## DEEPA SUNDARARAMAN

### IT Project Manager

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Instrumental **Project Manager** bringing **14.6** years of experience achieving ambitious goals in challenging IT environment. Diligent, forward-thinking and adaptable to dynamic company, customer and project needs. Successful at motivating teams to meet demanding timelines.

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|  | **Skills** |

* Programming Languages/Tools/Standards : Oracle PL/SQL , Unix Shell Scripting , Pro\*C , Python , MS SQL Server , Mongo DB , SVN , Jenkins , VSS , SOAP UI , Perfecto , COTS Products , HL7 Standards
* Domain Skills: Banking – Loans, Credit cards, Logistics, US Healthcare – Medicare (NextGen), Medicaid & HIE (Health Information Exchange).
* Project Methodologies: Waterfall, Agile, SAFe Agile
* Functional & Business Requirements: US Healthcare - Member Enrollment and Clinical program.
* Quality assurance: User Acceptance Testing, Mobile Testing, End to End Testing, Web services testing.

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|  | **Work History**

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| Name of the Company | Designation | Address of the employer | From | To | Duration(Years) |
| Cognizant Technology Solutions India Pvt. Ltd | Manager - Projects | Techno Campus, 5/535, Old Mahabalipuram Road, Okkiyam, Thoraipakkam, Chennai - 600097 | 04/14/2008 | 06/17/2020 | 12 Years 2 Months |
| YCS India Pvt Ltd | Software Engineer | YCS India Pvt Ltd,#766,Shakthi Towers,Anna salai, Mount Road , Chennai-600002 | 01/02/2006 | 04/11/2008 | 2 Years 4 Months  |

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| 2017-10 - 2020-06 | **Project Manager** Cognizant Technology Solutions, Chennai, Tamilnadu**Client Name/Project Name** : **Aetna / Medicaid /Medicare NextGen Engagement****Program and Project Management*** Developing and updating integrated Program Management Plan by closely working with Client Management
* Developing a detailed project plan/work management plan to allocate the tasks and identify the dependencies.
* Defining Key Metrics and Prioritizing Project objectives
* Regular discussions with Client and Cognizant Senior Management for reviewing escalations, progress, improvements, budget, forecast related to Program
* Manage the RFI / RFP process for any new proposals

**Project Budget Management:*** Forecast project revenue of $40MN, resource costs, get budgets approved from project finance team
* Prepare budget plan, prioritize needs and keep control over the spending, track cost, efforts, and manage change requests to keep budget under control
* Contractual invoice submission and tracking for the SOWs executed in the projects

**Resource Management*** Work with resource management team to interview/map available resources to project needs
* Structure teams, appoint team leads, assign roles and responsibilities to team leads
* Decide authority levels, prepare and publish escalation charts
* Provide necessary feedback, discuss and resolve personal issues
* Goal setting, performance appraisal, promotion recommendation and appreciation awards for the Team

**Delivery Excellence / Transformation Management*** Identify opportunities where delivery can be transformed by use of better Tools & Best in Class (BiC) processes
* Propose Tools & Processes that meet transformation needs

**Communication Management*** Creation of Communication Plan and establishing communication protocols for different client stakeholders
* Establishing Top down & Bottom Up communications
* Communicating with Client Managers of various streams on day to day activities
* Coordinating interaction between Cognizant and the customer IT/Business

**Quality Management:*** Implement and ensure compliance with appropriate quality standards for the project work; coordinate with Quality Control department to obtain deviations

**Reporting & Decision making:*** Collate and analyze data from reporting systems to make management decisions
* Appoint experts to obtain opinion as necessary.  Store reports and other important artifacts for future reference
* Participate in Strategic program level meetings to make Key decisions
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| 2012-05 - 2017-09 | **Senior Associate** Cognizant Technology Solutions, Chennai, Tamilnadu**Client Name/Project Name** : **Aetna / Medicity Engagement****Resource Management*** Goal setting, performance appraisal, promotion recommendation and appreciation awards for the Team
* Manage leaves, expense reimbursements for the project team members
* Monitoring on-boarding / off-boarding of resources and their orientation
* Motivate, guide and leads team to maintain positive work environment

**Delivery / Transformation Management*** Monitor project health and keep control over the spending, track cost, efforts, and manage change requests to keep budget under control
* Plan, Schedule & Manage day to day activities of the team and progress of various streams under the program
* Developing & overseeing transformation rollout plan
* Roadmap, best practices & technical support for overall implementation

**Communication Management*** Communicating with Client Managers of various streams on day to day activities
* Coordinating interaction between Cognizant and the customer IT/Business
* Addressing risks / concerns being raised by Client and Cognizant Leadership

**Quality Management:*** Contribute to quality audit reports, take necessary actions to close non-conformance cases
* Responsible to support overall project quality to the client’s satisfaction
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| 2010-05 - 2012-04 | **Associate** Cognizant Technology Solutions, Chennai, Tamilnadu**Client Name/ Project Name : Trane /Kodiak** * Responsible for implementing new functionalities that are highly product specific to the Kodiak application and involved in analyzing the requirements for functional enhancements and validating them through direct client calls.
* Has designed and successfully programmed the implementation of the highly complex module and optimized the code and is involved in improving the performance of the application.
* Preparing weekly status report and monthly metrics. She also actively involved in C2 and submitting the monthly metrics.

**Client Name/ Project Name : Elexon/P243 Changes*** Responsible for implementing new functionalities that are highly specific to the P243 changes and involved in analyzing the requirements for functional enhancements and validating them through direct client calls.
* Designed and successfully programmed the implementation of the highly complex module and optimized the code and was involved in improving the performance of the application.
* Prepared and high level and low level design documents, as per the client requirement, for this major enhancement and ensured that the internal quality processes are adhered to.
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| 2008-04 - 2010-04 | **Programmer Analyst** Cognizant Technology Solutions, Chennai, Tamilnadu**Client Name/ Project Name : Centrica/BGS AMS*** 2nd line production support activities involved handling customer calls and try to provide quick fixes to the customer, raising tickets and assigning to proper queue for unresolved issues, provide update to the customer on every ticket within SLA.
* Automated most to the manual tasks by writing shell script and getting the desired data into the log file. This involved getting the status of all the batch programs etc.
* 3rd line production support activities include resolving customer issues and providing solution to the same. It also involves client visits to resolve an urgent fix at client's server.
* Provided code fixes to production issues and was part of the release activities and contributed to service improvements in major applications. Code Review ,Unit Testing, Functional testing, UAT Defects & issue fixes.
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| 2006-01 - 2008-04 | **Software Engineer** Yalamanchili Consultancy Services, Chennai, Tamilnadu**Client Name/ Project Name : Citi Bank/Credit Card Authorization*** Played role as team leader.
* Responsible Impact Analysis, Design documents preparation and Coding for major enhancements.
* Coordinate with the team for status and issue fixes on the daily basis.
* Direct interaction with the Customer for UAT Support.

**Client Name/ Project Name : Citi Bank/Loans*** Responsible Impact Analysis, Design documents preparation and Development for major enhancements.
* Coordinate with the team for status and issue fixes on the daily basis.
* Direct interaction with the Customer for UAT Support.
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|  | **Education** |

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| 1999-08 - 2003-05 | Bachelor of Engineering: Computer Engineering Bhrathidasan University - Tiruchirapalli |

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|  | **Certifications & Trainings:** |

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| 2009-06 | ITIL V3 |

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| 2017-10 | Certified Scrum MasterDevOps Engineer Training - ExternalArtificial Intelligence and Deep Learning - External TrainingRPA Training - Internal |

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