**PARAG**

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**Professional Synopsys**

* 17 years of IT experience in implementing IT solutions for various domains: Financial, Telecom,

Hi-Tech Manufacturing and supply chain.

* Experienced enterprise scale technology Project Manager and Business Analyst skilled at translating business strategy into requirements, project planning, and drive project execution within budget, scope, and schedule.
* Establish PMO relationships with cross-functional teams (internal & external) to quickly identify, answer, and resolve customer questions/problems in a timely manner
* Expertise in managing diverse and remote teams to provide support in ‘follow the sun’ operations.
* Well experience with offshore/offsite and onsite Project Development Model
* Lead team of global IT professionals ensuring consistent results and exceeding business leader expectations
* Proven track record working with Senior Management and Business Unit Heads in delivering successful projects and implementing consistent IT Governance across teams globally
* Effectively assessing business implications for each project phase and monitor progress to meet deadlines, standards and cost targets
* Planning and executing all stages of enterprise IT Project implementations along PMLC
* Understanding & coordinating client’s needs / enhancements, customization, software-related issues, providing solutions in adherence to delivery schedules.
* Solid knowledge and experience in product life cycle (requirement gathering/documentation, project design, implementation, integration, testing, deployment, in-life support, EOL)
* Created cost-benefit analyses and ROI assessments that were used as the basis for decision-making on proposed IT implementation projects

**Core Strength**

* Achieving customer satisfaction by ensuring service quality norms and building the brand image by exceeding customer expectations
* IT experience in successfully delivering Enterprise technology solutions on- prem and cloud platforms
* Played Instrumental Role in Defining Service Delivery for Global Operation Support Team
* Providing post-implementation, application development & maintenance support.
* Resolved numerous project issues including staffing shortages, tactical matters, scope creep and divergent business and user needs
* Expertise in analyzing business unit requirements, evaluating vendor solutions information and engineering solutions for multifaceted projects
* Adaptive approach to handling complex environment/projects and working with internal & external stakeholders globally
* Established a reputation of building effective and collaborative relationships with cross-functional teams, engineering and external vendors to achieve efficiencies and Accelerate Productivity.
* Experienced in building, managing, and improving vigorous release management process resulting in predictable products and services and reduced cost of support.
* Delivering and implementing projects as per scheduled milestones ensuring compliance to quality standards.
* Strong knowledge of Financial Industry business and compliance requirements for IT Governance

**Areas of expertise**

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| --- | --- | --- |
| * **InfrastructureTechnologies** | * **Project Management** | * **Application Integration** |
| * Clustering & HA | * Cloud Platforms | * **Security Controls** |
| * Systems Design | * **DR & BCP** | * IncidentManagement |
| * **Strategic& TacticalPlanning** | * Storage technologies | * **Service DeliveryMgmt.** |

**Tech Tools & Techniques**

Operating System: Red hat RHEL, SLES, Solaris, AIX, Cent OS, Tru 64 Unix

Clustering Technologies: Veritas Clusters with CVM/CFS, ASM Cluster, Sun Cluster, Oracle RAC

Storage Management: EMC Clarion, Symmetrix DMX, Vmax, Netapp, MPXIO, NFS, 3Par

Virtualization: Solaris Containers/Domains/LDOMS, VMWare, VMs, LPAR, Containers

Networking: TCP/IP. UDP/Multicast, DNS, DHCP, IPSec, EDMZ, NAT, Vlan, Routing, IPS

Project Management: Initiation / Planning/ Executing/ Control & Monitoring/ Closing. Cost Benefit Techniques like IRR/BCR/NPV. Critical Path Technique with Pert/CPM.

RACi Matrix, SWOT Analysis, Scrum, Kanban, User Stories, Sprint

Backlog, scrum ceremonies, backlog burn-down, Release Management

Application Software: Microsoft Project, Word, Excel, PowerPoint, SAP, Java, Oracle, DB2, Trello

Project Methodologies: Waterfall, Agile

Service Management Tools: Service Now, Remedy, CMDB, Cognos, SharePoint

**KEY PROJECTS**

* Lead Unix Engineering & Implementation Projects within the Next Gen Data Center initiative
* Design & implement clustering solutions to migrating to SAP HANA from mainframe environment
* Managed Application & Database Migration Projects in SDLC cycle for Property Casualty Division
* Establishing a global Service Delivery & Management matrix organization for Unix Operations
* Implementing IT Governance (ITIL) for the Diversified Application Farms initiative

**TRAINING**

* DevOps Training
* AWS Sys Ops Administrator Associates Certification Training
* Project Management Professional Training / PMI Agile Methodology (PMI-ACP) Training

**Work Experience**

**Tapestry**(New York City, NY) **March 2019 - Current**

**Project Manager, Audits and Compliance**

* Supervising IDoc (Intermediate Document) Management for whole of Retail supply chain management from Retail Inventory control to Sales Orders with account reconciliation on SAP S4.
* Reviewing ageing IDocs errors and analyze the cause of failure and work with functional domain in weekly meetings to resolve and close them. Reduced ageing IDocs from 60K to 20K in one quarter with establishing synergy between IT and business users.
* Status Update reporting with dashboard of IDoc monitoring cadence to Senior Management at VP level from IT functional teams as well as Finance teams.
* Worked with SAP team for reviewing Security Controls defined in SAP environment including S4, GRC, Hana systems and identified all privilege access as well group accesses. This helped to prevent unauthorized access by defining SoD and minimized cost of risk management
* Evidences were reviewed and shared with Deloitte audit team to ensure all compliance in place. Identified breach in systems are recorded and plans made to remediate those. This was done as prep of SOX and PCI audits.
* Worked with external auditors, KPMG, for assessment of Cyber Security Risk Assessment in retail organization and IT departments. Weekly status reports shared with senior management
* Scheduled interviews with C-level leadership and Senior executives to understand their awareness and preparedness towards cyber security risks. Shared minutes of the meetings with all concerned groups and followed up for any relevant subsequent requests. This identified SoP of whole of IT operations
* Accumulated standardized operational policies from respective IT groups, reviewed and shared with auditors. Responded to auditor queries for those documents after consulting cross functional teams
* Weekly joint meeting arranged with KPMG and governance leadership and shared Project dashboard with status update as well as upcoming activity charts for defined milestones
* Weekly project status update provided to VP of Internal Audits & to CiSO of Security Governance

**Apercu Global, New York, NY June 2017 – Feb 2019**

**Project Manager**

**Cipherspace** (Morristown, NJ)

**Project Manager**

* Managed cross-functional communications between global and culturally diverse workgroups, exercising leadership and coaching skills, and spearheading team-building events.
* Built Documentation for Client Applications and created Runbooks/playbooks
* VMware Migration: Orchestrated focus groups for requirements gathering, build-out, testing and deploy; moving towards the cost-saving Cloud technology.
* New Digital Product Development: Orchestrated the onboarding and integrated banking of existing and new clients to newly launched digital products, leveraging Scrum and Kanban methodologies facilitating swift market delivery and targeting a revenue increase of 7%.
* Execute software delivery in Agile Scrum model, utilizing all scrum ceremonies, and scrum artifacts (user story grooming, sprint poker/planning). Software developed in SDLC Cycle from Testing to Prod
* Performed extensive system analysis in Java and WebSphere based applications. Identify and record risks, issues, dependencies and assumptions in accordance with project standards.
* Initiated process of developing Risk management strategies and policies based on NIST standards

**Coach** (Carlstadt, NJ)

**Project Manager, Security Program**

* Implement Project Plan for All InfoSec Mandatory multi lingual Security Trainings (Infosec awareness, Data privacy & GDPR) and work on to ensure that all Employees/Contractor adheres to stringent requirements.
* Generate Daily Report and provide update to CISO and Reach out to Leadership for completion of trainings. Bar /Pie Chart generated with weekly updates. Achieved 90 % compliance in 8 weeks.
* Resolved large number of issues related to global audience in retail space. This helped Infosec group in reducing training related issues and overall handling of yearly trainings.
* Worked on GDPR readiness for data privacy for whole organization with very stringent directives from the board to complete project in very short span of 6-8 weeks.
* Drafted the plans & worked with external Auditors, PWC and Legal department for data gathering and interview questions preparations.
* Partnered with Infosec group and all IT Operations, Governance, Legal and Marketing groups for data identification, mining, massaging and purging of sensitive data.

**Vodafone** (New York City, NY)

**Project Manager, Transformation**

* Project worked on for a phased platform modernization for TEMS (Telecom Expense Management Systems) product lines into a Vodafone hosted private cloud SaaS Service.
* Cross functional Team (IT, Operations, Sales and Compliance) across multiple markets (Countries) managed in this challenging transformation to build revenue generating hybrid cloud-based service.
* Pilot DevOps CI / CD and CM (Both On-prem and Cloud based) implemented and evaluated on different Cloud Solution to operationalize predictive analytics for TEMS datasets and develop Transition Service Agreements (TSAs) for TEMS product line divestiture.
* Coordinated and/or facilitated Scrum meetings (i.e. such as daily stand-ups, sprint planning, review and sprint retrospectives)
* Mentored teams, leading them to be self-directed with strong accountability, decision making, conflict resolution and transparency

**AIG**(Livingston,NJ) **Jan 2004 - May2017**

**Project Manager / Global Team Lead**

* Worked on Complex as well as simple Projects for Migration of systems running from couple of millions to 10 million $$.
* Legacy Servers migrated to newer hardware or newer type of OSes along with virtualization design. This helped reduce foot print of physical servers and saving cost on large DC space.
* Managing large Datacenters running around 4000 Unix Instance in Virtual or bare Metal Environment. These instances were running core business Applications of AIG sister companies.
* Worked on all aspects of IT project governance, assessment, management and control. This built the ability to gather and define requirements; build a project plan; identifying resource needs
* Established Best practices for Operations excellence & Service delivery using ITIL guidelines, Process Improvements, Business Development for continuous support.
* Defined Number of Projects and provided Guidelines to Reduce Application Downtime and Reduce Repetitiveness of issue. This Proactive Approach helped Organization Big way and made Client achieve Higher Uptime on their Application.
* RACI Matrix used for Work Load Analysis or Conflict management on working on Complex projects
* Reviewed Build Process & Defined Build Check List to ensure that the server builds are done accurately and help troubleshoot issues in conjunction with Architect and Application Development teams.
* Assisted in strategic direction for developing enterprise project plans specifying goals, strategy, staffing, scheduling, identification of risk, contingency plan and allocation of resources.
* Excelled in guiding the work of technical teams.Articulated project goals and scope, translated business needs into technical terms, prepared detailed work breakdown structures (WBS) and instilled shared accountability for achieving project milestones.
* Spearheaded Project on to Provide data protection, Recovery and Business Continuity; test and validate disaster recovery and business continuity methods in UNIX environment.
* Java enqueue Central services configured and user test cases defined for testing ABAP HANA config for message services and enqueue work processes
* Worked with business sponsors and partners in designing, defining, planning and implementing technology solutions to meet business needs and specifications. Next gen Data Center Migration are best example for the same
* Experience in Team Management, Recruitment, conflict resolution, Policy design & Administration and Training & development. Ability to work in stressed environment and in time-scales to meet deadlines whilst maintaining quality.
* Mentored teams, leading them to be self-directed with strong accountability, decision making, conflict resolution and transparency

**EDUCATION**

Bachelor of Engineering (Electronics) from Mumbai University

**CERTIFICATIONS**

Pursuing PMP and Scrum Master(SCM) certification

**REFERENCES**

Will be made available as and when required