

Shyam Sundar

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Sr. Project Manager - INFORMATION TECHNOLOGY *PL & Strategic Planning | Delivery Management*

Qualification Summary

NIT graduate with around 18 years of experience in leading IT software and enterprise systems in healthcare, finance, automobile and social sector domains. An experienced delivery leader, certified Scrum Master, trained PMP and ITIL professional with extensive knowledge of process optimization and a commitment to ethics. Looking for a leadership opportunity to take organization to the next level utilizing my knowledge and experience.

Areas of Expertise

- Digital transformation
- Strategic planning, forecasting and stakeholder/vendor relations
- Agile – Scrum/SAFe processes
- IT Governance/COE, ITIL/ITSM
- Delivery leadership in Web, Mobile and ML/AI Products
- Program & Project Management - Certified Scrum Master, Trained PMP & ITSM/ITIL
- IT Services – DevOps, ServiceNow, Jira ServiceDesk

Achievements & Accomplishments

- Delivery: Project delivery management in Web, Mobile and Machine Learning applications.
- Process/Methodologies: Established Waterfall, Agile, Jira SCRUM, SAFe & ServiceDesk processes from scratch.
- DevOps/Release Management – Defined and established DevOps practice at Encore for CI, release & knowledge management in collaboration of IT EOS and software teams.
- Consumer Portal – Established new channel of revenue for Encore Capitals by delivering the web & mobile applications.
- Hyundai Advantage – Built up used car business software from scratch to remove all off-line processes. Received '**Performance Award**' for the project.
- Application Migration – Legacy mainframe application migration to Java web and mobile platforms.
- BI Solution – Open source (Pentaho) BI and data warehouse solution for Hyundai to support its newly launched models, starting from 'Fluidic Verna' and 'EON' and removed dependency on proprietary BI tools worth \$800k.
- Inter-Dealer Free Service claim – Automated claiming workflow saving 8000 sheets file space and 5400 man-hours/year.
- Hyundai Part Store Management System to manage, control and track over 120,000 warranty parts/year.

Professional Experience

Sr. Project Manager / RxLogix

Jan-2019 to Present

RxLogix is a fast-growing pharma co-vigilance domain product-based organization working with leading pharma manufacturers in US market. My role here is to manage projects for one of its key products vertical. Key contribution areas are:

- Product Development Management, Pre-sales Activities, Client Deliveries, People Management
- Scrum Master, Project Management and Planning, Strategic Resource Planning and Forecasting, MIS
- Process/Methodologies – Agile Scrum, ScrumMaster, JIRA administration, MS Project, Web and Machine Learning projects.

Sr. Project Manager / ICREON Communications

Jan-2018 to Jan-2019

Icreon is an IT service-based organization working in USA, UK and Middle East countries helping clients in digitalizing their business processes and innovative solution to their custom needs on emerging technologies. My role is to support pre-sales activities and own implementation of the product on .Net/PHP based platforms using agile methodology. My contribution to organization involves:

- Pre-Sales & Client interactions, Onshore Client relationship
- Product development management, PL Management, People Management
- Process/Methodologies – Agile Scrum, ScrumMaster, Client handling, MS Project, Web and Machine Learning projects.

Director/ Rohati Technological Services- Delhi

Sep-2015 to Dec-2017

Started my venture Rohati Technological Services to work on financial and e-governance domain projects for Govt. of India and stock market applications. Build up business relationships and lead product development and deliveries. We could successfully provide solution for trade analysis and mobile applications for government employees to manage official work-flow.

- Strategic planning, account management, business Development, client management, pre-sales and business proposals
- Process/Methodologies – Iterative Waterfall/Agile, PMP, ScrumMaster, Delivery management, Java/J2EE Framework, Machine Learning

Development Manager / Encore Capital Group - Gurgaon

Aug-2012 to Sep-2015

Encore capital Group is working in Capital Market as a leading debt collection organization in US, Europe, S. America market space to manage debt and asset of its customers. As Internal and corporate operations (ICO) team development manager, lead a team of over 35 programmers on Java platform and successfully supported business critical software product line. Implemented strategic resource planning and scaled up team from 9 programmers to ~40 programmers with internal and vendor resourcing.

- Successfully lead delivery of consumer portal project to help organization in bringing a new line of business.
- Process Management – Implemented DevOps process from scratch within targeted timeline to bring efficiency and cost saving in release, resource and deployment management using wiki, Jira and CI/CD tools.
- IT Management - Lead streamlining of production support processes in line with ITIL standards for our internal operations function which later expanded to other teams.
- Process/Methodologies – Waterfall/Iterative Waterfall/Agile, PMP, ScrumMaster, Delivery management, Java/J2EE Framework, iSeries, DB2, Kanban, Scrum, ITIL-ServiceNow, DevOps.

Deputy Manager / Hyundai AutoEver - New Delhi

July -2008 to Aug-2012

Hyundai AutoEver India Limited is part of Hyundai Motor, Korea group company and handling all group companies' IT services globally. I owned up software development and support as technical lead for Hyundai Motor India Pvt. Ltd for its sales and services software. My ownership was for the end-to-end delivery for after sales services for the warranty and dealer management system on Java and mobile based solutions.

- Successfully delivered 'Used Car Business' product to handle pre-owned car sales and services.
- Successfully delivered key projects for business -
 - Mobile based app and integration with third party systems for web/mobile system,
 - Open-source BI tool to save \$800k, Online Inter Dealer Free Service claim processes saving 8000 sheets file space and 5400 man-hours per year,

- Part Store Management System (PMS) to manage and control and track over 120,000 parts/year, which were otherwise got wasted.
- Technical project management, client interaction, requirement gathering, Java/J2EE Framework, SOAP Web Services, Spring, Hibernate, Android, iSeries, DB2, Kanban, Scrum, ITIL-ServiceNow, Oracle, Flex, Pentaho, Application Life cycle Management/DevOps.

Other Contributions:

1. Project Leader / Tanaashi Technologies - Noida Dec-2007 to July-2008
2. Software Engineer / EderSoft Technologies - Gurgaon Sep-2005 to Dec-2007
3. Technical Supervisor & Trainer / Rajendra Institute of ESW – Sitamarhi Nov-2001 to Sep-2005

Education, Certification & Training

● Education:

Qualification	Year	Percentage	Institute
MBA-IT	2019-2021	Pursuing	IMT, Ghaziabad
B.E.	1996-2000	76.06	NIT, Patna
XII	1993-1995	73.00	Science College, Patna
X	1993	83.33	Netarhat Vidyalaya

● Certifications/Courses:

- **Certified Scrum Master** – Certified Scrum Master from **Scrum Alliance**.
- **PMP** - PMP training having **35 PDU**. Member of the Project Management Institute (www.pmi.org) for over three years and in process of taking PMP certification.
- **ITIL** – Trained ITIL professional.
- **DevOps Certified** – By Eduonix
- **WebLogic Administration** – Trained in WebLogic administration concepts.

● Trainings:

- **MDP** – Manager's Development Program – A highly regarded management mentor-mentee based plan under guidance of India's leading management guru.