**Principal Program Manager**

Leadership ♦ Management ♦ Technical Expertise

Proven record of accomplishment leading complex global programs and projects that drive organizational transformation and growth in the era of digital disruption. Energetic, trusted, detail-oriented, Collaborative leader with high emphasis on quality, lead from front, do more with less, Simplicity design, continuous learning, and improvements.

With 12+ years of management & leadership experience and 25+ years of overall experience, have led a large team of over 35 developers both onshore and offshore to manage existing products, support internal & external customers, and build new products working with the product teams. Manage the process of development and operationalize the effort with clearly defined handoffs. Define the metrics of tracking goals and milestones thus ensuring constant improvements with opportunities to celebrate and reward success.

### Core Competencies

|  |  |  |
| --- | --- | --- |
| * Team Leadership
* Resource Management
* Time Management
* Budgeting & Cost Control
 | * SDLC/ALM
* Gap Analysis & Risk Mitigation
* Client/Server Technology
* Release Management
 | * Agile/SCRUM
* Program Management
* Process Improvements
* Communication Skills
 |
| * SOA, Microservices API Mgmt.
* Negotiation & Persuading
 | * Cloud Architecture
* SAAS, Multitenant Architecture
 | * User/Customer Exp (UX/CX)
* Change Advisory
 |

### Certifications

**PMI-PMP, PMI-ACP, ITIL V4 Foundation, Professional SCRUM Master (PSM I)**

**MCAD.NET, AWS Certified Cloud Practitioner, AWS Certified Solution Architect Associate**

### Professional Experience

EXPERIAN MAR 2020 – Till Date

Sr. Technical Program Manager (Consulting)

**Global Taxonomy, Ascend Data Model I and II - Consumer Info Services (Credit Bureau) (Startup Environment)**

* Drive programs Global Taxonomy and AmEx GAM working with Senior leadership, business/products owners, Engineering managers and other stakeholders following continuous improvement model. Managed Client and Stakeholders on expectation.
* Drive PI Planning from Day0, present readouts to 300+ gathering and Release train activities along with Scrum ceremonies.
* Managed Scope, Budget, schedule for AmEx GAM and delivery of MVP working with Dev and cross functional teams.
* Played a major role in driving Models program as TPM/SM tracking metrics, managing quality and value delivery. Facilitated Models team to develop/integrate Machine learning models for clients like AmEx with Experian data, Scores & attributes.
* All Ascend programs were on AWS cloud using S3 buckets, EC2 instances, EMR clusters, Apache Spark to process Big data from IOT devices on-demand and Realtime execution.
* Managing 3 Scrum teams with 31 developers of various expertise distributed globally in Chile and India locations. Worked with Jira, Confluence and other Atlassian tools. SAFe Agile Portfolio initiative.

URBAN SCIENCE 2010 – 2019

Sr. Manager – IT Programs/Projects

* *Leading programs and projects pertaining to multiple applications of Vehicle sales product line for multiple OEMs.(Automotive)*
* Collaborated with cross-functional teams gathering product requirements for first cloud-based product (Marketview) and led multiple Scrum teams across the globe. This product was built using Multitenant architecture, Microservices, cloud-based technologies, IOT, AWS using Azure DevOps. Change was handled successfully and despite ramp-up time led scrum team in planning, daily standup, review, confirmed stories were understood, commitment between product owner and dev team, resulting in launching project on time.
* Empowered Scrum teams to develop and maintain Market flash mobile(MFM) application launched in IOS and Android for multiple clients globally collaborating with global cross functional teams.
* Drive a Corporate Program on Global data governance working with Gartner and multiple internal client and cross functional teams to analyze the whereabouts of all data from various data sources. Successful delivery with positive results reduced redundant servers, data and secured (PII/GDPR) some data and this saved company one million/annum in revenue.
* Directed a Corporate program to implement Automation of builds and deployments for all products in PAC region working with ITops and technical cross functional teams. Successful delivery with positive results saved 2 million dollars/annum for the company.
* Created cost-benefit analyses and ROI assessments that were used as the basis for decision-making on proposed IT implementation projects.
* Led multiple security programs for MMO and MFM based on security vulnerability reports by Veracode, CheckMarx, and FxCop. Initiated efforts to update security for all clients negotiating budget with all internal client teams. Led End of life Windows/SQL Server/TFS infrastructure migration projects to success working with cross functional teams.
* Managed Project/Programs of budget ranging between $2M to 14M.
* Worked with product owners and global practice on building product roadmaps, negotiating for value delivery, continuous improvements, product backlog & refinement on continuous basis, prioritizes user stories, reviews product demo and testing results prior to sprint releases.
* Utilize a technical background to lead definition of project scope, document use cases, business requirements and user stories to deliver strategic projects.
* Worked with SAAS end to end setup and maintenance programs/projects for product and business owners of major Auto OEMs like Toyota, Lexus, Honda, Acura, Nissan, Infiniti, Hyundai, Mazda and Kia. Managed clients and stakeholders on expectations. Collaborate, Communicate and Quick decision making by navigating discussions in right direction.
* Introduced agile methodologies like Scrum, Lean, XP, Kanban or a Hybrid approach depending on the project need with 30% gain in on-time delivery & 40% reduction in defect rates. Used Azure boards, MS Project and Excel as tools to track metrics.
* Prepare or contribute to status reports and agendas for weekly, bi-weekly, monthly meetings with leadership on metrics including progress and action plans for addressing risks/issues/changes. Ensured that scope, schedule, or cost changes are identified and communicated.
* Coordinated activities of applications teams, security, networking, infrastructure, and ongoing operational support.
* Assessed Project Transition and Operations phase strategy, activities, processes and artifacts Document lessons learned and provide advisory support throughout project phases.
* Develop lessons learned and observations report that could be used to improve performance on future projects.
* Facilitate retrospectives to ensure continuous improvements to the delivery process.

CCC INFORMATION SERVICES 2008- 2010

Sr. .NET Developer/Development Lead (Consultant)

* *Project: CCC One System Development .(Automotive)*
* Optimized and facilitated communication throughout the claims management supply chain by developing CCC One 1.0, a software solution for Auto Collision and Repair facilities based on Pathways 4.4, an existing legacy application.
* Designed and developed CCC One Estimate, Summary, Total Loss, etc. modules.
* Coded SOA Interface between client and web services, writing efficient code for Advisor and Valuescope services.
* Worked with Windows Workflow (WF) and Communication Foundations (WCF) in calling the Advisor services and Valuation Services (TotalLoss).
	+ Background Services were executed on a schedule using Workflow foundation which internally calls the services with WCF using endpoint configured in the config file.
* Collaborated with the Engineering Manager and Scrum Master on giving high level estimates for effort to prioritize the roadmap and upcoming product initiatives

AUTOMOBILE CLUB OF SOUTHERN CA (ACSC) (AAA), CA 2005- 2008

Sr. .NET Developer / Tech Lead (Consultant) *Projects: MRM 1.0/2.0 (Insurance)*

* Responsible for system architecture, analyze, design, development of the MRM Insurance portal.
* Handled technical direction, scheduling, code reviews, P&L responsibility, and road map.
* Adopted various Patterns & Practices in design, modeling & development.
* Worked under Agile project management Scrum with 3 weeks sprint cycle.
* Created web services to call third party (CHOICEPOINT) services, used by all applications in the portal for ChoicePoint access leveraging SOA.
* Worked on the Insurance Web Portal (IWP) for independent agents, using MVC (Model-View-Controller) pattern/architecture.
* Leveraged ASP.NET features like State management, Profiling, Ajax Partial Page Updates, Ajax Update panel Triggers, Authentication Services etc.
* Led development of a MRM Insurance Portal-Hawaii, Texas, New Mexico, Pennsylvania, NNE (Insurance portal1, Insurance porta2)

# **AdvantageWare Inc.,** Redding, CA **2002 – 2005**

Sr. .Net Architect/Manager, Programmer/Systems Analyst (Title & Escrow) (**Startup**)

Projects: Apex-Online Escrow/Advantage Web, Title & Escrow Online Project, Windows/Web Application(s) - Hybrid architecture, Task management for Title & Escrow - Software Handling Real Estate Title & Escrow - Windows Application (Project Lead), Ecity (Electronic City-Software for Municipalities)- ***Led an offshore development team of 24 developers and 5 developers onsite.***

**Early Career as a** Programmer / Systems Analyst /Sr. Engineer(Project Execution)**1994 - 2001**

Companies: Commerce Velocity, Hanover Direct, Larsen & Toubro Ltd. (Mortgage, E-Commerce, Bulk Material Handling(Supply Chain Project management))

### Education

**B.S in Engineering (B.E),** PSG COLLEGE OF TECHNOLOGY | Coimbatore, India

### Technical Skills/Knowledge

|  |  |  |
| --- | --- | --- |
| * ASP.NET,ASPNETCore2.0, MVC 4/5
* C#, PHP, Python
* Angular 7, Node.js, jQuery
* AJAX, CSS, XML, JavaScript
* SSRS, SSIS, SSAS, SFTP
* FxCop, ReSharper
 | * SQLServer,MongoDB,Elastic Stack,Kafka**,** Spark
* AWSCloud, Docker, Kubernetes
* GITHUB, VSTS, Azure DevOps
* Web Services, WF, WCF, Rest API
* Swagger, Postman, Clickstream
 | * SAFe Agile, MS Project, Jira
* Confluence, Sharepoint,
* Redis, API Gateway, LB
* Xamarin, Cordova
* IOS, Android
* SAML2.0,Veracode, CheckMarx, Dynatrace
 |