning
Programming Foundations: Fundamentals	LinkedIn Learning
Software Architecture Foundations	LinkedIn Learning