



## SANTOSH JADHAV

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Result-driven professional with a verifiable track record targeting senior level assignments in **Project Management** in the **IT Industry** with an organization of repute

### CORE COMPETENCIES

**Project/Program Management**

**Delivery Management**

**Client Engagements  
(Stakeholders/Business)**

**Debugging & Defect Management**

**Quality Assurance**

**Agile Methodology**

**Continuous Process Enhancement**

**Manpower Management**

**Budgeting/Forecasting**

**Multi-vendor management**

**Execution of HSBC Core Banking (Collections, HUB, RPS), regulatory and discretionary project.**

### CAREER HIGHLIGHTS:

**PMP Certified from PMI**

**Expertise in Project and Program management.**

### PROFILE SUMMARY

- Currently working with HSBC as IT Project/Program Manager for ADM Core banking (HUB RPS) for EU and UK regions.
- Handling regulatory and discretionary projects for HSBC.
- **PMP & CSM Certified professional** with rich & extensive IT experience of **14.8 years across Manufacturing, Banking (BFSI) & Telecom domain**
- Involved into **Project/Program Management** since **Feb 2013**.
- Played a global PM role for Infosys key clients: Microsoft and HSBC with stakeholders spanned across APAC, EMEA, NA, Japan, HK/TW, Korea, Europe and UK regions.
- Followed the **project life cycle** methodology defined under the **process framework**; ensured that deadlines were met within project budgets
- Directed **planning, strategy development, leadership** and implementation & business **solution delivery**
- Led the development of core software solutions such as **Forecast Management Tool, Clarify, Global Contact, User Admin, GTAM, WEFT, Role Guide, My Readiness Mailer** for key clients like **Microsoft Corporation, Verizon, British Telecommunications** & so on
- Exposure to all aspects of project management including budgeting and cost optimization, risk assessments and control, project scope definition, calculating estimates, resourcing, cost control & so on
- As Scrum Master/Agile Lead **analysed needs**, gathered specifications and situational requirements, worked with business development personnel to create effective solutions specifically tailored to customer accounts
- Built and led **high-performing teams; enhanced morale** and cross-functional collaboration
- Led mid to large scale projects from initiation phase to closure
- Mentored and coached the project teams; undertook the performance appraisal for the assigned teams

### PROFESSIONAL CERTIFICATIONS

- Project Management Professional (PMP)
- Certified Scrum Master (CSM)
- Infosys Global Agile Certification
- Certification of 5 Days Data science completion from Grey Atom.
- MB2-700: Microsoft Dynamics CRM 2013 Applications
- MB2-703: Microsoft Dynamics CRM 2013 Customizations and Configuration
- MB2-716: Microsoft Dynamics 365 Customization and Configuration

### ORGANIZATIONAL EXPERIENCE

**From Feb '06 to Apr '18 with Infosys Ltd., as Project Manager**

#### Growth Path:

Software Engineer	Feb '06 – Jun '09
Test Analyst	Jul '09 – Jun '12
Technical Test Lead	Feb '12 – Dec '14
Project Manager	Jan '15 – Apr '18

**From May '18 to Sep '18 with Intense Technologies Limited., as Program Manager**

#### Growth Path:

Program Manager May '18 – Sep'18

Since Sep '18 with Infosys Technologies Limited., as Project Manager

**Growth Path:**

IT Project Manager Sep '18 – Present

#### PRODUCT/ TOOLS

- ALM Tools: Team Foundation Server, Jira & Confluence
- Project Management tools: Microsoft Project Professional (MPP) and Clarity, Clarity Work Bench, Discovery and Global Planning Data Model (GPDM)

#### DOMAIN/ TRAININGS

- Payments Overview
- ORMB Training by Oracle/RIA.

#### HIGHLIGHTS

- Received Engagement Level Feedback of 7 on 7, in 2016, for the Project titled 'Clarify' (Microsoft based client)
- Recognized with the Spot Award for outstanding contributions, in 2012 & 2014
- Awarded for Excellence in Delivery, in 2011
- Appreciated & awarded for being the Most Spirited Team, in 2010

#### ACADEMIC DETAILS

- Pursuing Data Science transition program from GreyAtom.
- Pursuing GCD (Global Certificate in Data Science) course from INSAID
- Executive MBA (Specialization: Project Management & Finance) from Cardiff Metropolitan University (UK) in 2019
- Master of Computer Applications (MCA) from Osmania University, Hyderabad, in 2005
- Bachelor of Computer Science (BSC) from Osmania University, Hyderabad, in 2001

#### PERSONAL DETAILS

**Date of Birth:** 5<sup>th</sup> September 1981

**Languages Known:** English, Hindi, and Telugu & Marathi

**Address:** Flat-901, F Wing, Kalpataru Harmony, Wakad Road, Pune, Maharashtra- 411057

(Refer to Annexure for major projects)

## ANNEXURE (Projects Undertaken)

**Title:** CFC UK HUB, EXUS Financial Suite, CP to HSM Israel & UK Mortgage (CIIOM)  
**Period:** Jan'20- till date  
**Client:** HSBC  
**Team Size:** 25  
**Role:** IT Project/Program Manager / Agile Lead  
**Description:**

**CFC UK HUB:** Enhancement of Limit utilization feed from HUB for limit misalignment reporting at CLM.

**EXUS Financial Suite:** This is implementation of new collection tool (EXUS – EFS Financial Suite ) for Greece to aid in collection of payments. It is a new service, app and Infrastructure. Working with various team like HUB (core banking ), CTA and EXUS (Vendor towards successful delivery.

**CP to HSM Israel:** Infrastructure change, upgrade processor from CP to HSM to support P9 migration, successfully released into into production.

**UK Mortgage (CIIOM):** To increase the mortgage term loan tensure from 30 to 35 years for GEMs.

### Responsibilities:

- To gather high level scope and come up with schedule to get busines approval for budgets.
- Resourcing required project resources for team including Arch, Dev, Test and REM to start project..
- Initiate project kick off to formal project initiation post budgets are available.
- Conducting solution proposal and design reviews meeting.
- Driving test review and UAT test preparation reviews.
- Preparing project performance reports and presenting same in weekly reporting calls.
- Project forecasting (ETC) at regular intervals , securing revised budget as per needs.
- Preparing comprehensive project plan with activities of involved teams.
- Involving and engaging support teams early and secure their budget needs.
- Using Clarity workbench and discovery for project actuals.
- Using GPDM for forecasting..
- Preparing and presenting project status reports to stakeholders.
- Liaison with resource managers to secure BA, DEV, Test and REM teams as project needs.
- Engaging external teams (downstream and upstream partners) for changes required and for testing.
- Measure project performance and take corrective/ preventive measures
- Managing Project RAID Log ( Risk, Assumptions, Issues & Dependencies )
- Ensure HSBC data security policies followed while securing production data on lower environments for testing, align with GDPR rules while using such data.
- Performing release activities like evaluating non functional requirements with respective ITSA team.
- Ensuring there are no security loopholes by engaging cyber security teams and carrying security assessment.
- Driving UAT kick off and GO / NO GO for implementation.
- Coming up with change implementation plan for GO LIVE , engaging release teams for deployment.
- Engaging L1, L2 teams before project Go LIVE and pass on required knowledge transfer to handle production issues.
- Setting up and driving CR process for any new changes.
- Running warranty support for 90 days post GO LIVE and address production issues.
- Formal project closure by securing approvals from stakeholders and issuing project completion certificate.
- Documenting lessons learnt before project closure and leverage it in ongoing/upcoming projects.
- Creating Jira dashboards (scrum, Kanan ) for project management.

**Title:** Revenue Cycle Management (ORMB – Oracle revenue management & billing tool)  
**Period:** May'18- until Dec'19  
**Client:** HSBC  
**Team Size:** 15

**Role:** IT Project Manager / Agile Lead  
**Description:** Implementation of integration pricing and billing tool (ORMB – oracle revenue management & billing tool) for Revenue Management

**Responsibilities:**

- Creating and Managing Project Plans.
- Continuously identifying/monitoring risks and coming up with mitigation Strategy.
- Schedule and drive Weekly IT update meetings.
- Drive discussions around development design and solutioning.
- Facilitating team to follow agile methodologies.
- Define scrum ceremonies – daily stand up meetings, sprint planning, sprint development, sprint demo, sprint backlog review meetings.
- Building dashboards in Jira for Project reporting.
- Measure Project health using various scrum metrics – velocity, commitment reliability, scope changes, and backlog health.
- Taking corrective/ preventive measure as part of Project Controlling.
- Managing multiple vendor teams to meet project goal and objective within schedule and budget.
- Liaison with product owner and business teams to prioritize sprint items and scope.

**Title:** Micro Loans  
**Period:** Sep'18- until Apr'18  
**Client:** L & T Financial Services  
**Team Size:** 15  
**Role:** Project Manager/LOB LEAD  
**Description:** MERC (Micro Finance EMI Receipting Console) used for maintaining Disbursement and collection of Micro finance advanced by L&TF to their end users

**Responsibilities:**

- Monitoring all issues in Manage Engine and have the dashboard ready with specific queries tuned to monitor on the desktop on hourly basis.
- Taking complete ownership of driving Sev 1, Sev 2 incident calls until closure and come up with RCA.
- Respond to queries from LTFS management.
- Focus on Automation of all Health check reports and work on fine-tuning all manual work by doing checks with L1/L2 members.
- Work with LTFS Business SPOC for respective LOBs to discuss and take approvals for any new implementation/deviations/key issues etc.
- Look for ways to transfer work from L2 to L1 (follow the shift left strategy).

**Title:** Reliance JIO  
**Period:** May '18 – Sep'18  
**Client:** Reliance  
**Team Size:** 15  
**Role:** Project/Program Manager  
**Description:** On-board, Dedupe and EBPP applications enhancements, bug fix and annual maintenance for Reliance Jio customers.

**Responsibilities:**

- Provided overall direction, coordination, Implementation, execution, control and completion of project/program
- Project/Program Status reporting to senior management and stakeholders.
- Looking after quality aspects of the project- test execution report, defects summary etc.
- Development of team with appropriate skill through knowledge transfer sessions.
- Measuring project performance against scope, schedule and cost baselines.
- Tracking project milestones.
- Continuously identifying risks and coming up with appropriate response strategy.
- Coordinating the projects and their interdependencies
- Managing and utilizing resources across projects

**Title:** Brent  
**Period:** Aug '17 – Apr '18  
**Client:** The London (UK) Borough of Brent (The Council)  
**Team Size:** 15

<b>Role:</b>	Project Manager
<b>Description:</b>	The provision of a Microsoft Dynamics 365 CRM solution for Housing, support to Brent Council to build its own internal Microsoft Dynamics 365 CRM Capability.
<b>Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Provided overall direction, coordination, Implementation, execution, control and completion of project</li> <li>• Defined project scope goals and deliverables that support business goals in collaboration with senior management and stakeholders</li> <li>• Participated in code/design and test case review meetings</li> <li>• Sending out Daily status report to senior management and stakeholders.</li> <li>• Looking after quality aspects of the project- test execution report, defects summary etc.</li> <li>• Planning resource management.</li> <li>• Development of team with appropriate skill through knowledge transfer sessions.</li> <li>• Updating project plan regularly.</li> <li>• Measuring project performance against scope, schedule and cost baselines.</li> <li>• Tracking project milestones.</li> <li>• Continuously identifying risks and coming up with appropriate response strategy.</li> <li>• Escalating product defects with Microsoft and following up for closure.</li> </ul>
<b>Title:</b>	Clarify, Global Contact, User Admin, GTAM and WEFT
<b>Period:</b>	Feb '13 – Jul '17
<b>Client:</b>	Microsoft Corporation
<b>Team Size:</b>	15
<b>Role:</b>	Project Manager/Program Manager/Scrum Master
<b>Description:</b>	Clarify is Amdocs CRM tool that is used by Microsoft end users (ROCs/RPTs) to create and manage contracts with premier customers for NA, EMEA, APAC, Japan, HK/TW and Korea regions.
<b>Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Provided overall direction, coordination, Implementation, execution, control and completion of project</li> <li>• Defined project scope goals and deliverables that support business goals in collaboration with senior management and stakeholders</li> <li>• Directed project full scale plans and associated communication documents; effectively communicated project expectations with senior management and stakeholders in a timely and clear fashion</li> <li>• Tracked and implemented the deliverables against the scope and project plan, while keeping the stakeholders up to date</li> <li>• Sent out weekly engineering status reports, MBR and metrics data to Senior Management and relevant stakeholders</li> <li>• Conducted team appraisals and resource evaluation while setting up relevant performance metrics</li> <li>• Mentored the team members while guiding them on charting out their career plan and path</li> <li>• Sprint scope prioritization, planning, execution and closure</li> <li>• Led engineering, build and deployment Teams</li> <li>• Led code/design and test case review meetings</li> </ul>
<b>Title:</b>	Forecast Management Tool
<b>Period:</b>	Sep '12 – Jan '13
<b>Client:</b>	Microsoft Corporation
<b>Team Size:</b>	15
<b>Role:</b>	Technical Test Lead/ Functional Consultant
<b>Description:</b>	Microsoft Sales Group users to forecast their revenues and take correction actions use this tool
<b>Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Requirement gathering and prepared functional specifications document</li> <li>• Worked with development team to define solution as per requirements documents</li> <li>• Created Master Test Plan to outline test strategy and key milestones</li> <li>• Assigned tasks to team and tracked for closure</li> <li>• Participated in Code Review and test case review with various stakeholders</li> <li>• Sent out weekly status report to relevant stakeholders</li> <li>• Estimated test efforts</li> <li>• Triage bugs with development teams</li> </ul>
<b>Title:</b>	Role Guide and My Readiness Mailer
<b>Period:</b>	Jan '11 – Aug '12
<b>Client:</b>	Microsoft Corporation
<b>Team Size:</b>	5
<b>Role:</b>	Test Analyst

**Description:** Role guide is a tool used by Microsoft to target various learning's to their employees based on their roles and other criteria's. My Readiness Mailer is a tool for sending email communications to MS Employees for courses along with due dates.

**Responsibilities:**

- Reviewed BRD, preparing functional specification document
- Estimated efforts for test activities
- Managed test resources, planned daily activities and monitored progress and drive to closure
- Designed Master Test Plan to outline test strategy and key milestones
- Coordinated test case and code review meetings
- Prepared and reviewed test cases
- Analyzing production issues along with development team.
- Setting up bug triage meetings.
- Come up with RCA and go forward plan for issues found in SIT, UAT and production.

**Title:** Managers Feedback

**Period:** Feb '10 – Dec '10

**Client:** Microsoft Corporation

**Team Size:** 5

**Role:** Test Analyst

**Description:** Manager's Feedback is a tool used by Microsoft managers/HRs/Admin to view and give feedback to peers/managers/skip level managers. This tool has also provision to view feedback reports

**Responsibilities:**

- Reviewed BRD and Functional Specification Document
- Designed Master Test Plan
- Test Environment and Test Data Set up
- Prepared & reviewed test cases
- Deployed build on test servers
- Led the identification/execution of BVT, functional and regression test cases
- Sent test execution reports
- Set up of triage meetings
- Performed test execution
- Deployed build on test servers

**Title:** MS Space, VRU & LCC

**Period:** Jul '09 – Jan '10

**Client:** Microsoft Corporation

**Team Size:** 5

**Role:** Test Analyst

**Description:**

**MS Space:** MS Space is an integral part of the management and reporting systems used by Microsoft's Real Estate & Facilities group in maintaining Microsoft's property portfolio. The primary driver for this tool is cost savings through more efficient utilization of current and planned space.

**VRU:** Vehicle Registration Utility consists of the Vehicle Registration Module as well as Parking Enforcement Utility. End users (MS Employees) can register their vehicles using site <http://parking>. Receptionists, Security Ops, Investigators and Administrators use site <http://vru> for various vehicle registration and parking enforcement related activities.

**LCC:** A majority of Microsoft's sales are generated through the efforts of thousands of third party channel partners. All of these independent channel partners are expected and assumed to comply with terms and conditions defined in contracts, licenses and operating guidelines with Microsoft. This tool is used to make sure that Microsoft partners are in compliant by conducting regular audits

**Responsibilities:**

- Performed LOB tests for MS Space for Office, .NET and Security Updates; analysis of MS Space and VRU Production Issues
- Estimated test efforts
- Review/analysis of BRD and Functional Specification Documents to prepare test cases
- Designed Master Test Plan
- Test Environment and Test Data Set up
- Reviewed test cases written by team
- Deployment of build on Test Servers and test execution
- Performed identification and execution of BVT, functional and regression test cases
- Conducted bug triage meetings

**Title:** Treasury Scorecard

**Period:** Feb '08 – Jun '09

**Client:** Microsoft Corporation  
**Team Size:** 5  
**Role:** Test Engineer  
**Description:** Treasury Scorecard is a reporting site, which is using for centralized performance metric reporting. The target audience is the CFO, Treasurer, and all members of Treasury. Each month Treasury groups (TRG, CAPM, Corp. Finance, GCM, WWCS, and WOCS) post their performance against their annual commitments. The performance of the individual groups consolidated into a summary report. The CFO and the Treasurer view the summary report

**Responsibilities:**

- Analyzed business requirement document
- Designed Master Test Plan
- Prepared DSR, WSR and RTM
- Developed & executed BVT, functional and regression test cases

**Title:** VRZESGBA  
**Period:** Jul '07 – Jan '08  
**Client:** Verizon Telecommunications Plc.  
**Team Size:** 3  
**Role:** Developer  
**Description:** Extraction of files from sources in flat file format, parsing them and loading into intermediate tables, Performing clean up and loading into final tables.

**Responsibilities:**

- Analyzed the data in flat files
- Wrote PL SQL procedures for data loading into final tables using transformation rules.
- Performed test execution

**Title:** XNG  
**Period:** Mar '07 – Jun '07  
**Client:** COLT Telecommunications Plc.  
**Team Size:** 3  
**Role:** Developer  
**Description:** Network Inventory Management tool are used to create logical networks. XNG stores the Sites, equipment, cable, path, and segment information in it. It supports all the data voice technologies and servers used by most of the CSP's. We can develop a Network Configuration for complex equipment and circuit layouts using operator supplied rules

**Responsibilities:**

- Worked on tickets raised by relevant stakeholders
- Prepared SLA Reports for customer and other stakeholders
- Supported production Issues

**Title:** AGORA  
**Period:** Nov '06 – Feb '07  
**Client:** British Telecommunications Plc.  
**Team Size:** 5  
**Role:** Developer  
**Description:** AGORA is an attempt to move away from the Stove-pipe design into a more standards based reference model/ architecture for inventory management. Agora is a database that consolidates port inventory for approximately 30 countries. Several BT systems, e.g. MTINI, need to access Agora and each other. Additionally, BT would like to provide access to these databases and systems to third parties who can then utilize them in a self-service manner. Hence, there is a need for a common communications platform and Protocol. Agora with the data services is addressing the need of a common information factory, which will facilitate even future acquisitions and mergers. New systems can be fed into the Agora Assembly line for information aggregation and then this information model can be exposed to BT internal and external systems through the services fabric

**Responsibilities:**

- Prepared test cases
- Performed Data Services testing
- Wring sql queries.

**Title:** AOL Total Care  
**Period:** Jul '06 – Oct '06  
**Client:** America Online Inc.  
**Team Size:** 2  
**Role:** Test Engineer

**Description:** This involves installation of AOL tool kit on various desktop systems that has different OS and software and performing compatibility testing

**Responsibilities:**

- Preparing test cases.
- Installed various operating systems on desktop & performed system testing, regression testing and compatibility testing