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**Certification:**

PMP # 2898230

AWS Certified Solution Architect # WHD7YGMK3MB11FS9

**SUMMARY**

Over 16 years information technology experience with continued career growth and increasing responsibilities including Project and Delivery management roles.

* Successfully managed complex IT modernization and system integration projects. Sophisticated software development and engineering skills with genuine enthusiasm for resolving business challenges through technical innovation.
* Solutions driver who bridges the gap between business and technology while envisioning the bigger picture.
* Expertise in managing end to end lifecycle processes using Waterfall , Iterative & Agile methodologies like SAFe and SCRUM.
* Devise's strategies to align multiple disciplines, coordinating efforts between business groups and driving complex systems integration for robust, high-quality systems that solve business problems and provide business results.
* Experienced in working with Operations and Business stakeholders to define scope and managed change effectively in rapidly evolving business environments.
* Comprehensive experience managing IT operations and implementing on-time solutions to increase project efficiency and decrease costs. Implement customer satisfaction programs that ensure on-going quality service, eliminate defects
* Experience in working with Onsite/Offshore team to plan schedule, finalize cost estimates and resolve functional/technical issues.
* Designed and migrate on premise applications to AWS cloud and setup continuous integration, delivery and deployment using CI/CD automation tools like Jenkins, Code Pipeline and GIT
* Hands-on Experience in configuration of Network architecture on AWS with VPC, Subnets, Internet gateway, NAT gateway and setting up Route table.
* Track and report on project milestones and provide status report to higher management and stakeholders for a smooth project delivery. Identify project risks and develop migration strategies and track to closure.
* Leverage technical, business and financial acumen to communicate effectively with business executives and their respective teams.
* Lead multimillion-dollar projects by managing cross-functional teams and aligning business goals with technology solutions to lower licensing and maintenance costs.
* Lead change management activities with cross functional team and stakeholders to understand, manage and reinforce changes once approved by change board.
* Facilitated internal training to build in-house expertise, product awareness and reduce service desk tickets after release.
* In-depth knowledge and experience in cost management, time management, risk management, and integration management.
* Good understanding of multiple programming languages, including JavaScript, HTML, XML C, C++ and Natural.
* Dedicated, self-motivated achiever who is committed to success and adept at juggling multiple tasks in a high-pressured environment. Good inter personal skills, systematic approach, quick adaptability to new technologies and ability to work with a team and faster navigation skills.

**EDUCATION**

• Masters in Computer Applications.

**Technical Skills**

**Languages**  : Angular, ABAP, JAVA, JavaScript, C, C++, SQL, COBOL, Natural, JCL

**Cloud Platform**  : Amazon Web Services (AWS)

**Databases**  : Oracle 11.2/10g/9i/8i, DB2, SQL server, Adabas

**Others** : Rally, JIRA, IBM Websphere, MS Office, Mercury Test Director, SharePoint, MS project.

**BlueCross BlueShield FEPOC, Washington, DC** **Jun 2020 – Till Date**

**Technical Delivery manager**

Federal Employee Program Operations Center, offer coverage and benefits for over 5.5 million federal employees, retirees and their families across US and overseas.

**Environment: Angular, Spring Boot, SOLR, IBM Websphere JAVA, J2EE, DB2, Oracle 12c, Informatica, COBOL, JCL, Control-M,MQ,SharePoint, JIRA**

**Responsibilities:**

* Directed project management initiatives from discovery through development, implementation and maintenance of project lifecycle within an SDLC/agile development environment.
* Maintained project schedules, work breakdown structures (WBS), issue/decision logs, meeting summaries and status

reports to ensure effective, ongoing communications across all team members.

* Communicated progress and roadblocks to stakeholders including executive management and made proactive recommendations to remove roadblocks leading to on time and on-budget delivery of project.
* Collaborate closely with Enterprise Architects, SME, Developers, testing team, DBA and system administrators to define technical requirements and understand functional requirements.
* Establish clear ownership for project tasks and a clear schedule for when each task will be performed
* Lead post-implementation efforts to create more efficient, integrated operating model and infrastructure for Care Coordination application.
* Lead a team of UX designers to Migrated provider portal front end application from IBM Websphere portal to open source Angular/Java platform.
* Involved in migrating ETL batch jobs to Spring Boot jobs to lower licensing costs on Informatica and migrated TIBCO web services to Microservices in Spring Boot.
* Trained business users (around 300 Care Coordinators) before release so that they get used to new changes and reduce unnecessary production tickets
* Created Splunk dashboards and reports to Higher management to understand functionality usage user activity
* Analyzed product portfolio data to identify areas for improvement, contributed to an innovative solution that resolved problematic GUI and compatibility issues

**CareFirst BlueCross BlueShield, Canton, MD** **Jul 2011 – May 2020**

**Technical Delivery manager**

CareFirst, an independent licensee of the Blue Cross and Blue Shield Association, offers a comprehensive portfolio of health insurance products and administrative services to 3.3 million individuals and groups in Maryland, DC and NVA.

**Environment: Angular, Spring Boot, AWS, IBM Websphere Portal 8.5, JAVA, J2EE, TIBCO, Oracle 12c, Informatica, Load Runner, HP ALM, SharePoint, Rally**

**Responsibilities:**

* Involved in all phases of the project lifecycle (from concept and requirements through launch and support) within an
* agile development environment. Contributed to successful closure of projects, with applications released on time and under budget.
* Conduct workshops for the decomposition of product Features into technical User Stories.
* Draft and present project proposals, leading team in defining timelines, budgets, KPI, deliverables and milestones.
* Mitigated risk factors through careful analysis of financial and statistical data. Anticipated and managed change effectively in rapidly evolving business environments.
* Leading workshops for the decomposition of product Features into technical User Stories.
* Partner with key stakeholders to identify and execute cross-functionals goals, leading team to identify risks and impact analysis by thoroughly analyzing Business requirements.
* As Scrum master worked closely with product owner on backlog grooming to keep product backlog relevant and prioritized, design, code, test scripts and results as needed in addressing delivery impediments or product quality issues.
* Lead a team to implement data model and application changes to support Care Coordination of CMS grant members (Medicaid and Medicare) and establish two-way communication with CMS for data exchange.
* Created release plan documentation and driving deployment/review call for a smooth code deployment and worked with business groups to validate changes successfully.
* Experience in using couple services like Amazon EC2 Instances, Load Balancer, Auto Scaling, CloudWatch, ECS, ECR, S3,

SQS, Route53, Lambda, Elasticsearch Service, SES, VPC, in Amazon web service.

* Plan infrastructure to support high availability of WebSphere Portal and setting up a test environment so that multiple projects run parallel and gets delivered in short span of time.
* Lead disaster recovery drill by coordinating with multiple teams and completed exercise within expected business continuity SLA.
* Effectively managed teams both from onshore and offshore and implemented ways for improved defect identification and quick turnaround in fixes.

**PepsiCo, Plano, TX Feb 2010 – Jun 2011**

**Project manager**

PepsiCo is a world leader in convenient snacks, foods and beverages with revenues of more than $60 billion and over 285,000 employees.

**Environment: ECC 6.0 Ehp1, Solman 7.0 EhP1, IBM Websphere, JAVA, J2EE, XML, DB2, IBM AIX 5.3**

**Responsibilities:**

* As a WebSphere Portal Delivery Manager for PepsiCo One UP project, successfully implemented migrating CRM applications to WebSphere Portal platform.
* Managed and prioritized various RFC’s as per release management process and procedures, analyzed all changes to identify functional and technical impacts
* Attend Change management (CCB) meetings to review end user changes which include emergency changes and obtain approvals after assessing potential cross functional and business impacts.
* Created Outage plans for various SAP Infrastructure Projects supporting the PepsiCo One Up SAP outage activities.
* Represent Project management team in cutover activities and made sure all activities are done in a sequential order as agreed in the approval meetings.
* Managed NZDT implementation for SAP ECC 6.4 upgrade
* Capturing Performance Measurement and Metrics process during development, Spearhead of new development projects as a delivery manager from design through deployment to Production environment.
* Track and communicate project status to upper management through weekly Excel reports.
* Preparing the Basis Cutover Plan for Production Upgrade, Dev & QAS Upgrade.
* Conducted Involved project support and resolved user problems and star team tickets related to all systems in the landscape.

**Hewlett Packard – General Motors, Detroit, MI Aug 2007 – Jan 2010**

**Project Manager**

HP is a technology company that operates in more than 170 countries around the world. HP is hosting provider for General Motors SAP systems and I was involved in North America and South America region.

**Environment: ECC 6.0, Solution Manager 7.0, EP 7.0, Oracle 10.2/9i HP-UX 11.23**

**Responsibilities:**

* Managed LAAM (Latin American) systems for General Motors and upgraded all SAP systems in LAAM landscape to SAP New dimension products.
* LAAM group consists of multiple teams including Project Management, UNIX team, SAP team, and Middleware Team.
* Lead on Special Project for setting up DR site for LAAM environment.
* Coordinate with cross functional IT project teams like Development, Testing, UAT and business sponsor to successfully delivery multiple releases.
* Oversee and assist the team responsible for implementing SAP ECC 6.0/CRM solution across multiple business units.
* Managed functional, technical and executive personnel while establishing all Project Management processes and methodologies to deliver on-time and within budget.
* Involved in Upgrade of ECC 6.0 Netweaver 2004s to SAP ECC6.0 Netweaver Ehp1 using downtime minimized approach
* Involved support as a Delivery Manager and made sure all Peregrine tickets are resolved within SLA timelines related to all systems in the landscape
* As a Project manager generated reports to view the list critical unlock/lock transactions for SOX audit and resolved by discussing with SAP security and SAP functional team leads
* Involved 24\*7 Oncall production support and resolved user problems and tickets for around 30 SAP systems in GM North America & South America regions.
* Involved in resolving Sev1 & Alpha incidents and proposed solutions to the issues without much impact to the business/users.

**Tractor Supply Company, Nashville, TN Feb 2006 – Jul 2007**

**Project Lead**

Tractor Supply Company is a retail company based in Nashville. It has around 600 stores in more than 33 states. It supplies a large number of products at the stores and largest producer of ranch in the country. It’s listed as the 43rd fastest developing company in the United States by Forbes magazine.

**Environment: ECC 6.0, Solution Manager 4.0, XI 3.0, BI 7.0, MS SQL server 2003, DB2-UDB v8.1, AIX 5.3, Windows 2003**

**Responsibilities:**

* Responsible for Program & Project Management activities for Hardware upgrade, SAP upgrade and JAVA development projects
* Each of these full system lifecycles included requirements gathering, configuration, testing, training, development and cutover utilizing the ASAP Methodology.
* Involved in overseeing a team of JAVA and IBM Websphere portal onshore/offshore resources, managing the budget, successfully delivering on the agreed upon timeline
* Involved with IBM Websphere portal team for successful installation, maintenance and support of Websphere portal 6
* Performed project oversight for independent review and analysis of a agency wide IT systems integration project.
* Applied project management knowledge and expertise to gauge system performance and assess risk.
* Provided stakeholders with project status and outlook for success, and recommend project improvements
* Managed functional, technical and executive personnel while establishing all Project Management processes and methodologies to deliver on-time and within budget.

**Meredith Corporation, Des Moines, IA Jan 2004 – Dec 2005**

**Programmer Analyst**

Meredith Corporation publishes various magazines targeting home and garden, women and children's segments. These magazine sites target content based on the visitor’s behavior.

**Environment: Natural, COBOL, JCL, Adabas, Websphere MQ 6.0, z/OS, JAVA, XML, WSAD, JSP, DB2 and Windows**

* Developed the templates and generic JSP pages to be used in all the pages
* Re factored the existing java code for better usability and modular coding approach.
* Developed Servlets and back-end java classes using WebSphere Application server
* Redesigned all HTML files for maintenance ease.
* Designed and developed a site independent registration system for use by all network sites.
* Used Interwoven for content management on different sites.
* Mentored other JAVA team members in design, development, architecture and issue resolution
* Written Business layer and data access layer using design patterns.
* Developed custom JSP tags for displaying the data and stored procedures in PL/SQL on Oracle 8i database.
* Developed scripts for creating and maintaining Queue Managers, channels process and other MQ objects.