***Manoj Kumar (US Citizen)***

***Houston, TX*Cell: 1 346-770-9912 *Email:*** ***mkmenon8@gmail.com***

* *Sr. Professional with two decades in Corporate IT having hands-on Technical/Project/People Mgmt. expertise.*
* *High-performing* ***Sr. Agile Project Manager*** *with a passion for improving PMO/Culture/Process/Product quality.*
* *Goal oriented and Service minded influencer with proven Prioritization, Business Process, Vendor Mgmt. skills*
* *Sharp, Complex problem solver with People development, Organizational improvement, Deployment expertise.*
* *Experienced Program Manager having expertise in managing IT Processes (SOX compliance, CMMI models etc.)*
* *Certified in Project mgmt., Leadership & Communications, Program mgmt. etc., with a Green belt in Six Sigma.*
* *Very passionate about Customer Relations, SLAs, Cust-Sat etc.-A* ***Customer Advocate*** *from Compaq, Houston.*
* *In-depth and hands-on expertise in doing VSMs and improving SDLC, influencing changes within PO/PM teams.*
* *Very effective Speaker, Communicator and a People person with a great sense of Analytics and Product quality.*
* *Expertise in managing global Vendors, RFI/RFP/SOWs etc., and setting right expectations on Project deliveries.*
* *Managed multiple/cross-functional Projects/teams and worked on technologies like .Net/Java/SAP HANA etc.*
* *Excellent working knowledge with tools like MS Office/365, SharePoint, Jira/Rally/Azure DevOps/MS Project etc.*
* ***Proven Agile/SAFe leadership & Transformation*** *skills that bring out the best productivity within Teams.*

**Career highlights**

* Drove a variety of IT Projects, Programs and People, releasing multiple Products to Customers worldwide.
* Managed Vendors, Clients, Finance/budgets, Product Roadmaps/Resources, Testing/QA etc., for an IT Start-up.
* Designed robust Analytics & Operations models, redesigning the Project progress monitoring and tracking.
* Worked as a Scrum Master and built & managed off-shore Agile PMO and digitalization teams, groomed them.
* Drove Data center consolidation Programs for HP & Cerner and Improved Operational processes and quality.
* Mentored & motivated Technical and Functional resources (TAs/BAs/Engineers) to achieve better Productivity.
* Managed several Waterfall and Agile teams, globally using a variety of tools like JIRA, VSTS, Jenkins, Rally etc.
* Transformed multiple Orgs to Agile way of working and Coached POs/SMs and Development teams on Agile.
* Worked with Financial teams to manage the budget/Implementations/DevOps/CI/CD/SOWs/Road maps etc.
* Owned Resources, Procurement, Product Roadmaps, Budgets, Scopes, Time lines, Customer Deliveries etc.
* Actively identified Project Resource needs and worked with RMs/Mgmt. etc. to ensure smooth delivery.
* Worked as a Programmer and developed several software Solutions using a variety of technologies/tools.

**Work history:**

**Shell Oil & Gas Project Delivery Lead Aug, 2018 to Mar, 2020**

*Worked at Shell Oil & Gas Corp., Houston as a* ***Consultant*** *Project delivery Lead & Agile Transformation champion taking care of their SAP HANA/SAC Project deliveries/Implementations to Shell Clients globally. Responsibilities included working with Stake holders distributed globally and delivering multiple billable Agile projects on SAP HANA/SAC/Power BI etc., using technical teams primarily located in UK & India, working with Sr. leadership of Shell Analytics and Reporting team to get their buy-in to move towards Agile framework, manage transformations of their current projects, training multiple stake holders on Agile (Scrum & Kanban), mentoring product development teams, managing SAP/SAC resources distributed across the globe (UK, India, Philippines etc.), closely working with Product Owners, Scrum Masters, RTEs, helping Sr. mgmt. with Product thinking/DevOps/CI/CD journey/VSM etc. Used tools like Azure DevOps/VSTS, HP ALM, SharePoint etc.*

**Cerner Corporation Head - Project Mgmt. & ACOE Feb, 2016 to April 2018**

Formed, owned and built Project Management (PMO) and Agile COE organizations within Cerner. Worked with all Technical and functional leadership teams before committing any Program or Project deliverables. Owned Cerner’s Project management/PMO charter, Project/Communication plans/SLAs that suit the best to Cerner Customers globally.  Monitored and managed SDLC improvement programs for better productivity ensuring compliance to all requirements and milestones. Anticipated and aggressively mitigated any Risks/impediments that might slow down or prevent the Program deliverables. Maintained regular communication with the Stake holders& Sr. Mgmt. on the project status and provided visibility to key decisions, dependencies, issues, risks, metrics, etc. Responsibilities also included managing Customer delivery teams working on a variety of technologies and platforms along with owning Product Scope, Automation, Stake holder mgmt., Operations, Lean Process, digitalization, Compliance mgmt., QA, Analytics etc., for Cerner’s health care Solution modules. Managed 5 to 6 Projects at any given time, including their budgets (ranging 3 to 6 mils), resources, risks etc., using tools like Jira/Tableau/AWS/HP QC/Jenkins/GitHub/Alteryx etc.

**Stellium Inc., Director IT Dec, 2014 to Feb 2016**Worked as a Director of IT & Product engineering for a fast growing IT Start-up, taking care of their entire On-premise and Web Projects development, Testing and implementation of deliverables to their clients across NA and Middle-East area. Managed Stellium’s Customers located globally, working closely with them and addressing their priorities. Responsibilities included managing enterprise Project development/management, Client Partnership, Resource mentoring, PMO, TCOE build/maintenance, Leadership building/training, Practice building etc. Managed multiple Programs, Global project teams, working on a variety of tools, technical platforms like .NET, HTML 5, AWS, SAP HANA etc., for different domains like Supply Chain mgmt., WMS etc. Used tools like SharePoint, Tableau, Microsoft Project etc.

**Hewlett-Packard Sr. Program Manager Sep, 2010 to Jun, 2014**

Managed Program management & Project development teams, working on mission Critical HP-UX product deliverables. Defined, influenced and managed entire Product Release life cycle, Influenced Code governance, ensuring high quality of OS deliverables using Agile development process. Liaised with cross functional teams spread globally, Partners / Vendors / Customers and Senior Mgmt. Managed negotiations on Scope, Roadmap, Resource planning etc. Got involved in module trainings. Owned SCRUM teams, Customer/Internal Defects and Releases of entire HP-UXOS components. Managed Lab improvement initiatives to better SDLC process, Customer SLAs, Release processes etc. Identified Process gaps, recommended improvements and tracked those implementations to closure. Managed 6 to 7 Projects simultaneously with their budgets (ranging from 4 to 8 mils), resources, risks etc. Used tools like Rally, SharePoint, HP PPM/ALM, TFS etc.

**Hewlett-Packard Project Manager May, 2007 to Sep, 2010**

Managed PSG division’s On-line portal and App development Projects, including budget (up to 2 mil), risks etc. Owned and managed Data center consolidation initiative for HP working with multiple levels of stake holders globally. Mentored TCOE with Resources in US, EMEA and India supervising team activities, career path etc. Liaised with cross functional media testing teams, Business partners, Vendors, Prime Customers and Senior Mgmt. Owned Support teams and SLAs for product deliverables and managed technical engineers. Developed solutions for PSG using Asp.NET and VB.NET to help manage Notebook inventory and Warranty info. Used tools like HP PPM/TFS/SharePoint etc.

**Hewlett-Packard Project Lead/RM Dec, 2002 to May, 2007**

Being part of HP’s Technical Services Group, managed multiple Waterfall and Agile Projects along with FTEs and Contracting resources located around the world. Ensured those Projects meet their scopes and measures defined by the Committee, delivered them on time etc. Lead a team of engineers working on different DT/Web technologies, contributing to technical designs, Coding, UT etc. Helped delivery teams and Sr. management on resource allocations, technology benchmarking, Dashboards etc. Contributed to IT QA guidelines, processes to better overall product quality and achieve CMMI level 5 certifications. Acted as a technical expert to help out internal and external teams as needed on .NET tools and platform. Managed Production Configuration and Release teams, ensuring bug free and smooth deployment of deliverables. Owned Testing and Release process, related Gates, Go/No-Go meetings, business Sign-offs, Stakeholder Consensus, Customer expectations etc. Used tools like MS Project, QTP/QC etc.

**Compaq Computer Corp., Houston Systems Analyst/Support Lead Mar, 1998 to Dec, 2002**

Developed code along with developers around the world, attending, resolving issues for the customers.

Ensured Channel Web applications availability 24x7 to its customers worldwide, addressing customer concerns. Developed Compaq Channel services portals using Classic ASP. VB Script, JavaScript, Oracle, ActiveX etc. As a great team player, liaised with CS business, Stake holders, analyzing /prioritizing Scope and CRs. Owned Help desk tickets. Provided OO design, programming, implementation and support to the web applications. Helped preparing Test plans, data and user documentation for different modules of applications Lead CSN Global Support team, Pager allocations, build & Configuration teams to ensure smooth delivery of HD tickets.

**Education/ Certifications/Credentials:**

* Bachelor’s in computer science (***US equivalent***)
* Six Sigma Green Belt in Quality Management.
* Associate in Project Management - George Washington University, USA.
* Certification on Program Management from IPS, Houston.
* Rewarded multiple times for Excellence in Customer Satisfaction.
* EXEC Program on Leadership & Communication with certification from Rice University, Houston.

Strong working knowledge with MS Project, SharePoint, Tableau, JIRA, Jenkins ,CA Rally, Azure DevOps, AWS,SQL Server, Oracle, My SQL, SOAP, .NET platforms/Tools, HP-UX, HPSOA Manager, Microsoft 365 tools (Excel, Word, PowerPoint, Access, Outlook etc.), QTP/Quality Center, HP & CA PPM, XML, XSLT, Classic ASP, JavaScript, VB, JAVA/J2EE, C++, FTP Server, FrontPage, CMS, MS Vista/Windows 7/8, Visual FoxPro, Novell etc. with excellent People management, Leadership and Mentoring skills.