## Career Profile

 **Performance driven professional** with **19 years** of extensive diverse experience in the development and delivery of cost effective, high performance technology solutions and software

 **Forward-focused Project Manager** with **9 years** of managing complex projects using waterfall and agile methodology in Dot net, Cloud, Mobile, RPA and Mainframe technologies in Banking, Finance and Consumer domains

 **Versatile and Energetic Delivery Manager** with **5 years** of proven record in delivering complex IT applications that align business and IT objectives and deliver rapid results

 **Accomplished Scrum Master** with **6 years of** technical delivery experience with development projects on time and on budget by effectively collaborating, facilitating, leading and coaching

 **Proven expertise Technical Professional** with **14 years** of techno functional experience of leading and managing technical team with providing technical and problem solutions with demonstrated ability to manage complex and large scale mainframe projects from planning to execution with fast-paced, time-sensitive and highly secured environments

 **Solid management skills** capable of leading and motivating individuals to maximize levels of productivity, customer-centric professional and ability for motivating large workforces for exceeding customer expectations in delivery of committed services

## Key Achievements

### Bank Of America USA

* Completed the complex project successfully within four-month against the originally scheduled delivery time of

 six months

### Kaiser Permanente USA

* Won the Best SOX compliance application award for General Ledger System
* Outstanding performance and lasting contributions supporting General Ledger System
* Received several commendations for consistently surpassing service level agreement targets, including delivery,

 application availability and support call turnaround time

### American Express bank USA

* Delivered deliverables with optimum savings of $2 million achieved within nine months for the year 2005
* Demonstrated strong commitment to client as well as the ability to take initiative and work effectively under pressure to achieve the target
* Implementing successful performance tuning initiatives that increased efficiencies, reduced expenses and increased customer satisfaction.

## Core Competencies

* SLA Management
* Delivery Management
* Stakeholder Management
* People Management
* Process Improvement
* Conflict Management
* Application Support & Maintenance
* Problem solving
* Issues & Risk / Change Management
* Decision-making
* Agile Scrum, Waterfall
* Team Building / Leadership
* Organization and Planning
* Critical Thinking
* Negotiation& Delegation
* Release Management
* Resource Management
* Communications

## Technical

**Operating Systems :** Windows XP, MS-DOS, MVS

**Databases :** SQL Server 7, Oracle 8

**Languages :** Java, Html, JavaScript, VB, VBscript, Crystal Reports,

JDBC, Servlets, Lotus Notes (R4.5, R4.6 and R5), Lotus script

**Mainframes :** COBOL, DB2, JCL, VSAM

**Mainframe Tools :** Changeman, Fileaid, ISPF, File Manager, Strobe,

Abend-aid, Expeditor, SPUFI, Remedy, MF-Test

**Project Management Tools :** MS Project, Jira, Confluence

## Career Progression

### Radical IT Solutions – Hyderabad June 2012 – Present

**Projects : Bimbo Mexico**

**Client : IVY Mobility Solutions, Chennai**

**Duration : Aug 2019 – March 2021**

**Role : Project Manager / Scrum Master**

**Grupo Bimbo,** known as **Bimbo**, is a [Mexican](https://en.wikipedia.org/wiki/Mexico) [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) bakery product manufacturing company headquartered in [Mexico City](https://en.wikipedia.org/wiki/Mexico_City), [Mexico](https://en.wikipedia.org/wiki/Mexico). Ivy Mobility‘s business is rapidly expanding in the enterprise SaaS market and the consumer goods verticals.

Consumer Goods companies come to Ivy to enhance their customer experience, increase revenue at the shelf, and improve

the productivity of their field force. Customers benefit from using cloud based technologies for retail execution, direct store

delivery and distribution management.

* Ensure that all projects are delivered on-time, within scope and within budget
* Define the project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
* Develop a detailed project plan to monitor and track progress
* Facilitated the scrum ceremonies like sprint planning, sprint release plan, sprint review, product backlog refinement and sprint retrospective
* Measure project performance using appropriate tools and techniques
* Manage the relationship with the client and all stakeholders
* Report and escalate to management as needed
* Perform risk management to minimize project risks
* Helped the product owner by finding techniques for effective product backlog management
* Helped the scrum team understand the need for clear and concise product backlog items
* Communicated with management and outside stakeholders
* Arranged and optimize product backlog
* Helped the team to write user stories with acceptance criteria
* Helped to protect the team from uncontrolled expansion of work
* Coached the team in self-organization and cross-functionality
* Removed impediments to the team’s progress
* Ensured the scrum values, agile manifesto values and principles are understood and applied in the scrum
* Helped team on the estimating of the user stories and prepare them for the same
* Implemented changes and steps to increase the team’s productivity
* Lead and coach scrum adoption
* Planned scrum implementations within the organization

**Projects : International Client Onboarding (ICO)**

 **Wealth Banking Initiatives (WBI)**

**Client : HSBC, Chennai & Hyderabad**

**Duration : Sep 2017 – July 2019**

**Role : Scrum Master**

The purpose of the ICO project is to improve the customer experience and reduce the manual work by providing partial automation solutions (RPA) in consumer banking operations. The purpose of the WBI project is reduce overall TAT(Turn Around Time) by allocating queries to the concerned groups for their speedy action.

* Thoroughly understands software development and delivery process
* Consults with management and reviews project proposals to determine goals, time frame, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of resources
* Develops project plans specifying goals, strategy, staffing, scheduling, identification of risks, contingency plans, and allocation of available resources
* Formulates and defines technical scope and objectives of project
* Identifies and schedules project deliverables, milestones, and required tasks
* Ensures Standard Operating Procedures (SOPs) and other guidelines/procedures are followed for change requests
* Coordinates recruitment or assignment of project personnel including assignment of duties, responsibilities, and scope of authority
* Directs and coordinates activities of project personnel to ensure project progresses on schedule and within budget
* Reviews status reports modifies schedules and plans as required
* Prepares project status reports and keeps management, clients, and others informed of project status and related issues
* Confers with project personnel to provide technical advice and resolve problems
* Coordinates and responds to requests for changes from original specifications
* Participates/volunteers within Scrum Master and Agile community and shares best practices with others

### Project : Credit Application Processing System (CAPS)

### Client : Mind Tree, Chennai

### Duration : June 2012 – Aug 2017

**Role : Project Manager – Mainframe**

**Bank of America, USA** Supports virtually every form of card and electronic-oriented transaction requirement for issuers and merchant- acquirers. Products can be modified quickly and easily to support a variety of pricing and processing options. There were several sets of process improvement requirements/enhancements encompassing various core banking modules with tight deadlines and expectation of precision and quality

* Build credibility, establish rapport, and maintain communication with stakeholders at multiple levels, including those external to the organization
* Managed client issues to related to the projects
* Coached, mentored and lead personnel within a technical team environment
* Presented periodic Dashboard reports on the current program, future opportunities and client issues
* Monitored project activities and advised staff of issues due to resource availability
* Initiated change request to CCB ( Change Control Board) over the SR/RFC on technology changes to IT system
* Developed best practices forum in the improvement of enterprise change management processes
* Oversaw the production support SLAs and ensure that all the batch programs strictly adhere to the SLAs
* Organized daily reviews of production tickets, weekly review with senior management on the trend and report progress on improvement areas and actions
* Ascertained that the production tickets were monitored and brought under the threshold
* Worked closely with clients to set priorities and roadmaps
* Developed monthly RCA (Root Cause Analysis) report and discussed the same with the client

### Projects : Account Payable System Client : Mind Tree, Chennai

### Duration : Aug 2012 – March 2015

**Role : Project Manager/Scrum Master - Mainframe**

**Bank of America, USA** deals with accounting entries for bills payments to vendors

* Led and manage different types of projects(end to end)
* Responsible for overall project deliverables- Scoping, Project plan, Requirement document, Proposals and other requisite documents
* Create project plans and direct program schedules and budget, monitor project status in comparison to cost/time projections
* Provide leadership to project teams, facilitate communication (internally and across teams), monitor morale among teams
* Provide recommendations on suggested scope changes to project owner
* Accountable for issue and risk management
* Review Dependencies, Assumption and Action Logs
* Manage program level risk/issues and ensure mitigation, in order to minimize their impact

### Projects : Accounts Receivable System

### Client : Mind Tree Chennai

**Duration : June 2012 – May 2017**

**Role : Delivery Manager - Mainframe**

**Bank of America, USA** deals with accounting entries for bills receipts from vendors.

* Review customer requirements and plan and coordinate delivery activities
* Develop scope and budget for delivery projects
* Directly managed all aspects of the project lifecycle from initiation to closure
* Analyze and troubleshoot delivery issues in a timely fashion
* Manage a delivery team to ensure timely and accurate customer deliveries
* Identifying improvement opportunities and executing the same
* Oversee daily activities of delivery team and provide direction and guidance as needed
* Perform resource allocations and workload assignments according to delivery requirements.
* Analyze customer orders, set delivery priorities and make schedule adjustments to meet timely delivery goals
* Responsible for KRA and goals. Define objectives at team member level, lead performance evaluation sessions after interacting with stakeholders and normalization across teams
* Regular reporting of progress, issues, risks, and working with the relevant stakeholders to resolve issues
* Perform customer negotiations for delivery rates
* Develop process improvements to achieve cost effectiveness and time saving
* Make critical business decisions to meet customer expectations
* Report delivery status to customers and develop required delivery documentations
* Support onsite managers in workload forecasting & planning, process standardization
* Work with stakeholders for resource planning and execution oversight of work processed by team.

### Projects : Bills Receivable System Client : Mind Tree, Chennai

### Duration : Aug 2012 – July 2016

**Role : Project Manager - Mainframe**

**Bank of America, USA** deal with accounting entries for bills payments and receipts to vendors and from vendors.

* Led and manage different types of projects(end to end)
* Responsible for overall project deliverables- Scoping, Project plan, Requirement document, Proposals and other requisite documents
* Create project plans and direct program schedules and budget, monitor project status in comparison to cost/time projections
* Provide leadership to project teams, facilitate communication (internally and across teams), monitor morale among teams
* Provide recommendations on suggested scope changes to project owner
* Accountable for issue and risk management
* Review Dependencies, Assumption and Action Logs
* Manage program level risk/issues and ensure mitigation, in order to minimize their impact
* Budget management, tracking and forecasting.
* Manage changes to the project scope, schedule, and costs using appropriate techniques

### Computer Science Corporation, Chennai Jan 2007 – May 2012

### Project : General Ledger System Client : Kaiser Permanente, US

**Role : Associate Project Manager - Mainframe**

**Kaiser Permanente**, **US** provides health care services to its members and non-members across US. The General Ledger system provided a broad range of capabilities for maintaining a detailed financial database and producing extensive management and accounting reports. The project scope involved in providing 24/7 production support, Development, maintenance and enhancement.

* Direct and lead development team from project initiation through delivery of final product
* Facilitated sprint planning, daily scrums, retrospectives, stakeholder meetings, software demonstrations and other Scrum-related meetings
* Protected development team from outside distractions or team conflicts and maintain focus on product backlog and project timeline
* Removed Impediments and enable the team to become high performing agile team
* Educated and reinforce scrum methodology and agile framework to team members and key stakeholders
* Built relationship with Product owner and other stake holders to facilitate team's interaction with them
* Helped product owner for keeping the backlog groomed
* Communicating sprint status to stakeholders across the business
* Ensured scrum delivery meets internal and client quality expectations
* Coached team members on scrum best practices and continuous improvement
* Continuously learned scrum techniques and shared findings with the team
* Identified and mitigate risks, issues and dependencies in a timely manner
* Provided all support to the team using a servant leadership style whenever possible, and led by example

### Satyam Computer Services – Chennai Oct 2006 – Jan 2007 Project : Customer Delivery Reporting

**Client : General Motors, US**

**Role : Sr Software Engineer – Mainframe**

* Sent weekly status report regarding fixed report module
* Involved in detailed analysis & design done for fixed report module.
* Instrumental role in testing and reviewing components those are to be delivered to onsite

### Syntel(now Atos-Syntel – Chennai) May 2004 – May 2006

**Project : Demand Management**

**Client : American Express Bank, US Role : Sr Analyst – Mainframe**

* Interacted with customer as well as team for requirement gathering, risk assessment, finalisation of technical specifications
* Mapped requirements, participating in the finalization of project specifications and selection of appropriate techniques
* Conducted system study and coordinating with team members for system design &integration, application maintenance, etc
* Supervised smooth implementation of the project and extending post-implementation, application maintenance and technical support

### CM Software Technologies – Chennai Feb 2001 – Apr 2004 Project : Plant Code Expansion Jan 2003 – Apr 2004

**Client : Chrysler, US**

**Role : Software Consultant – Java & Lotus notes**

* Involved in designing, coding, testing and implementing complex modules in java and web based applications
* Performed top level designing, entailing integration tests & providing support to the test teams
* Involved in developing complete customer detail form and login screens & Insert, Update, search, delete in single form and user login checks.
* Actively involved in generating user authentication screens for groups / users

### Project : Customer Interaction System Feb 2001 – Dec 2002 Client : RSA Systems, US

**Role : Software Consultant – Java & Lotus notes**

* Design, development, documentation and implementation of the application
* Executed task as per requirements given by the project leader

### Palaniappan Associates – Chennai July 1992 – Jan 2001 Internal Auditor

* Responsible for filing income tax returns for individuals, companies and HUF
* Responsible for auditing the public, private companies and banks periodically
* Ensure that Banks and private companies were strictly followed the guidelines prescribed by RBI

**Education**

* Master of Science (MSc – IT), Alagappa University, Karaikudi, Tamilnadu 2006
* Bachelor of Commerce (B.Com), Loyola College, Chennai, Tamilnadu 1992

## Certifications

* Project Management Professional (PMP), 2011
* Sun Certified Java Programmer (SCJP), 1998
* Certified Lotus Professional (CLP), 1999