**G.V Anand**

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**Engineering Manager ~ Project / Delivery Management ~ Scrum Master**

Highly empowered, seasoned professional with captivated enthusiasm towards technology blended diversified domains. Professional Engineering manager with **13+ years** of experience in Project Management, in leading Complex **Agile/Scrum and Waterfall projects**, Architecting Solutions for both Database and BI Products, Proposal Writing, Design, Implementation, and Hardening to Release. Proven ability to design ETL Architecture, as well as designing and creating complex loaders and MIS Reports. Extensive experience in Relational Databases, C# Applications Development including Analysis, Design, Development, Testing, Integration and Deployment.

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| **AREAS OF EXPERTISE**  **Engineering Manager**  **Scrum Master**  **Project / Delivery Management**  **ETL/ Database Architect**  **Client Relationship Management**  **POC/RFP/RFI Preparations**  **MIS Reporting/MS Tools Expertise**  **Reporting/ETL Tools Expertise**  **Problem Solving/Analytical skills**  **DevOps professional Practitioner**  **SIX Sigma/ITlL /DevOps Delivery**  **CERTIFICATION**    **Certified SAFe**    **CSM (Certified Scrum Master) Certified from Scrum Alliance** | * PROFILE SUMMARY * Engineering manager and architect for a suite of Products and can diligently interact with customers both internal and external to gather project requirements and act as liaison between customer and Scrum teams. * Excels in Project Execution from task allocation, progress tracking, status reporting, code reviews, refactoring to technical support and ensuring completion of projects within time, quality & cost norms; successfully acted as a part of transition and trained newly joined team members from India and Manila * Experience in architecting the solutions, sprint planning & reviews across the teams. * Instrumental in driving team towards implementation of DevOps culture * Vast experience dealing with clients, dealt with clients Microsoft, Humana, BP PLC, Parkway Hospitals, ResultsTel (Humana, Sirius XM, Direct Energy, WellCare, Comcast) * Comprehensively worked on systems with interface requirements with other shrink-wrap and legacy applications and implementing the same in the latest technologies * Noteworthy experience in Database Design and helping the team to remove the dependency of multiple databases objects and made it an independent piece of the solution for all the client requirements * Extensively worked on business problems with complex business logic, adapted to different MS technologies in demanding situations requiring a swift learning curve * Firm on quality in each of the service delivery; effective in meeting clients & stakeholder’s expectations by timely reporting of multiple test activities, test/project status and risks * Exposure to Agile process and also having experience in ITIL aligned service delivery environment * Proficient in presenting Demos to clients and working on POC’s, decision-making in technical aspects * Sound cognizance of various Database, MIS Reporting, ETL, MS.Net Stack application and effectively implementing the Engineering, DevOps concepts and automation mechanisms * Hands-on experience in presales, RFP, RFI’s preparation * Team player with effective leadership, outstanding analytical abilities, problem-solving, and decision-making skills * Practicing Agile as Scrum Master and being a servant leader facilitating a development team to accomplish sprint goals and **Product Increment delivery**. * Facilitating and organizing various agile scrum ceremonies like Sprint Planning, Sprint Review, Sprint Retrospectives and Daily Stand-up meetings along with Grooming sessions; Maintaining Sprint Backlogs and burn down chart and required Information Radiators, etc. * Pivotal in driving recruitment process in conducting screening rounds of interview and recruitment drives as well as recognized with various performance awards like SPOT, Bravo, Team United and CoE Awards. |

**PAST WORK EXPERIENCE**

**August ’13 to Till Date Shore Infotech Pvt Ltd.**

**Growth Path: Joined as Technical Lead consultant to Engineering Manager (Delivery/Project Management, Scrum Master)**

**Oct ‘08-Aug’13: Tata Consultancy Services**

**Growth Path: Joined as Intern trainee then to IT Analyst.**

**Key Result Areas:**

* Working closely with the team in planning of the Sprint ceremonies, coordinating with PO in prioritization of the sprint backlog, coordinate the development process, identify and eliminate obstacles that prevent the team from achieving sprint/agile goals, extracting burn down charts and ensure clear communication to Program Manager and leadership team.
* Contributing in project activities like software development & progress tracking to ensure timely execution of projects within budgets
* Coordinating on-site & offsite tasks in a project including design, effort & cost estimation and resource management
* Mapping client’s requirements, working out software development /architecture design and ensuring that it meets user specifications
* Well versed with the usage of Tools like Rally, JIRA, Confluence wiki.
* Experience in Relational Databases, ETL, MS.Net Applications development including Analysis, Design, Development, Testing, Integration and Deployment.
* Experience in designing and creating complex loaders and reports using SQL Server Integration Services Packages, SQL Server Reporting Services/Crystal Reports.
* Came up with solutions that reduced the development and testing efforts by 50% for 7 releases in a year
* Have countable exposure to WCF and ASP.NET services.
* Extensively worked on business problems with complex business logic, adapted to different MS technologies in demanding situations requiring a swift learning curve
* Extensively worked on systems with interface requirements with other shrink-wrap and legacy applications and implementing the same in latest technologies.
* Ensured reliability and robustness in delivery through adherence to design standards and processes
* Having exposure to AGILE process and also having experience in ITIL Aligned service delivery environment.
* Leading complete design, development, coding, testing & debugging of software
* Conducting review of codes & test cases and assisting in Change Requests Management & Enhancement and Defect Resolution
* Interacting with Product Owner and make sure the User Stories are written effectively.
* Attending Daily Scrum Meetings resolving queries related to User Stories, removing barriers & shielding team from external interferences.
* Extending post-implementation, maintenance support and trainings to clients for enhanced client satisfaction
* Reporting on Project Status to Client, Internal Teams & Other Stakeholders through reports, reviews & meetings
* Monitoring the performance of the team members for maintaining excellence in project operations

**Highlights:**

* Lead the Engineering team and got the complete ownership to India and was vital in developing the team strength from 15 to 25.
* Took corrective & preventive actions to ensure project deliverables as per schedule/scope plan with desired quality; overcame risk of meeting the Delivery timeline during the execution of projects.
* Took up the responsibility of managing the dependencies and Came up with the concept of integrating Databases to resolve the dependency issues.
* Played a key role in ensuring high product quality by following best practices & development standards
* Performed Data Quality & Data Standards Checks; assisted team in applying Scrum Principles & Practices for greater value addition
* Motivated the team to deliver better quality results under stricter timelines; imparted trainings to team members on agile methodologies to enhance their knowledge & skills.
* Presented testing strategy and road map to all relevant business and IT teams for Contact center services application
* Took up the responsibility of managing the dependencies and Came up with the concept of common Database to resolve the dependency issues.
* Enhanced productivity and improving product quality to make it 100%; completed all the assigned projects and lead the releases to make sure they are delivered on schedule, in line with the budget and customer satisfaction.

**ANNEXURE:**

**KEY PROJECTS EXECUTED**

**At Shore Infotech Pvt. LTD.**

Designation: **Engineering Manager (Project Manager/Scrum Master)**

Clients: **Reputed US Health Care Client – System Integration**. **Reputed US Banking Client, Reputed**

**e-commerce platform, Integration of Companies (CCC, TLK) (Oct’18 to till Date)**

**Reputed banking client, Reputed Entertainment Platform Client – Client management Reporting/System integration (Aug’13 to Oct’18)**

Description: Taking the responsibility of the teams as an Engineering Manager and taken responsibility of Project Management and Delivery Management and Solution architecting

Tools/Technologies: CA- Rally, project management, confluence ,Altitude, Aspose, Ms.Net Tools, WebSocket services, Restful services, Micro Services, Crystal reports IX/XI ,Microsoft SQL Server,SSDT, TFS, Bug Tracker, Front page, SharePoint designer, Front page, BIDS, Power BI, Rnet , Active Batch ,Deliverable manager.

**Role:**

* Driving scrum ceremonies (grooming, sprint planning, reviews, retrospectives, daily stand-ups, show and tell) and making extensive use of the Agile Project Management Tools Rally, Team Planner for tracking sprint progress and extracting various Agile metrics
* Directed the team that owns three of the platforms in the areas of Altitude, Database Mapping and ETL to follow the standards and to deliver the builds.
* Coordinating with the other scrum master at the release train meetings and working towards planning for the entire release train
* Identifying the dependencies at the ART level and making sure they are closed on time
* Working with the PO to make sure the user stories are ready for the next 2 sprints, conducting grooming sessions with the PO and the team, sprint planning activities, conducting the sprint reviews and retrospectives.
* Supervising the lifecycle from ideation to sprints to deployment, coordinating with program management, other teams, product managers and support specialists on product issues
* Setting competent teams to self-organize and grow cross-functionality, protecting team from over - commitment, managing backlog, prioritizing tasks and resolution of defects/bug
* Making sure the Scrum team is self-organized and work as a cross functional team, making sure the team is making right commitment and completing the sprint goals and help them in working as a cross functional team.

**As Engineering manager:**

* Exhibited skills in Supervising the lifecycle from ideation to sprints to deployment, coordinating with program management, other teams, product managers and support specialists on product issues
* As part of ART core team – concentrating on the inter team dependencies, resolving conflicts if any, making the team understands the importance of working through ART
* Coordinating for the project progress to senior management through 'Burn - down Charts', monitoring the quality through metrics and mentoring team through the project management processes along with maintaining and share the Definition of Done (DoD) for each iteration and presenting the project for quality audits at the organization level
* Acted as the key personnel for creation of common platforms initiative specifications and standards.
* Interfaced with the client owners to create the road-map.
* Took up the responsibility of managing the dependencies and Came up with the concept of common Database to resolve the dependency issues.
* Closely monitored and guided the teams technical work while separating and creation of builds to bridge the gap between the proposals and the standards
* With vast experience in Database Design helped the team to remove dependency of multiple Databases objects and made it independent piece of solution for all the client requirements
* Communicated with the teams in USA and Philippines for the work on Altitude and CMS platforms
* Planning & organizing activities of teams comprising cross-functional teams (developers, testers, DBA’s) and aligning onshore/offshore resources to make sure that sprint goals meet
* Proposed the game changing plan of integrating clients XM, Comcast.
* Headed the team on integrating two companies TLK, CCC acquired by the ResultsTel as part of the expansion plan
* Managed the scope, risks, issues, deliverables, and schedule of individual project tasks.
* Architected the proposal and crafted the Feature integration to new clients.
* Spear headed the team technical discussions and design decisions for the entire life cycle of the product.
* Involved in writing Technical Design documents and maintaining the coding standards and code reviews
* Designed ETL flow to load the data from the external Systems (AVAYA DB’s/Client API’s).

**KEY PROJECTS EXECUTED**

**At Tata Consultancy Services India Pvt. Ltd.:**

Designation: **IT Analyst (Technical Consultant, Tech Lead)**

Clients: **Microsoft (USA)**  - CPDM Magic (Operational DART/ADP DART/Partner DART/ROB)May 2012 - Oct 2012

**Humana Inc** **(USA)** - Clinical Rewrite Data Migration (Oct 2011 - Apr 2012)

**BP PLC (USA)** - Control of Workflow (CoW) , Strategic Implementation Planning (SIP) – Reports

Women’s Network Portal, Mapper to Tanker Inventory (Sep 2009 - Oct 2011)

**Parkway Hospitals (Singapore)** - POS (Point of Sales), Reports Frame Work (Sep 2007 - Sep 2009)

Description: Worked as the Data Analyst

Tools/Technologies: SQL Server 2008 R2,Oracle 9i,PL/SQL,TOAD,WCF, Microsoft SharePoint, FOX Pro ,Microsoft CRM,BIDS,SQL Server Reporting Services 2008 R2, SQL Server Integration Services 2008 R2, Microsoft TFS, Excel – Pivots, C#.NET, SQL Server 2005/2008, Agile Software Development, VB.Net, 3-Tier Architecture, Crystal Reports XI/IX

**Role:**

* Setting competent teams to self-organize and grow cross-functionality, protecting team from over - commitment, managing backlog, prioritizing tasks and resolution of defects/bug
* Supervising the lifecycle from ideation to sprints to deployment, coordinating with program management, other teams, product managers and support specialists on product issues

**As Technical Lead Consultant:**

* Administering Offshore and remote development teams, coordinating with onshore and business teams for smooth project deliverables
* Successfully engaged in the complete test management activities like creating capacity Plan, QA estimations, resource allocation and test planning and test metrics reviewing various deliverables of the team
* Working on requirement elicitation with business and capturing the requirements into business requirement documents followed by requirement walk-through’s to stakeholders; representing the team in attending project meetings, touch base calls, staging check point calls, audits and follow-up on the action items
* Reports are mapped to a unique set of database table fields in database which contains the details of all the required controls to be populated, Once the dynamically generated UI screen is filled and submitted the corresponding MIS Reports are populated.
* Developed Women’s Network portal which acts as a single collaboration platform for all the women employees of BP in Decatur, Texas City and Cooper River to share their thoughts, educate and Personal development.
* Developed the application for the payment counter. As a part of this module we developed a WCF services-based solution to execute the required business logic based on the request provided through distributed POS interfaces.
* The Reports Frame work intensive functionality involved provision over 300 types of reports based on the chosen criteria. A reports framework was designed to dynamically populate the controls on the interface page based on the chosen report

**Highlights**:

* Exhibited skills in:
* Participating in call flow, SBS & SA review meetings with Design Analyst’s and deriving the test cases from call flows, requirement documents and conducted test execution in system test and staging environment
* The continuous integration approach had enhanced the Performance of the system by 300% based on the Time and Space complexity and resulted in major reduction of the efforts required for the integration of the reports into application
* Performing in test management activities and Test Execution on various Contact Center applications like Web Applications, Desktop Applications and CTI application
* **Awards and Activities**
* Received individual Star Awards for the Technology/Resources integrations made for newly acquired companies (CCC/TLK).
* Was awarded Pat on Back award for giving exemplary solutions for Scalability in Altitude.
* Received award for designing and fabricating the Deliverable Manager product.
* Received Sustaining Edge Award twice for the flexibility and willingness to go the extra mile and accommodate extra responsibilities and helped the project earn excellent reviews from the Business and Product owners
* Presented on Continuous integration process and pair programming at HCCI Agile conference.
* Participated and bagged prizes in organizational events.
* Was the winner of crystal ball (Innovation event) for two consecutive years.
* Received continuous star awards for multiple quarters for the exemplary work done.