**Professional Summary**

As an IT professional with over 10 years of experience, including most recent, large scaled global IT program management with major Pharma Manufacturing production area, I seek a senior level position with a company to leverage my excellent leadership/communication skills, technical/project management knowledge and strong business acumen. Certifications like PMP, CSM, aiming for CISM competencies like project management, change management, strategics planning, scheduling management, risk planning and management, vendor management process improvement, data center migration ,technical problem solving, WAN, Networking, IT infrastructure networking, system administration, and design virtualization, Network technology certified senior project manager specialization in IT infrastructure and application deployment has helped me to prove my competencies. I have troubleshooting expertise who keeps up-to date with the latest trends in the technology industry. Core strengths lie in service delivery of end to end projects from initiation to project closure. Extensive experience in leading a cross functional team in a virtual environment.

**Technical Skills**

* JIRA/Confluence, IBM Clear Quest, HP ALM, leanKit, aCAR-finance tool.
* SDLC (Waterfall, Agile/Scrum)
* Just in Mind Prototype, Rational Rose, Webservices
* MS Office Suite (Word, Excel, Power point, Access), DocShare, MS SharePoint, MS Project, Visio)

**Certification/ Trainings:**

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| --- | --- | --- |
| **Certification /Training Name** | **Certification /Training Institute** | **Year of Completion** |
| PMP Certification | PMI ORG | 12/2020 |
| SAFe Agilist 5.0 | Scaled Agile | 04/2020 |
| Certified Scrum Master (CSM) | SCRUMstudy, USA | 04/2018 |
| Salesforce User Training | Aspiratech Training, USA | 06/2016 |
| Six Sigma Yellow Belt | 6 Sigma Study, USA | 10/2012 |
| Technical Writing | Techno Point Bangalore, India | 08/2009 |

**Work History:**

**Lorhan Corporation, Middlesex, NJ, USA**  **Dec 2018-Till Present**

**Project Name– MLL (Make, Labs and Logistics)/MFF (Manufacturing for future)**

**Client: Johnson & Johnson (J&J)**

**Role: Senior Technical Infrastructure IT Project Manager**

As a Senior Project Manager, I am responsible for multiple major programs under MLL umbrella. As Project Manager I’m accountable for each of the global sites in scope through the various phases of implementation & ensure seamless co-ordination to meet the deadlines for each of the planned sites along with Risk and other interdependent projects.

First key initiative was to deploy the customized Firewall also known as ICE, End to End infrastructure upgradation as per Johnson and Johnson Cyber security Standards globally. That is around 196 Manufacturing and Distribution sites. It involved co-ordination amongst multiple stakeholders. Project was implemented as per AGILE framework. To work with senior management, business & release management to understand the vision of the product, prioritize, & develop release planning.

Second key Initiative is to strengthen the physical footprint at various facilities and improve operating performance for Manufacturing sites also known as Wireless Remediation Program. The key focus is to upgrade the end of Life IT equipment cause long and impactful incidents that disrupt Supply Chain functions, hence through this program, we are aiming to strengthen the Wireless Reliability across 28 sites this year.

Third key initiative is to migrate 48 production line behind the Isolated compute environment and implement the segregation model as per information security standards. This requires in-depth analysis of the existing MAKE setup, and migration was done during maintenance window for each manufacturing line. Team was able to perform this migration with zero incident.

Recent key initiative is to migrate around 222 applications/workload form J-Block to new mPOD. This required deep dive into current architecture setup for each application and conceptualize the future deployment strategy as per SCADA topology. This required working hand in hand with CLOUDx team to understand the capacity in regard to the capacity without impacting the production set up. KPI for this migration included O365 migrations, data center decommissions, application migration, SD WAN deployments, network, and database upgrades.

Latest high visibility initiative it to Deploy MES (Manufacturing execution system) solution for Malvern Site. Business use case is to Migrate all the existing applications (40 workloads) from Jblock to Dual mPOD. Deployment road map is to upgrade PAS/X to PE2, direct complete OSI nodes form EDC to Local API node including iGel support.

All deployment environments (Dev/QA and Prod) need to up be upgraded and released to the business by EOM Dec 2021.

My responsibilities include:

* Manage several infrastructure projects within the MLL/MFF portfolio within J&J
* Act as the single point of ownership and management for the assigned projects.
* Participate and drive discussion with customer team to develop detailed project plan.
* To Manage a variety of projects concurrently with varying degrees of scope and urgency.
* Project includes Global wide Area network deployment of WAP’s for 21 sites as per latest J&J standards.
* Total managed cost for the program exceeded 10 Million dollars.
* Project managed the team of fifty-seventy team members including team members form different time zones
* Building and maintaining effective working relationships with team members, vendors, and other departments involved in the projects.
* Provide leadership, organization, and coordination to support PMO’s key activities, encompassing program planning, governance, and project management.
* Collaborate with cross functional teams to drive adherence and adoption for global delivery methods for consistent delivery to meet or exceed project targets and quality targets.
* Plan, Prepare, Define Scope, Maintain & Report End to End financial and Activity schedule (Milestones and Deliverables of the project) in MSPS for the projects assigned.
* Track IT project team labor hours. Coordinate, facilitate, and lead project team meetings to accomplish project deliverables.
* Track and report on project portfolio performance, providing a real-time, comprehensive, and prioritized view of all projects using project timeline and MS projects.
* Maintain and lead the project RAID log. Project Status report / Dashboard preparation & Presentation.
* Identify project risks and develop mitigation plans.
* Manage escalations and resolve resource and commitment conflicts as necessary.
* Drive the Business requirements gathering though workshops and meetings for MES (Next revision) solution delivery

**Quantum Integrators LLC, Princeton, NJ, USA Oct 2015 – Aug 2016**

**Project Name– iPackager Migration**

**Client: ETS (Education Testing Services)**

**Role: Project Manager/ Scrum Master**

The project was to migrate the iPackager as a replacement for TestPrep. It is an enhanced Web Based Application (Java Application) developed using (Education Testing Services) ETS’s reference architecture. iPackager is used to build production packages to be delivered on iBT and other platforms within ETS and outside. iPackager also supports various functionalities like cloning features, package configuration, collateral management, and package data export to external vendors.

My responsibilities included:

* Responsible for managing the scrum process with the coordination of scrum team using AGILE methodology.
* Helped product owner to specify a Definition of Ready (DOR), Definition of Done (DOD) and the Acceptance Criteria. Build relationship with Product owner and other stakeholders to facilitate team's interaction with them.
* Work in conjunction with the software manager of iPackager team to remove the impediments.
* Act as a servant leader including facilitation, situational awareness, and conflict resolution.
* Work with product owner and software manager to build the list of requirements that goes in each project.
* Work with Product Owner and Software Manager to prioritize product backlogs.
* Helped project manager to develop timelines for project delivery, and calculated team’s capacity and velocity.
* Facilitated Backlog grooming, Sprint Planning, Daily Standup, Sprint Review and Sprint Retrospective Meeting. Enforced strict time-boxing in all the meeting and maintained information radiators and impediment list
* Shielded team from outside interferences and distractions and helped them to solve their impediments.
* Created RACI Matrix to identify and categorize all relevant stakeholders in the project.
* Used JIRA for user story management, issue tracking and requirement traceability and Confluence for repository management and collaboration.
* Conducted JAD sessions with SME to gather requirements
* Assisted with users during User Acceptance Testing (UAT), developing and maintaining quality procedures, and ensuring that appropriate documentation (SRS doc, URS, FRS) are in place.

**Tata Consultancy Services, Bangalore, Karnataka, India July 2013- Dec 2014**

**Project Name– OPEX (Operational Excellence)**

**Client: Johnson & Johnson**

**Role: Project Manager/ Scrum Master**

The project was under Medical Devices division & involved upgrading and migration of the existing documentation setup into a workflow driven global data management system on SharePoint. It involves redesigning of global template, to match SCOR (Supply Chain Operations Reference) model by performing GAP analysis. Creating templates compiling the traceability matrix for each stream (FINANCE, SOURCE, PLAN, DELIVER, and MAKE) under supply chain in SAP system.

As a Scrum Master, my role was to help in sprint planning and execution. Conducting daily scrum meetings, removing any impediments & presenting this to stakeholders. This included working with Product Owner and coaching the team to ensure smooth implementation as per agile methodology.  

* Protected team from over-commitment, manage backlog, prioritize resolution of defects as evidenced by the on-time delivery.
* Facilitated distributed project team and all aspects of Agile/Scrum development, including daily stand-ups, sprint planning, review, and retrospectives.
* Ensured cross-functional coordination between product owners, analysts, developers, and QA occurred early and often, and removed barriers and blockers for the team.
* Identify and removed organization and team impediments to enhance productivity and efficiency
* Helped in the prioritization of requirements using techniques like MoSCoW analysis.
* Mentored team members and transitioned teams to agile framework with Scrum to enhance team skill levels.
* Helped PO to convert feedbacks of stakeholders during sprint review into user stories.
* Conducted JAD session with BUIT users, SAP Functional Lead & SMEs to understand and articulate business requirements under various areas of supply chain namely PLAN, SOURCE, DELIVER, FINANCE and MAKE.
* Helped PM in developing project scope document, concept statement, risk analysis document, mitigation plan and proposal statement.
* Performed feasibility study, SWOT analysis and cost benefit analysis.
* Helped BA to elicit requirements and needs of the application by conducting Brainstorming and JAD sessions. Interviewed SME’s and asked both open ended and close ended questions to refine the requirements.
* Coordinated all the requirements with the requirements management tool- JIRA.
* Authored business requirements document (BRD), functional requirement document (FRD/FSD) with project teams.
* Maintained information radiators like Sprint Burndown Chart, Release Burnup Chart and Task Board.
* Led the User Acceptance Testing (UAT) efforts and opened/closed defects in HP ALM.

**Tata Consultancy Services, Bangalore, Karnataka, India July 2012- Jun 2013**

**Project Name– Portal Integration**

**Client: PWC (Price Waterhouse Coopers)**

**Role: Senior Business System Analyst**

The project was intended to integrate individual internal portals into a central portal. This involved the development of interfaces & designing of Central Graphical User Interface (UI). These would integrate Bulletin Boards, Software upgrade, knowledge management, HR management, Onboarding training Web based training material, Internal training material, & other such functions at one place.

* Worked with Business Users, Customers and Subject Matter Experts (SMEs) to understand the existing system and the current business process and methods to identify deficiencies and areas for improvement and enhancement.
* Worked together with the development team and the Project Coordination Team to ensure that client's business needs have been met.
* Involved in analysis of the existing portal and configuration of new feature set up.
* Created the To-Be business process maps to communicate the solutions to the entire team as well as to gain the approval of the SMEs and the management team.
* Interacted extensively with customers and UI designers to determine ways to improve the UI feel and the user experiences.
* Documented the gathered business requirements into detailed Business Requirement Documents (BRDs)
* Translated Business Requirements into functional and non-functional requirements using industry standard documentation processes like Data Flow Diagram (DFDs) and UML Diagrams (Use Case, Sequence and Activities Diagrams).
* Documented the functional and non-functional requirements into Functional Requirements Documents (FRDs) to illustrate the implementation of the technical functionalities.
* Created and maintained Requirements Traceability Matrix (RTM) to trace technical requirements to their business requirements and the test case requirements to their functional requirements.
* Created Test Plans, Test scenario and Test cases for UAT.

**Verismo Network Ltd., Bangalore, Karnataka, India Sep 2010 – June 2012**

**Project Name**– **VuNow (IPTV & Content management)**

**Client: MELA and ROKU**

**Role: Business Analyst / Technical Writer**

Verismo’s VuNow platform transforms the TV set into a powerful multimedia hub with an unbelievable level of choice and ease in accessing digital entertainment. My responsibilities included:

* Performed workflow analysis to understand the opportunities in the existing system
* Perform the Requirement Gathering for the referral web portal
* Created process flow diagrams describing provider and member access to the web portals
* Planning and proposing various User interface (UI) designs
* Created BRD by gathering Business Requirements from the Subject Matter Experts (SMEs)
* Obtained business sign offs on the documents after thorough review.
* Lead the Change Control Process for changes submitted for the Business Requirement Document
* Created and maintained training documentation for end users.
* Maintained a Traceability Matrix to track all requirements have been deployed

**TechnoPoint, Bangalore Karnataka, India Sep 2009 - Sep 2010**

**Project Name– User manual & Content management**

**Client: Motorola**

**Role: Business Analyst / Technical Writer**

The project was to enhance their existing documentation & Manual creation system with new feature such as version management, Template development for standardization, & increase re-usability

* Worked with project managers and engineers to produce and maintain high quality customer documentation including: Operational Manuals, Technical Manuals, Proposals, Whitepapers, User Guides, API Developer Guides, etc.
* Interacted with the stakeholders by interviewing them, by preparing questionnaire and getting feedback.
* Conducted JAD sessions to allow different stakeholders to communicate their perspectives with each other, resolve any issues and come to an agreement quickly.
* Act as an editor to ensure consistency in presentation material provided to customers
* Oversee documentation configuration management and version control
* Create and maintain templates for use by engineers and project managers in documenting project and product information such as requirements, architecture, etc
* Documented business workflows & prepared UML diagrams for the stakeholder review.
* Produce electronic documentation and hard copy manuals