Nishith Kirit Doshi

B/702, Shree Krishna Complex, W E Highway, Borivali (E), Mumbai - 66 | M: +91 9820064370 | nkd8477@gmail.com

Profile Summary:

A result oriented accomplished IT Professional and a non-techno functional **PROGRAM MANAGER** with 15+ years of work experience in different project domain of School Information Management System (SIMS), E-learning, E-Commerce, Banking, Finance, Telecom & Healthcare. Proficiency and hands on experience in creating good organizational processes into operation, create and maintain good project data, create pictorial representation of project dashboard which speaks current status of project health to the management, introduce project management for project team to execute project smoothly using Agile process, create and manage team utilization so the project team can know their utilization on daily basis and can efficiently plan their task better to be carried out in future, manage web and mobile application projects and competent to deliver projects to the highest quality standards, within budget by effectively organizing, managing and utilizing all resources and manage client expectation.

Key Attributes Include:

* Program Management Project Management Test Management
* Project Dashboard Management Project Documentation Team Utilization Management

Objective:

Would like to associate myself in an environment with a leading organization as a **PMO** where I can provide my management level expertise by applying my diverse skills within the context of interdisciplinary teams which will impact an organization and help in professional and organizational growth.

Competencies Overview:

Program Management

* Liaison between organization management and project managers and ensure project managers follows systematic process and execute project using project management tool and deliver the project to the client on or before time.
* As program manager I have managed different projects and lead group of project managers.
* As a program manager I have created good process for organization which shows project statistic.
* As program manager I created Agile process and introduce project management tool for project managers for smooth execution of projects.
* As a program manager I have introduce new process scrum of scrum meeting with different project team leads or project managers to know the current status, client feedback and discuss innovation.
* As a program manager I have created Agile process in jira, created project dashboard, team utilization report for different project teams wherein they can check their current utilization and can plan future activities smoothly.

Project Management

* Liaison between product manager and project team and ensure project team execute the project following systematic process using project management tool and deliver project to the client accordingly.
* Conduct scrum meeting on daily basis to discuss the status of project with the team, create bi-weekly sprint cycle and add project requirements, attend sprint planning meeting with product manager and client, conduct sprint demo by the technical leads, conduct sprint retrospective meeting with team along with the management.
* End to End management of new and software maintenance projects web as well as mobile applications with the help technical team leads using project management tool (Jira or TFS) and follow agile process to deliver requirements to the client as per sprint cycles with 100% test quality with no blocker, critical and major issues.
* Create Project Dashboard in Jira for organization so that the management come to know the current status project health on day to day basis in terms of how much work we completed and how much work is remaining in the project to be completed, current sprint cycle, task assigned to team members in no and in percentage, no of issues assigned to the team members, open and close bug report, No of open issues based on severity and priority assigned to team members etc.

Test Management

* I have managed different type of testing team (Manual & Automation) and Test Professions.
* I ensure testing team follows STLC process and performs different types of testing (Manual or Automation) as per project requirement. I have done adhoc testing pre and post release on Client Production Environment.
* Create different types of testing reports like defect metrics, test metrics, test coverage, Bug Report etc.

Work History:

1. Program Manager Blankchq Mumbai Nov 2019 till date

Client/Project Name/Domain – Singapore/Campus/Educational

Responsibilities:

* Liaison between the client and different project teams and coordinate and manage group of project managers and ensure that project managers follows systematic process and execute project using project management tool and deliver project requirements to the client on or before time.
* As program manager I have managed different projects and lead group of project managers.
* As a program manager I have created good process for organization where organization get to know the statistic of ongoing projects and can bring in innovative technique to automate projects which can increase efficiency and productivity thereby increasing profitability and growth of the company.
* As program manager I created Agile process and introduce project management tool for project managers for smooth execution of projects and competent to deliver project requirements on and before time.
* As a program manager I have managed India team and Singapore team and laid down systematic process and guidelines for project managers and technical leads to be followed so that they can execute and manage campus software web and mobile application in terms of designing, development, testing, deployment and release in the terms of software installation and execution of campus project requirements in the international school’s environments wherein the school can manage their activities through campus software and can use this campus software for vendors, parents and their super admin staff.
* As a program manager I have managed campus web portal and POS software application and ensure we manage client new software requirements or maintenance of existing project requirements.
* As a program manager I have created Agile process in jira, created project dashboard, team utilization report for different project teams wherein they can check their current utilization and can plan future activities smoothly.

1. Project Manager Indecomm Ahmedabad Dec 2018 till June 2019

Client/Project Name/Domain - US/RiskPro, Combe/E-commerce, Finance, Healthcare

Responsibilities:

* Manage End to End project right from creating new project board in jira and thereby following project management process of creating bi-weekly sprint cycles, closure of sprint cycle, start new sprint cycles, conduct scrum, sprint retrospective meetings, conduct Go-Live quarter client production releases.
* Liaison between the product manager and project team and ensure project teams follows systematic process and execute with the help of project management tool and follow systematic process of attending scrum meetings, sprint planning, sprit demo and sprint retrospective meetings, scrum of scrum etc.

1. Assistant Project Manager Esoft Oshiwara W, Mumbai July 2017 till Aug 2018

Client/Project Name/Domain - US/Workflex/Call Center & Back Office

Responsibilities:

* Streamline the process and managed end to end project with the help of Jira.
* Liaison between the CEO, Client & Production Team and update the project health and project status on periodical basis.
* Deliver the project to the client on or before time with project documentation (Scope, Project Plan)

1. Project Manager Cylsys Goregaon W, Mumbai Oct 2016 till May 2017

Client/Project Name/Domain – Indian/UTI, Birla/BFSI

Responsibilities:

* Travel Client Place & Communicate with client to understand the issues or challenges faced by them during installation or use of software by them.
* Manage software maintenance project and deliver requirements of client.
* Managed software development and software testing team and ensure they follow Jira.

1. Test Lead Lionbridge Airoli E, Navi Mumbai Oct 2015 till July 2016

Client/Project Name/Domain - Noida/Adobe/Software

Responsibilities:

* Manage and lead team of test professionals who used to conduct functional testing of Adobe applications translated in multiple languages by executing the functional test cases.
* Ensure the team follows the process of closing down all the functional test cases and upload the test report in client OTRS tool after the team successfully completes the work on daily basis.
* Attend & Support Client Go-Live Releases with Project Team and ensure project team members are available for testing in case of any issues are fixed by client.

1. Test Lead LRN Goregaon E, Mumbai Apr 2003 till May 2015

Client/Project Name/Domain – US, UK/E-learning, Banking, Finance, Telecom/Software

Responsibilities:

* Worked as flash programmer and then got opportunity to work in quality department as QA and was promoted to Senior QA and then Test Lead.
* As QA I have done functional testing, regression testing, re-testing, compatibility testing etc.
* As Senior QA I have managed team of QA engineers and played individual contributor role in doing adhoc testing on QA environment and to ensure everything is working fine in software before deploying it to the production environment.
* As test lead I manage and lead team of test professionals who used to conduct functional and automated testing of e-learning, banking, finance and telecom domain e-learning and software projects.

1. Web Designer Neon Andheri E, Mumbai Feb 2001 till Mar 2003

Client/Project Name/Domain – Neon Lab Ltd, Neongroup.com, Pharmaceutical Website

Responsibilities:

* Worked as Web Designer and designed organizational website.
* Maintaining of website periodically by adding new products.
* Worked as web developer and created some internal organizational software’s for use.

Project Brief Details:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project Type** | **No of Projects Managed** | **Project Name** | **Project Brief Details** | **Organization** |
| Educational | 1 | Campus | Campus is web portal and POS (Point of Sale) software application project designed for schools so that they can execute their daily school activities like student registration process, meal distribution to the students by canteen vendors, online meal planning and subscription by parents for their children’s etc. | Blankchq |
| E-learning | 2 | FluidX  Legal Compliance & Ethic Center (LCEC), LMS (Learning Management System) | FluidX was e-learning project developed for Apple to educate their employees.  LCEC stands for Legal Compliance and Ethics Center system designed by LRN for their clients to view education e-learning modules developed by LRN. | LRN |
| E-commerce | 1 | Combe | Combe has two products Just for Men and Vagisil to sell health care products to their customers. | Indecomm |
| Banking | 1 | Rabobank | Rabobank was web based banking project designed by LRN to provide online banking services to their customers. | LRN |
| Finance | 4 | RiskPro  Vision, DTS  Eversheds | RiskPro was portfolio management financial project to cater the investments needs of customers in stocks.  Cylsys provide services into Software Development into BFSI domain. Vision was project designed for Birla Sun Life Mutual Fund. Direct Transaction System (DTS) was designed for UTI Financial Services.  Ever sheds was financial project designed by LRN to provide financial services in Development of Infrastructure, Real Estate, Trade and Export finance. | Indecomm  Cylsys  LRN |
| Telecom | 3 | BT, O2, Vodafone | LRN designed educational modules for BT, O2 and Vodafone to UK customers. | LRN |
| Healthcare | 1 | Combe | Combe manufactures and sell Vagisil health care products to their customers. | Indecomm |
| Software | 5 | Workflex  My Fund Bucket  Adobe Dreamweaver, Photoshop  Canon MFP  Tiny Tots | Workflex Solutions is organization which provides solutions to call center, back offices in form of workforce optimization software.  Cylsys provide services into Software Development into BFSI domain. My Fund Bucket project was designed to cater the need of customer who need loans, debit & credit card and insurance etc  Lionbridge was associated with adobe in providing linguistic software testing services to them.  Canon MFP was technical software project designed by LRN to train canon employees about how to use multifunctional printers.  Tiny Tots is executable game specifically designed courses for parents to educate them about how they can take care their toddlers. | Esoft  Cylsys  Lionbridge  LRN |

Awards & Appreciation:

* Appreciated from Director for successfully delivering project requirements before time.
* Received Bonus for delivering Workflex project to multiple clients and manage client expectations.
* Received Monetary Award for outstanding performance for managing FluidX project for Apple Client and work hard to manage client expectations.
* Received Appreciation Certificate for outstanding performance for managing British Telecom (BT) Projects and meeting the required timelines.

Education:

|  |  |  |  |
| --- | --- | --- | --- |
| **Stream** | **Year** | **Percentage** | **Board/University** |
| TYBCOM | 1998 | 54% | Mumbai University |
| HSC | 1995 | 45% | Maharashtra Board |
| SSC | 1993 | II Class | Maharashtra Board |

Professional Qualification:

|  |  |  |  |
| --- | --- | --- | --- |
| **Diploma** | **Certification Name** | **Institute** | **Year** |
| Diploma | Computer Science Hardware Course | Vidhi Institute | 1997 |
| Diploma | Financial Accounting Package | Compusoft Institute | 1998 |
| Diploma | Basic Computing Course | Computer Station Inc | 1999 |
| Diploma | Desktop Publishing Course | Computer Station Inc | 2000 |
| Diploma | E-Commerce Web.com Course | Boston Institute | 2001 |
| Diploma | QCST Course in Manual Testing | Qualisoft Technologies | 2008 |
| Diploma | Advance Quick Test Professional | Qualisoft Technologies | 2010 |
| Diploma | Project Management | EPMC | 2017 |

Tools & Techniques:

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| --- | --- |
| Program Management | Project Dashboard, Work log Report, Team Utilization, Project Health Report |
| Project Management | TFS, Jira, Draw.io, Bubble, Project Plan |
| Test Management | Jira, Redmine, Team track, OTRS |
| Software Testing | Functional, Regression, Retesting, Compatibility, Usability Browser Stack etc. |

Personal Details:

* Date of Birth : 08th April 1977
* Gender : Male
* Religion : Hindu
* Nationality : Indian
* Marital Status : Married
* Language Known : English, Hindi, Gujarati