**Sunil Singh SunilSingh0621@gmail.com**

**Technical Program Manager, RTE, Scrum Master & Agilist Cell: 423-902-3949**

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| **Professional Summary:**   * SAFe Agilist, PMP, CSM and CAL I certified professional with 17 yearsof progressive IT experience in multiple business domains. * Strong exposure ofmanaging large (Multi Million) cross functional projects/programs involving geographically dispersed teams of multiple vendors. * Expertise in delivering projects/programs using various SDLC methodologies such as Waterfall, Iterative (RUP) and Agile (SCRUM, KANBAN, SAFe). * Strong technical background, with 7+ years of working experience as Software Engineer and Technical Lead in Data Warehouse, Business Intelligence (BI), and Mainframe technologies. * Successful track record of managing projects of varying nature and complexity such as Data Conversion, Business Intelligence (BI)/Datawarehouse, Predictive Analytics, Policy Admin System (PAS) conversion, Cloud migration and major enhancement to mainframe applications. * Well versed with Lean, Agile and DevOps practices. Passionate in building high performing teams. * Great exposure of creating project/program/team/train metrics to track key KPIs and areas of improvement. * Proven track record of delivering high quality products, on time and within budget. * Adept in managing business and senior executive expectations. * Strong Customer Centric Approach with excellent analytical, and leadership skills.   **Significant Accomplishments:**   * Successfully managed a Policy Administration System (PAS) conversion and Cloud migration projects. * Led a team to deliver a project in record 10 weeks by applying out of box thinking, Lean-Agile practices & principles and keeping team morale high. * Successfully managed testing teams of $20M plus Business Intelligence/Datawarehouse program. * Led production support team to reduce the Batch Cycle duration by more than 2 hours, which helped customer in meeting their SLAs by providing financial feeds to third parties well before the cutoff time. * Served DevOps and System teams to reduce environment build cycle time from 6 weeks to 2 days. * Helped in standing-up first Agile team of Life LOB for Lincoln Financial Group.   **Certifications:**   * PMP from Project Management Institute (PMI). * SAFe-Agilist (SAFe 4-SA) from Scaled Agile Inc. * CSM from Scrum Alliance. * CAL I from Scrum Alliance. * ALMI Level-I (Certification conducted by LOMA Inc, USA). |

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| **Business Domain Experience** |

* Insurance–Life & Annuity: 11+ Years.
* Insurance–Disability Benefits: 2+ Years.
* Retail: 2 Years.
* Utilities (Electric and Gas): 1 Year.

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| **Technical Expertise/Tools** |

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| **Project Management** | Plan View, HP PPM, CA-Clarity, Azure DevOps, JIRA, Version One, Microsoft Project |
| **Data warehouse** | ETL, BO, COGNOS, COGNOS FM, Informatica DVO, Erwin Data Modeler |
| **Mainframe** | COBOL, CICS, JCL, Easytrive, QuickJob, SQL, Mainframe File aid and TSO |
| **Databases** | Oracle, DB2, SQL and Teradata |
| **Cloud** | Microsoft Azure |
| **Others** | Microsoft Word, Microsoft Excel & Microsoft Power Point, Microsoft Visio and C |

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| **Professional Experience** |

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| Employer: Compunnel Software Group Inc. Feb 2016 – Current   |  | | --- | | **Client:** Eversource, CT **Duration:** Jul 2019 – Till Now  **Role:** RTE**/**Program Manager **Team Size:** 100+ members  **Train Description:** DCART (Digital Customer Agile Release Train) is the first and largest Agile Release Train at Eversource, responsible for delivering high quality customer facing online products to delight customer and reduce operation cost. | | **Responsibilities/Contribution:**   * Serve as RTE (Release Train Engineer)/Program Manager of the largest Agile Release Trains at Eversource. * Work closely with Agile Transformation leader, coaches and RTEs in implementing new practices and processes to increase Agile footprint in Eversource. * Manage train budget and make economical decisions. * Help Agile train and teams in technical decision making. * Work with System/Solution Architect and set enablement goals such as CI/CD, Launch darkly etc. * Help train in adopting technical best practices such as TDD, BDD, pair programing and refactoring. * Assist teams in developing and revising DOR, DOD and Team’s Norms through continuous coaching and training. * Coach team members to help them understand and follow Agile, Scrum, KANBAN and SAFe principles and values. * Work with Scrum Masters and POs to increase the effectiveness of Scrum and SAFe practices to optimize train’s performance on sustainable basis. * Facilitate and drive different SAFe/Scrum ceremonies such as PI Planning readiness, PI Planning, PO sync, Scrum of Scrum, Sprint Planning, Daily Standup, Retrospective, Backlog/ Feature Refinement and Sprint Review. * Remove/escalate team and train level impediments by building relationship and working closely with external personnel(s)/team(s). * Create and maintain different team and train level metrics to assess team/train effectiveness, efficiency and improvements. * Manage stakeholders and sponsors requirement and expectations. * Identify risks and issues proactively and work with team(s)/leadership to develop mitigation and contingency plans. * Resolve dependencies and impediments on time to ensure continuous flow of work. * Build and maintain relationship with Team Members, SMs, POs, PMs, RTEs, Coaches, Management and Leadership. |   **Tools & Technologies Used:** Azure DevOps, JIRA, MS Project, MS Word, MS Excel, MS Visio and HP Quality Center.  **Client:** Lincoln Financial Group, CT **Duration:** Feb 2016 to May 2019  **Role:** Sr. Project Manager/ Lead Scrum Master  **Team Size Handled:** 20 to 100 +  **Projects Description:** Successfully managed multiple projects/programs during my association with Lincoln so far using Waterfall and Agile methodologies. Started with multimillion 100+ resources program and later managed Policy Administration System (PAS) conversion project. Built first Scrum team for Life LOB as well served as Lead Scrum Master. |
| **Responsibilities/Contribution:**   * Worked with Agile Transformation team and helped in building first Scrum Team for Life LOB. * Worked with Enterprise coaching team and helped in establishing program and team level cadence. * Assisted team in developing and revising DOR, DOD and Team’s Norms through continuous coaching and training. * Coached Scrum team members to help them follow Agile and Scrum principles and values. * Facilitated Scrum ceremonies Sprint Planning, Daily Standup, Retrospective, Backlog grooming and Sprint Review. * Tracked and maintained team and Project level metrics to assess progress and variance from baseline/projection. * Had day to day collaboration with technical and business teams to ensure all are working to achieve same goal. * Conducted coaching sessions for leaderships to help them understand benefits of Agile over traditional approach. * Managed stakeholders and sponsors requirement and expectations. * Facilitated project meetings to bring project team members on same page, discuss dependencies, risks and issues. * Identified risks and issues proactively and worked with team(s) to develop mitigation and contingency plans. * Resolved dependencies and impediments on time to ensure continuous flow. * Managed project/program scope, schedule and cost, following Change Request process. * Continuously tracked project/program progress against the project/program baseline and implemented preventive and corrective measures to avoid any schedule slippage. * Staffed required resources by working with resource managers. * Worked with project managers to understand project interdependencies and friction. * Directed other project managers and leads assigned to project to ensure timely delivery. * Created and published Bi-Weekly status report, Stakeholder meeting deck, Steering Committee deck and Executive Steering Committee deck to share project details with stakeholders, senior management and leadership teams. * Worked with test lead to develop required testing metrics and reports to measure the testing status, progress and trend. * Participated in defect triage meetings to ensure quick defect resolution. * Developed support framework to ensure quick turnaround of issues during warranty. * Performed Project closure. |

**Tools & Technologies Used:** Plan View, Version One, MS Project, MS Word, MS Excel, MS Visio and HP Quality Center.

Employer: DXC (Earlier known as CSC) May 2005 – Feb 2016

**Client:** AXA, NJ **Duration:** Feb 2015 to Feb 2016

**Role:** Project Manager **Team Size Handled:** 35

**Project Description:** AXA initiated this multiyear program to improve the quality of annuity business data by correcting known issues and identifying and fixing unknown issues through proactive measures.

**Responsibilities/Contribution:**

* Worked with business and application owners to develop project proposal.
* Worked with impacted teams to gather estimates and develop detailed and realistic project schedule considering team/application interdependencies.
* Worked with resource managers to acquire required resources for the project.
* Managed large teams comprising members from multiple vendors and applications spread across various locations in USA and India.
* Created project communication plan and ensure effective communication among team members.
* Conducted daily meetings to assess the progress and find out any impediments or issues.
* Motivated team members and develop effective work environment to have a high productive team, to deliver the project on time with quality and within budget.
* Ensured team followed project development process outlined by customer.
* Participated in BRD and Design walkthroughs to ensure participation of required team members and stakeholders.
* Continuously tracked project progress against the project baseline and implemented preventive and corrective measures to avoid any cost or schedule slippage.
* Managed project finance by closely working with finance team and tracking all statement of works and time entry by team members.
* Developed project reports and metrics such as weekly status report, monthly executive status report to share with senior management and sponsors.
* Worked with release management team to ensure the timely availability of non-prod environments for different level of testing.
* Performed Project closure.

**Tools & Technologies Used:** HPPPM, MS Word, MS Excel, MS Project, MS Visio, HP Quality Center, DB2, COBOL, CICS, JCL.

**Client:** UNUM, TN **Duration:** Dec 2012 to Jan 2015

**Role:** Scrum Master/Test Manager **Team Size Handled:** 21

**Project Description:** UNUM initiated this strategic program with name ICR (Insourced Customer Reporting) to enhance and in-source their claim and leave reporting system from a third-party vendor. This required development of completely new Datawarehouse, Data Mart along with BI-Reporting system.

**Responsibilities/Contribution:**

* Initially managed three testing teams and later served as Scrum Master for 2 scrum teams.
* Participated in product, release and sprint backlog prioritization.
* Conducted daily Scrum to identify any impediment.
* Participated in decision making meetings as a member of project management team.
* Prepared Test Plan (mpp) and worked with Program manager to get it incorporated into program plan.
* Along with test leads created test strategy and test team structure to perform quality testing effectively.
* Created Test Data Management Framework to ensure availability of required test data on time.
* Worked with test team in designing Test Objective and Test Scenario templates suitable for different testing tracks of project.
* Worked with test leads and project managers to create Defect entry guideline.
* Came up with defect triage process and facilitated defect triage meetings to ensure fast defect turnaround.
* Created testing metrics such as test execution report, defect distribution report and Test Status report to measure the testing status, defect trend and quality of the product at given point of time.
* Performed test team risk assessment and mitigation in timely fashion to minimize negative impact.
* Prepared weekly executive status report to share with senior management including CIO.
* Participated in project closure activities after each Release.

**Tools & Technologies Used:** CA-Clarity, MS Word, MS Excel, MS Project, MS Visio, HP Quality Center, Teradata SQL Assistance, Erwin Data Modeler, ETL (Informatica), COGNOS and COGNOS Framework Manager.

**Client:** AXA, NC **Duration:** Aug 2010 to Nov 2012

**Role:** Project Delivery Coordinator/Technical Lead **Team Size Handled:** 12

**Team Description:** Team was responsible for any changes to LUS (Life Underwriting System) application as well as for lights on support.

**Responsibilities/Contribution:**

* Accountable for all deliveries by LUS production support and enhancement teams as well as responsible for managing client expectations.
* Assigned different enhancement and maintenance tasks along with other production support activities to team members and tracked their progress using different MS tools.
* Created design documents, performed code review to ensure quality delivery by team.
* Led team to implement multiple value adds that helped in stabilizing the application and saving more than $80,000 per year for customer.
* Performed root cause analysis of every production issue with team and took appropriate action to avoid it in future. This resulted in 50% reduction in production abend year over year.

**Tools & Technologies Used:** C, VB, Micro Focus COBOL, mainframe, Btrieve database, MS Word, MS Excel, MS Project, MS Visio.

**Client:** AXA, NJ **Duration:** May 2005 to Jul 2010

**Role:** Technical Lead/Mainframe Developer **Team Size Handled:** 10

**Team Description:** Team was responsible for any changes to Vantage-DVR application and its production support.

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| **Responsibilities/Contribution:**   * Led team of 10 members of this mainframe based application for a year. * Performed estimation of projects. Helped and guided team members in resolving technical and business queries. * Assigned project, maintenance tasks and production support activities to team members and tracked their progress using different MS tools. * Performed initial analysis, impact analysis and designed technical specification documents for projects. * Performed peer review of design documents, unit test plan, code and unit test results. * Performed coding and unit testing for multiple projects. |
| **Tools & Technologies Used:** COBOL, JCL, DB2, CICS, Rexx, Easytrieve, MS Word, MS Excel, MS Project, MS Visio. |

Employer: Infosys Aug 2003 – May 2005

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| **Project Description:** Goal of this project was to develop BI reporting system for SYSCO to provide capabiliteis to generate different analytical sales reports for senior management use.  **Responsibilities/Contribution:**   * Worked as ETL and Mainframe developer. * Developed BO report as per report specification and unit tested. * Wrote ETL mapping documents and perform peer review.   **Tools & Technologies Used:** ETL (Informatica), BO (Business Object), COBOL, JCL, DB2, CICS, MS Word and MS Excel. |
| |  | | --- | | **Education** |   **Bachelor Of Technology** in Electronics & Communication Engg from GBPUAT, Pantnagar, India. |