M. Archana Kumari – Software Engineering Manager @ NCR

**MCP, MCAD, ITIL, SCRUM Master certified**

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**Profile Summary**

Senior resourceful **Technical Delivery and People Manager** skilled in streamlining operations and maintaining schedules to ensure maximum customer satisfaction and business revenue. Expertise in coordinating diverse teams and resources to complete objectives. Organized and detail-oriented with proactive and hard-working nature.
Excel in liaising between business and technical areas to achieve on-time, on-budget and on-spec project completions. Able to merge customer and user needs with business requirements, budgetary restrictions and logistical considerations to meet project deliverables.

**Key Skills**

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| *Management* | *Technical* |
| * Requirements Analysis
* Project Scheduling
* Testing/QA/Rollout/Support
* Cross-Functional Supervision
* Staffing, Team Building & Mentoring
* Project Planning
* **Project Management**
* **Resource Management**
* **People Management**
* **Delivery Management**
* **Program Management**
* Corporate Strategy & Execution
* Innovative Business Initiatives
* Quality and Process Management
* Project Planning
* Systems Development Life Cycle (SDLC)
* Mitigation plan development
* Effective multi-tasker
* Strategic planning
* Team player

*Management Tools** TFS
* Rally
* JIRA
* JIRAAlign
* MPP
 | * **SSIS**
* **Front-end web development**
* **MS Project**
* **Databases : SQL Server 2008/2005/2000, Oracle**
* **Data Access : ADO, ADO.NET**
* **Development Tools : Visual Studio 2003/2005/2008/2010/2012/2013, Visual Source Safe, Team Foundation Server 2010/2012/2013**
* **O/S : Windows 8.1/7/9X/ NT/ 2000/ XP**
* **Web Servers: IIS 7.0/6.0/5.0.**
* **Web Technology : VB, ASP, VB.NET, ASP.NET, Java Script & C#**
* **Azure**
* **Cloud computing**
* **Devops**

*Methodologies** **Agile SCRUM Methodology**
* **Waterfall Methodology**
* **Iterative Model**
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**Achievement Highlights:**

* *Carries 7 years of strong experience in effectively executing project deliveries and leading teams of sizes 55+. Demonstrated track record of successfully managing small to large projects from start to finish.*
* *A highly motivated and energetic professional, dedicated to understanding and meeting client needs. Knowledgeable in project management tools, processes and techniques.*
* *Exceptional focus, follow-through and coordination skills. Proven ability to develop and manage project schedules, and known for working well with cross-functional team to achieve on-time project completion.*
* *Led teams across broad technical and business disciplines. Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.*
* *Mitigated risk factors through careful analysis of financial and statistical data. Anticipated and managed change effectively in rapidly evolving global business environments.*
* *Defined processes and tools best suited to each project. Moved between agile and waterfall approaches depending on project specifics and client goals, creating detailed project road maps, plans, schedules and work breakdown structures.*
* *Able to manage and lead multiple cross platform projects and requests simultaneously*
* *Ability to execute T&M and Fixed bid projects effectively*
* *Networking with the project team and conducting periodic project progress review meetings to ensure effective delivery of project solutions in line with time and quality parameters.*
* ***seven years .NET Development using C#, VB.Net, ASP.Net , SQL Server and SSIS***
* ***Developed projects using VB, ASP and oracle for 3 years***
* *Building large scale web applications catering to the needs of users across the globe with globalization and localization support.*
* *Building highly scalable applications with high availability.*
* *Structured Mentoring Programs including class led training using SCRUM.*
* *Have exposure in managing and doing the needed follows ups for support service projects*
* ***Possesses 7 years’ experience in people and delivery management. Acted as a counselor for more than a team of 55 and effectively managed and responsible for their performance appraisals, Career progression, Learnings and Goal setting.***

**Job Summary/Responsibilities:**

*Process Improvement ~ Delivery Management ~ Stakeholder Management*

* *Responsible for managing key relationships and stakeholders throughout the project lifecycle*
* *Responsible for entire delivery from project planning phase to until production deployment.*
* *Responsible to interact with all project stakeholders on timely basis and ensure for smooth deliverables.*
* *Responsible for all phases of the project like Identifying the risks upfront and coming with risk mitigation plans, manage scope changes, project scheduling, project planning, Scrum meetings, sprint planning sessions, Requirement clarifications, project updates, Work breakdown structure, resource capacity, Retrospection meetings, Quality checks/testing, defect triage sessions, Process adherence, Review documents, Align right resources, Quality metrics and Estimated Vs Actual metrics, etc..*
* *Responsible for managing relations and interactions between off-shore and onshore teams*
* *Analyze resource requirements and recruit team members; train and mentor them; and monitor their performance throughout the project*
* *Worked with Canada clients and have established excellent rapport with them*
* *Mentor project team and project coordinators to handle project execution*
* *Responsible for oversight and delivery to ensure process compliance*
* *Responsible for effective utilization of .net and SharePoint team members by successfully leading both CoPs (Center of Practice).*
* *Responsible to pull and publish the quality metrics and budget metrics(Estimate Vs Actual) for each sprit/build*
* *Participates in Talent Survey results review meetings and played a vital role in coming up with action items and execution*
* *Responsible for succession planning, staffing, and resource utilization forecast*
* *Managed design teams in preparing working prototypes for proposed solutions*
* *Facilitate knowledge sharing sessions with development, testing, and design teams*
* *Member of senior management of the service line; participating effectively in all major decisions*
* *Generate project closure report and project management metrics*
* *Duly responsible for the delivery of all projects and the entire Indian operations of the company*
* *Conducted performance evaluation appraisal, and planning (short and long-term plans) for the company with respect to technical, resource, and infrastructure enhancements*
* *Played a vital role in the recruitment and training programs at an organizational level.*
* *Handled (business analysis, requirements gathering, project analysis, project management, and client interaction)*
* *Oversee the product statement of work (SOW) enhancements development and release management processes.*
* *Validate the product design with the product managers to ensure that the design satisfies the business requirements document (BRD).*
* *Work with our internal QA team to plan testing activities to identify user interface and bugs prior to Web Site releases.*
* *Facilitate Deep Dive sessions between 3rd party vendors and technology and business partners in the evaluation, selection and application of new and emerging tools and techniques.*
* *Manage the project scope, delivery, quality levels and cross functional teams as required for integrated and enhancement release projects.*

**Awards & Recognition**

* *Two times received Applause award in Deloitte*
* *Recognized as Excellent Mentor and Coach in Deloitte for the strong mentoring skills in team career progression*
* *Received Star Performer award in Wipro for the commitment and hard work shown in short tenure.*
* *Awarded as Best Employee of the year in Tarantula*

**Summary of Professional Experience:**

* Working as Software Engineering Manager in NCR from April 20th 2020 to till date
* Worked as a Project Manager in ValueMomentum for Digital and Cloud Practice from19th Feb 2018 to 17th April 2020

* Worked as a Technical Project Manager in United Health Group (OTG) for SSMO from 18th July 2016 to 8th Nov 2017
* Worked as Manager (Technical Delivery Manager) in Deloitte for ITS Canada Group from Jan 2012 to Mar 2016
* Worked for Wipro Technologies as a Project Lead in 2011
* Worked for Reasoning Global eApplications Ltd as a Team Lead in 2011
* Worked as a Team Lead in Tarantula.Net from 2005 to 2011
* Worked as Trainee Programmer for Syncro Technologies from 2000 to 2003

**Education**

* PGDM in E-Business from University of Mumbai, 2016-18
* B.Sc (Mathematics), Nagarjuna University, 1995-98

**Certifications**

* Post Graduate Diploma in Computer Applications(PGDCA), 1999
* MCP, MCAD certified, 2004; ITIL certified, 2012; Agile SCRUM Master certified, 2014
* Attempting for PMI-ACP and Prince2 certification (Pursuing)
* Attempting Devops developer certification
* Going through Data science classes which includes R, Python, and Statistical analysis, Forecasting, Minitab, XLMiner, Tableau, SAS and Hadoop from ExcelR.