

## Career Summary

Over 10 years of IT experience in the areas of Project/Program management, and Software Development for complete software project lifecycle from solution, system design, software development, testing through production support.

## Qualifications

Product Development	Cloud Technologies	Automation & Prototyping
Enterprise Architecture & Microservices	Agile Methodologies (Scrum, Kanban, XP)	Quality Engineering
Budgeting & Forecasting	Digital Transformation	Executive Presentations
Program Governance & Execution	Conflict Management	RAID Management
Process Improvement & PMO	Product Roadmaps	Team Building & Leadership

## Technical Skills:

**Project Management:** Microsoft Project Enterprise, MS Visio, Sharepoint, JIRA, MS Visual Studio Team Services (VSTS), Clarity, Team Dynamix, Microsoft PPM, Confluence, O365

**Business Applications:** Oracle RMS, SIM, IBM Sterling Commerce

**Technologies & Tools:** Cloud (AWS & Azure), Web Services & APIs (SOAP, REST), Programming languages (Java, C#, C++, Python), Enterprise Data Warehouse (EDW), Relational DBs (Oracle, MySQL, SQL Server), Real-time BI & Big Data Analytics (Hadoop, Teradata, Data Lake), Integration Technologies (TIBCO, Kafka, JMS), Team Foundation Server, Visual Studio, Tableau

## Work Experience

### Bristol-Myers Squibb, New Brunswick, NJ

11/2019 – 05/2020

#### Technical Program Manager

Led setup of hybrid project management & streamlined governance framework for complex initiatives within Global Drug Development team of BMS Research and Development department.

- Configured Jira Project Server for the business users and partners to log new requirements; and technology teams to perform feasibility/assessment, estimate effort, prioritize and deliver the requirements using agile scrum methodology.
- Trained and coached the teams on Agile methodology and project management tools.
- Automated Project intake and delivery process by integrating JIRA Project Server with Tableau (Portfolio dashboards and investment planning), ServiceNow (Change & Defect Management), Github (Code repository) and Confluence (project documentation & training) using API integration on Azure cloud.
- Assisted in the system design, development, implementation and test activities related to engineering of functional requirements of clinical software and associated support systems within a data lake eco-system (Hadoop, Spark, ADLS, HDInsight, Data Bricks, Python, Java)

### Nordstrom, Seattle, WA

09/2018 - 11/2019

#### Technical Program Manager

Managed HauteLook's inventory integration with Nordstrom's unit inventory capabilities and moved critical business functions from Microsoft Dynamics GP (Great Plains) to Oracle 14 ecosystem. Led key EDW projects and resources, including innovation related initiatives (moving the EDW platform to the cloud; database encryption; enabling rapid experimentation etc.)

- Created & managed Integrated Project Plan using MS Project Server across Nordstrom's inter-departmental teams (Marketing, Product Management, SCM, Finance, Operations etc.) and Business Partners (HauteLook & TrunkClub).
- Facilitated meta-scrum ceremonies. Interfaced with product owners, scaled agile project teams and stakeholders; assisting with internal and external communication, improving transparency and radiating information; ensuring highest value work is top priority in the backlog.
- Defined user stories, research appropriate technical and business solutions, and provided guidance to the team regarding system architecture, programmatic, and impact trade-offs for within the Enterprise Data Warehouse (EDW) platform on Teradata and Data Lake on Azure cloud.
- Created high-level integrated system design architecture and application flow diagrams using Visio.
- Identified, designed, and implemented internal process improvements: automating manual processes, optimizing data delivery, re-designing infrastructure for greater scalability, etc.

**Microsoft, Sammamish, WA**

**03/2018 - 09/2018**

**Technical Program Manager**

Worked on large-scale, business-critical initiatives for Cloud Infrastructure and Management team that implemented Microsoft Vision for Azure based solutions to the enterprise customers.

- Played an integral role in defining Offers and Solutions' Roadmap using success metrics to ensure customer requirements were met both in terms of solutions functionality, fundamentals, and customer success.
- Evaluated and prioritized competitive solutions using Visual Studio Team Services with Solution Architects and Field Sales Team for hybrid and native cloud solutions across a broad range of cloud infrastructure specializing in networking design and implementation.
- Supported "IP Governance Framework" to standardize end-to-end process for solutions' development & release, tracked and reported, while accelerating deal velocity and driving use of standard offers for increased margin.

**T-Mobile, Bothell, WA**

**10/2017 - 03/2018**

**IT Project Manager**

Lead a Program (EDIT) which offers one data integration test platform UI for Test Management, Execution, Monitoring and Reporting. Project includes BI data warehouse migrations, server/database upgrades, digital marketing and application development.

- Performed SDLC with BI Data warehouse on Oracle Platform interfacing with Cognos, Informatica, Documentum and SQL database applications.
- Prepared, implemented and managed Project Plan, QA Plan and Development/QA schedules.
- Provided service management, orchestration, monitoring and management requirements of Azure cloud platform.
- Built the infrastructure required for optimal extraction, transformation, and loading of data from a wide variety of data sources.
- Design security for source data access. Chose the appropriate authentication mechanism, (ie Azure Active Directory (Azure AD), etc).
- Design for real-time processing by using Stream Analytics and Azure Databricks.

**Ericsson, Johannesburg, South Africa**

**04/2016 - 07/2017**

**Senior IT Project Manager**

Lead the organization's IT process improvement practice, overseeing a team of 10 to deliver IT Transformation & Governance, application development and service management projects.

- Administered Clarity and SharePoint PPM tools for the Market Groups including managing the list of active users and projects, ascertaining data quality through periodic reviews and supported applicable audits.
- Worked on Ericsson Billing platform with emphasis on scripting to address gaps in vendor delivery of services.
- Collaborated with Compliance and Information Security (InfoSec) for Risk Assessment, Vulnerability scans/Application.
- Setup Change Management Board to ensure any changes to project scope were controlled and coordinated.

**Ernst & Young LLP, South Africa & India**

**12/2014 - 03/2016**

**Senior Consultant**

**Project I:** MTN, IT Shared Services Hub - Quality Assurance Manager (South Africa)

Defined and reviewed the end to end quality of processes around the delivery of VAS services and solutions. Supervised 8 regional Project leads and test managers to setup project schedules and managed completion of tasks through regular status reporting.

- Vendor performance evaluation and reporting. Strong orientation to Quality Control.
- Managed CAPEX (Motivations, PO's, Reallocations, Commitment and Capitalization).
- Performed Gap Analysis to identify the deficiencies of the current system and to identify the requirements for the change in the proposed system.
- Reviewed HLD, Test Strategy documents prepared by design team. Involved in Test Strategy Specifications & Traceability Matrix as per functional specifications.
- Managed contracts, procurement, delivery, RFPs, RFOs and SLAs for multiple projects.

**Project II:** Reliance Telecommunications 4G - Project Manager (Mumbai, India)

Developed and launched formal PMO, rolling out new process improvement solution to help IT organizations achieve CMMI level 5. Designed and implemented Transformation Incident Management Support Desk and documented all Service Management Processes.

- Provided project status updates and project readouts to client leadership at the Executive level.
- Impact Analysis and Value mapping of the processes executed in each cycle.

- Developed, managed and maintained ongoing work plan and coordinated schedules and activities. Reported baseline vs. actual variance on milestones and financial targets.

#### **Chevron, Houston, TX**

**03/2014 - 12/2014**

##### ***Project Manager***

Chevron ATLAS R4 - Objective of Atlas R4 program was to implement trading and risk management tool SolArc RightAngle for London business of Chevron

- Managed Integrated Project Plan (with peripheral systems & external dependencies) using MS Project Server & Sharepoint.
- Baselining and managing the scope and estimates for the Business Design, QA, Architecture and Cutover tracks.
- Defect-tracking, Root Cause Analysis, recommendations to prevent re-occurrence and monitoring effectiveness.
- Review the base-lined scope matrix along with other artifacts such as plans and SOD with the project architects and leadership.

#### **Mahindra Comviva, Gurgaon, India**

**11/2011 - 03/2014**

##### ***Associate Project Manager (PMO)***

- Provided Project Profitability - Revenue Forecasting (Portfolio Level).
- Created dashboards using Sharepoint for historical trends, forecasts, project roadmap, Project Traffic Light, Staffing plans, utilization, Time sheets, CAPEX/OPEX status, new initiatives etc.

#### **Dazines UK Ltd., London, UK**

**01/2010 - 10/2011**

##### ***Business Analyst***

- Designed the UI architecture, interface, and interaction flow of applications and experiences. Developed conceptual diagrams, wireframes, visual mockups, click-through, and prototypes
- Worked on multi-tiered web application on open source platforms utilizing Java/J2ee, XML, SQL, JSP, Spring Framework, Struts, Web Services, JavaScript, JBOSS, MySQL, MyEclipse.

#### **Red Chilli Media, New Delhi, India**

**01/2009 - 08/2009**

##### ***Software Developer***

- Accountable for analyzing requirements, developing designs, implementing software/web applications using Java, J2EE, JSP, WebLogic, JavaScript, HTML, and SQL.
- Assisted in usability pilot and field tests to further the development of user interaction and wrote extra documentation

#### **Education & Certifications**

##### **Education:**

MS, Software Engineering, 2010, University of London, Queen Mary College, London, UK  
B.Tech., Computer Science & Engineering, 2009, Maharishi Dayanand University, New Delhi, India

##### **Certifications:**

PMP (Project Management Professional) PMI, 2016  
CSM (Certified Scrum Master), 2019  
ITIL V3 Foundation (IT Infrastructure Library), 2015  
Sun Certified Java Programmer (SCJP), Sun Microsystems, 2008