Career Summary

15 years of experience in project delivery, stakeholder management, people management, risk management, software development, Maintenance, software testing in Agile and waterfall model.

6+ years of onsite experience in Europe at customer premises working on an onsite offshore model that involved co-ordination with multiple vendors from Development & Testing.

Primary Experience in Telecommunication Systems, CRM, BSS, OSS, Billing Systems, Customer Services and Networks

Experience in Content Management systems like AEM 6.4

Experience in Mobile applications development in Symbian, J2ME, iOS, Android

Experience in CI/CD DevOps process

Management Skills

Experience in Managing large teams from different nationalities.

Effective verbal and written Communication to the team and stakeholders, expertise in discussions with multiple customer representatives at the same time.

Experience and understanding of Different software development and Testing methodologies like Waterfall, V-Model, Agile, Scrum.

Hands-on experience in project management tools like Microsoft Project, Excel VBA, ALM, Word, PowerPoint.

Hands-on Experience in Linux, Java, C, SQL.

Domain Skills

Digital -

Adobe Experience Manager (AEM)

Telecommunication Systems -

CRM->BSS->OSS->Customer Service &Networks->Billing

CRM – Salesforce, OASIS

BSS- C@FE, TINA, NetCracker

OSS – ASAP, NetCracker, NPMAN, NINAS

Billing – Kenan, NetCracker RBM, LNG (FTS)

Technical skills and Tools

Languages –Java, C, VBA/VBScript, Shell script, SQL, XML (XSL, XSLT, XPATH, CSDL, ASDL)

Tools – SOAP UI, PL/SQL, Eclipse

Admin – MPP, Excel, ALM, Bugzilla, Lotus Notes, Jira

Professional Experience

**Cognizant Technology Solutions**

**(Project Manager) From Mar 2009 to Aug 2019**

**American global manufacturer of confectionery and other food products**

**(Delivery Manager)**

* Manage large, multi geo deliveries of high complexity and risk. Ensure delivered solutions meet contracted specifications
* Maintain relationships with key customers during and after the implementation of the solution
* Coordination across different teams to ensure that all projects are moving as desired and that all components for successful delivery are in place.
* Resource and task planning
* Coordinate with different teams to bring about successful implementation of planned tasks
* Assists in resolving issues regarding delays in project delivery and resource constraints

**American Multinational Entertainment Products manufacturer Nov 2018 to May 2019**

**(Scrum Master)**

* Conduct scrum ceremonies such as standup meetings, planning and grooming meetings review and retrospective sessions with the team, product owner & other stakeholders
* Adopting the principles of management such as planning, organizing and division of work, coordination, communication and control. Aligning with the Product Owner in maintaining and owning the product backlog.
* Training and mentoring the team members on best practices, metrics.
* Ensuring quality process are followed.
* Track the Risks in the project and ensure reporting of the same
* Project status report consolidation and Communication with Cognizant leadership team
* Daily and Weekly and Monthly status reporting to PMO and other stakeholders on Project and individual health check
* General Project management activities.

**German Telecommunications Service Provider Mar2018 to Nov 2018**

**(Project Manager – Maintenance)**

* Monitoring and Tracking of Bugs in Bug Management system
* Organizing Workshops and effort estimation for Bugs
* Organizing Solution Proposal activity for the bugs – Maintenance Analysis
* Prioritizing and Planning Bugs for the consecutive releases – Maintenance Development
* Daily and Weekly status tracking of development & Testing of bugs – Maintenance Delivery
* Bugzilla Analytics
* Planning of project and Resources in MPP
* Communication on Release details to different stakeholders
* Analyzing existing processes, restructuring and adapting to new processes to improve project performance – Enhanced Bug Life Cycle

**British Education Service provider Sept2017 to Feb 2018**

**(Project Manager)**

* Daily interaction with Customer, Account managers and stakeholders
* Resource planning for project based on forecast
* Creating & Maintaining Project Plan
* Reviewing and approving Test plans and Test cases
* Managing Project Releases and Resources
* Maintaining and communicating Project level metrics and SLAs to stakeholders
* Initiating Test automation track to reduce costs and improve Test effectiveness
* Daily and Weekly Status communication for stakeholders
* Requirements analysis and Task allocation to team members
* Project RCA and Retrospection activities

**Middle East Telecommunications Service Provider Nov 2016 to Aug 2017**

**(Project Manager)**

* Resource Recruitment, Team Organizing and Training of team members
* Team management activities (Goal Setting, appraisals, SOs on RFD, Resource utilization matrix, Release calendar, Project plan and project related documents)
* Daily and weekly status tracking and communication
* Account management activities, forecast and showcase margin improvements on the project
* Risk management and Tracking
* Tracking Project level metrics and SLAs, showcasing continuous improvement
* Participate in audit meetings
* Awarded “The Incredible” for contribution

**Belgian Telecommunications Service Provider Dec 2009 to Oct 2016**

**(Project Manager)**

* Contribution to all phases of project – Concept, feasibility, planning, Execution, launch and closure
* Project budgeting discussions and cost tracking (CAPEX, OPEX, COGS, NPV)
* Time and Material cost netting and conversion to loadable timesheet
* Follow up with customer for Timesheet upload to ERP, PO creation and payment of invoices
* Managed Team Resourcing, Reorganization and coordination
* Bring in innovative solutions for customer problems (implement new tool and process for enhancing Time and material billing for customer)
* Applied ALM analytics to investigate historical data and provide valuable insights to customer on key project metrics
* Proposed and implemented an Integrated project life cycle proposal to optimize costs (Avoid Redundant Testing phases, Test automation, Lean onsite)
* Conceptualized a predictive model for monitoring Test progress and risk anticipation
* Contribution to management, Delivery, development and testing of some pioneer products that changed business landscape in Belgium
  + Content Management System (AEM)
  + Wi-Fi Everywhere product
  + Fixed Mobile convergence product
  + IPCENTREX product
  + Combined Cable Access Platform Product
  + new Provisioning System – Automated Service Activation Platform
  + Provisioning system Disaster Management
  + Upgraded number porting management system
  + new CAS system - LATENS
  + wholesale product that opened up the client network to third party service providers (VNO)
  + Database sync products
  + STB Analytics
  + Browse pattern analytics
  + Phone usage pattern analytics
  + Synchronization of Logical and physical networks
  + Network Inventory Management
  + Browsing violation Intercepts
* Resource Recruitment, training and Management
* Waterfall to Agile transition
* Got cash awards for customer connect

**German Mobile Content Provider Mar 2009 to Nov 2009**

**(Project Lead)**

* Development and Testing of the Content management system
* Development and Testing of Content Delivery system
* Upgrade and enhancement to the existing system
* Mobile Applications Development and Testing in iPhone and Android
* Cost saving through Test Automation

**Rising Solutions**

**(Chennai Based mobile applications provider) Sept 2007 to Sept 2008**

* Remote File Access and Map based applications
* Test Automation of mobile applications in Symbian, iPhone, Linux and Android platforms
* XCODE, Instruments, Symbian IDE SDK, Android SDK

**Xambala Inc.**

**(San Jose Based Network Processors) June 2006 to Aug 2007**

* Test Bench Design for Low latent network processors
* Linux Environment with C
* TCP/IP
* XML, XSLT, XPath
* Ethereal, Wireshark

**Sony Ericsson Jan 2004 to June 2006**

**(Wipro Technologies)**

* Mobile application development and testing on Symbian based Sony Ericsson devices
* J2ME, SVG, OMA, WAP

**Fujitsu**

**(Wipro Technologies)**

* Mobile application development and testing on Symbian based Fujitsu devices

Education

Bachelor’s in engineering (Electronics and Communication) with Distinction from Government College of Engineering, Salem