**Chinchu Narayanan**

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**Project Manager – Software Development**

Technically astute senior Software professional with over 13 years’ insightful experience in managing Software development and driving support projects that delivers high-quality solution and service that meets requirements and exceeds them where possible across geographies. Engaging and supporting process improvement activity across development, focusing on reducing excess cost and improving efficiency. Leading teams of developers, QA and DevOps resources, monitoring, managing and reporting progress. Distinguished holder of multiple certifications (CSM, ITIL, Agile Scrum & IRCA Certified Lead Auditor in Information Security). Expert in product delivery, project management, customer & stakeholder management, Cost & resource management, Quality assurance & compliance.

* Skilled in planning, executing and supporting the current and next generation software systems. Developing detailed work plans, schedules, risk register, estimates, resource plans, and status reports.
* Proficient in analysis of new and emerging tools and technologies to assess for use on existing or new client developments and innovation.
* Expert in providing leadership to Scrum masters, Development leads and Software developers, performing daily stand ups, review meetings, impediments management and collaborating with the QA and DevOps teams to ensure effective, efficient tests, integrated into the build pipelines as appropriate.
* Excellent skill in completing impact assessments for any application change requests submitted and implementing using agile development methodologies with increased productivity.
* Highly adaptable, capable of adapting to and working on new systems & environments easily. Driving delivery of enterprise level Hybrid, Agile & Waterfall projects within scope, schedule & budgets.
* Solid management skills, capable of leading and motivating individuals to maximize levels of productivity, while forming cohesive team environments with mentoring and personal development.

**Core Competencies**

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| * Software Development Management
 | * Certified Lead Auditor - Info Security
 | * Data Driven Approach
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| * Technical Project Management
 | * Code Quality Assurance
 | * Release Management
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| * Quality Assurance Management
 | * Team/People Management
 | * Technical Support
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| * Agile Principles (Scrum & Kanban)
 | * Continuous Improvement
 | * Technical Documentation
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| * Onshore/Offshore Management
 | * Quality Compliance
 | * Product Documentation
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| * Development Process Governance
 | * Process Compliance
 | * Process Documentation
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**Certifications**

* Certified Scrum Master, Scrum Alliance, Nov 2020
* Information Security ISO 27001: 2013 Lead Auditor, International Register of Certificated Auditors, Apr 2014
* Business Continuity ISO 22301: 2012- Lead Implementer, International Register of Certificated Auditors, Jul 2015
* ITIL 4, APMG International, Apr 2017
* Agile Scrum, Master of Project Academy, Mar 2018
* Scrum Foundation Professional Certification, CertiProf, Aug 2020

**Professional Experience**

**RM Education Solutions India Pvt. Ltd., Trivandrum, India (May 2011 – Present)**

**Project Manager - Development (Current)**

**Highlights:**

* Successfully managing a peak team of 50+ members delivering software products and projects in Education and Assessment domains including live support.
* Responsible for delivering high-quality software releases against challenging time scale expectation under strict budgetary constraints.
* Prepared detailed plan, risk register, issue register and Dashboards for achieving milestones & capturing the current progress and state.
* Presenting the metrics and progress to internal and external stakeholders on a weekly basis.

**Responsibilities:**

* Set up and lead two offshore Development teams to provide software services from India.
* Responsible for end-to-end management of Development transition from Australia to India.
* Responsible for end-to-end management of Software development for customers from UK.
* Maintain regular interaction with management team and stakeholders and update them on the progress of development & transition.
* Act as a point of contact for Customer Solution architect and Development team.
* Manage technical discussions to provide solutions for complex and technical issues as per customer requirements.
* Ensure timely knowledge transfer within the team as per the transition plan and reduce resource dependency.
* Oversee aspects of Software development life cycle, from initial kick-off through requirements analysis, design, execution, validation and implementation phases for projects within the solution/application area.
* Lead and manage the planning, development, deployment, support and maintenance of all software systems.
* Develop and implement short and long-term strategic plans for the teams that delivers stable, cost-effective, and scalable integrated solutions that meets current and future business requirements.
* Consistently ensure compliance with policies and procedures related to development, testing, support, transition, information security, and business continuity.
* Ensure project management system are up-to-date with relevant and latest information & status and present them in relevant dashboards.
* Ensure development and maintenance of comprehensive documentation for all project activities.
* Develop policies and procedures for the technical teams; ensure that systems, processes and methodologies are maintained, followed to ensure effective monitoring, control and support of software delivery.
* Oversee support calls and diagnose, troubleshoot and identify solutions to resolve the issues; follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams.
* Ensure team is adhering to all management systems in the organization.
* Auditor for Quality (ISO 9001), Information Security (ISO 27001) and Business Continuity (ISO 22301) Management Systems
* Support the recruitment team in filtering and evaluating technical resource requirements.
* Prepared and maintained updated ISO audit documentation.

**Previous Assignments:**

* Senior Technical Lead (Dec 2018 – Sep 2019)
* Technical Lead (Jan 2015 – Dec 2018)
* Technical Analyst (May 2013 – Dec 2014)
* Senior Software Engineer (May 2011 – May 2013)

**Comter Systems Inc., Trivandrum, India (Jun 2009 – May 2011)**

**Senior Software Engineer**

**Highlights:**

* Responsible for software development using open source technologies.
* Responsible for web application development and support for customers from USA.
* Acknowledged for independently managing customer escalation on e-commerce portal issues.

**Responsibilities:**

* Develop and maintain Web based applications using open source technologies.
* Develop and customise content management systems.
* Ensure that the application is accessibility compliance.
* Assisted team members in managing technical/customer escalations and implementing improvement plans.
* Debug the issues, document problems/resolutions, prioritized problems and assess impact of issues.
* Ensure the developed systems are meeting required accessibility standards.
* Prepared and maintained release documentation.
* Mentoring to junior software engineers.

**Acrodelon Technology Services, Cochin, India (Nov 2007 – May 2009)**

**Staff Engineer**

**Highlights:**

* Responsible for software development using open source technologies.
* Responsible for web application development and support for customers from USA.
* Acknowledged for research and analysis of new content management system.

**Responsibilities:**

* Development of Web based applications using open source technologies.
* Develop and customise content management systems.
* Ensure that the application is accessibility compliance.
* Develop and support of UI and Front end.
* Customisation of Content Management Systems
* Participated in preparation and delivery of training opportunities to enhance the knowledge of self and the team on new technologies.
* Responsible for the first line support for the Software solutions.
* Assisted team members in managing technical/customer escalations and debugging issues.

**Education**

* Bachelor of Engineering in Electronics and Communication, Anna University, India (Sep 2007)
* Diploma in Computer Engineering, Department of Technical Education, Govt. of Kerala, India (Mar 2003)
* Pre- Degree in Science, University of Kerala, India (May 2000)

**Trainings**

* GDPR Awareness, Corporate training by RM Education, Sep 2020
* Scrum Foundation Professional Certification training, CertiProf, Aug 2020
* PMP, Corporate training by RM Education, Feb 2019
* Agile Scrum training, Master of Project Academy, Mar 2018
* Influencing to win, Athiya Organizational Competencies (P) Ltd, Sep 2018
* ITIL V4 training, APMG International, Apr 2017
* Software process & Agile methodologies, Corporate training by RM Education, May 2016
* Lead Implementer training on ISO 22301: 2012-, International Register of Certificated Auditors, Jul 2015
* Lead Auditor training on ISO 27001: 2013, International Register of Certificated Auditors, Apr 2014
* Design Thinking, Corporate training by RM Education, Oct 2014
* Delegation Skills, Corporate training by RM Education, Aug 2013
* Internal auditor for ISO standards, Intertek, May 2012
* Competency for emerging leaders, Athiya Organizational Competencies (P) Ltd., Jan 2012
* Voice and Accent, Corporate training by RM Education, Nov 2011
* Problem-Solving, Corporate training by RM Education, Aug 2011
* First time managers, Corporate training by Comter, Jul 2010
* Emotional Intelligence, Corporate training by Comter, Jul 2009
* HTML/CSS, Corporate training by Acrodelon, Sep 2008
* Professional Etiquette, Corporate training by Acrodelon, Jun 2008
* Time Management, Corporate training by Acrodelon, Mar 2008
* Corporate Communication, Corporate training by Acrodelon, Dec 2007

**PM Forte**

* Methodologies: Scrum, Kanban, Waterfall & Hybrid
* Project Management Systems: Azure DevOps, JIRA, Redmine & Trello
* DevOps Tools: Azure DevOps, Git, Octopus & TeamCity
* Operating System: Windows
* Microsoft Office Products: Office 365

**Personal Details**

* Nationality: Indian
* Date of Birth: 18 May 1983
* Marital Status: Married
* Languages: English, Hindi, Tamil and Malayalam
* Passport Details: K8331144 valid till 2023
* Hobbies and Interests: Travelling, Photography and Trekking