**SURENDRANATH TIRUNAGARAM**

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**Job Objective**

Having overall 15 + years of experience in IT Industry and as Project Manager/Scrum Master with 5+ years of work experience in Production Support area with Successful handling of the issues by following the Agile model, tracking the system, Follow-up Support team.

**Profile Summary**

**Project Manager & Certified Scrum Master with** more than **15 + years** of experience in:

**~Software Development ~Requirement Gathering ~Production Support**

**~Client Servicing ~Management/Team Lead ~Liaison & Coordination**

**~Scrum Master**

**Good understanding on below AIML topics**

**~Classification & Regression ~Natural Language Processing ~Decision Trees**

**~Convolution Neural Networks ~Recurrent Neural Networks ~Image Processing**

**~Clustering ~KNN**

Domain knowledge: **Banking and Insurance services.** Expertise in end-to-end managing/implementation support of various projects including **designing, development, coding, implementing phases.** Deft at carrying out activities like **Analysis, Development(Unit & System testing), Production support, Team leading, Technical review and configuration tool**.Good exposure in agile and waterfall project management methodologies- Ability to produce high-quality deliverables to meet timeline. Good understanding of Scrum concepts and have Scrum Master experience.

Involved in various projects for international clients like **Westpac Bank (Sydney, Australia), Nationwide Insurance(OH-Columbus, US) , Verizon Data Services( NY, US) , IMS Health-Life Sciences(UK)**.Good exposure on the SDLC process. Proficiency in mapping business requirements, technical documentation, application design, development, integration, testing, Support activities and troubleshooting of applications. A keen planner with strong skills along with abilities in managing large projects. Possess excellent interpersonal, analytical and problem-solving skills.

**Organisational Experience**

**May’09 to Till date IBM India Private Limited., Hyderabad**

**Sep’08 to May’09 Capgemini India Private Limited., Hyderabad**

**Jun’06 to Sep’08 Verizon Data Services India Pvt. .Ltd., Hyderabad**

**Sep’04 to Jun’06 Cognizant Technology Solutions India Pvt. . Ltd., Chennai**

**Growth Path:**

May’15 - Till date Project Manager

May’13 - Jul’15 Project Lead

May’09 -May’13 Technical Lead

Sep’08 - May’09 Consultant

Jun’06 - Sep’08 Senior Analyst

Sep’04 - Jun’06 Programmer analyst

**Key Result Areas:**

**Project Execution**

* Planning project activities viz., scoping, estimation, tracking, change management, delivery management &providing post implementation support
* Understanding client’s needs, requirements, expectations and devising solutions accordingly
* Scheduling Weekly client meetings to discuss the progress of Production issues/Remedy SLA’s/Minor enhancements/Support document
* Coordinate internal resources and third parties/vendors for the flawless execution of projects
* Ensure that all projects are delivered on-time, within scope and within budget
* Developing project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility
* Ensure resource availability and allocation
* Develop a detailed project plan to track progress
* Measure project performance using appropriate systems, tools and techniques
* Report and escalate to management as needed
* Manage the relationship with the client and all stakeholders
* Perform risk management to minimize project risks
* Create and maintain comprehensive project documentation

**Software Development & Support**

* Managing software development activities for business process and identifying appropriate development methodology
* Interacting with clients / users / partners for requirement gathering, risk assessment, finalisation of technical specifications and discussing for effort/time estimation
* Resolving and fixing production issues/abends follow-up
* Participate in the enterprise release activities for review of documents/O-Gate checklist, readiness.

**Client Relationship Management**

* Monitoring and ensuring timely delivery of products/services to customers
* Building and maintaining healthy business relations with clients and ensuring high customer satisfaction matrices by achieving delivery & service quality norms

# Scrum Master (SCRUM/KANBAN) responsibilities:

* Conducting Daily Scrum meeting (Distributed agile)
* Handling two Kanban team (CMB & COC) with team size of 30 and 15 members respectively
* Maintaining / Monitoring / Tracking JIRA for all the tasks which team members are working
* Maintaining / Monitoring Confluence for all the project related artefacts / Documents
* Coach and mentor team members on Agile best practices/principles and process improvements
* Ensure cross team coordination and work with product owner on the backlog requirements/sprint planning
* Work with teams to deliver value and coordinate within and outside of the team to facilitate the completion of the team's backlog and guiding the team to adding stories to its backlog as appropriate
* Proactively identify impediments and appropriately. resolve using network of peers (Scrum of Scrums) and formal channels (including escalation if required)
* Drive/manage/oversee all aspects of multiple and simultaneous fast-paced assigned projects with distributed teams and issues management plan and facilitating changes
* Facilitate team's Agile Scrum ceremonies (Program Increment, Release Planning, Sprint Planning, Backlog Refinement, Daily Scrum, Sprint Review/Demo, Sprint Retrospective, Product Increment)
* Handled two scrum teams ACE and ZOOM projects with team size of 8 members and 6 members respectively
* Ensure (using SCRUM and AGILE) appropriate, complete and timely team achievement of all documentation, tracking and reporting metrics (including user stories, project progress, resource utilization, change requests, issues, risks, risk mitigation plans, test scripts, test results) and ensure delivery timelines
* Facilitate documenting, publishing and executing the team's continuous improvement plan (based on retrospective)

**Refer annexure for details of projects handled / Involved**

**Accomplishments**:

* Spot Award winner in 2007 by vice president of Verizon for delivering of Lifeline project.
* Received Eminence and Excellence Recognition (2012) award from IBM vice president for the commitment and dedication towards deliverables.
* Received IGC appreciations (2010) from the nationwide client for making all deliveries successful.
* Received Westpac Client appreciations from Head-off cards & payments, Westpac Bank (2017) for handling multiple applications issues and also deliveries successful (Onsite).

**Professional Enhancements**

**Certifications**:

* Certified Scrum Master from Scrum.org
* Completed SAFe Agile 4.5 certification
* Completed ITIL Certification
* Prince2 Certified (Foundation/Practitioner)

**Education**

* B.Tech., (Mechanical) from AITS., Kadapa (JNTU, Hyderabad) with Distinction (2002 pass out).

**IT Skills**

* Well versed with:
  + Operating Systems : IBM S/390, Z/OS, Windows XP, MS-DOS, UNIX
  + Mainframe : COBOL, JCL, VSAM, DB2, CICS, IMS DB,EAZYTRIEVE,MQ,REXX/CLIST
  + Languages : C, Python
  + Web Technology : Reach.JS, JavaScript, CSS, HTML, XML
  + Database : DB2 and IMS DB,Oracle DB
  + Tools : Endevor, OPC,File Manager, File Aid, Xpediter, Debugger, SPUFI, QMF, Platinum,

INSYNC,Change man, Remedy, HP Quality Centre, RPA Tool (Blue Prism),DevOps, Azure

DevOps.

**Personal Details**

DOB : 01.07.1980

Place of Birth : Kadapa, AP

Passport Number : K5533680

Address : Flat No#301, Shubham Majestic DOWA Colony, Near HDFC Bank, Miyapur, Hyderabad-49

**ANNEXURE**

**Major Projects handled with IBM India Pvt Ltd**

1.

Title : Cards & Payments (CMB Applications)

Client : Westpac Bank, Sydney, AU

Period : May’13 to till date

Role : Project Manager

Team size : 30

Description:

As a Project Manager for CMB Applications area, Supporting below mentioned applications spanned across different

Platforms.

* Westpac & St George Mainframe Cards Application
* Group Fraud Management Platform Application
* Merchant Processing System
* Back Office
* LOS/BPM Application
* ACE Application
* Tallyman
* EQ Application

Responsibilities:

* Review of SELC/O-Gate checklist
* Review of implementation plan and planning the resources accordingly for implementation
* Escalation point of contact for on-call for all the applications
* Attending Client/Vendor weekly meeting to track the resources work/upgrade plans(Patches)/Issues
* Work with the team to automate the Health check process for all the application
* Contacting the resources for any production issue until it resolves to make sure the Bank to run smoothly
* Managing/Mentoring the team
* Up-skill / Re-skill of the resources technology and make comfortable to work on multiple applications
* Monitoring JIRA board and Confluence (document repository) regularly
* Conducting Daily Scrum with the team
* Providing the updates on-time to the Client/IBM Management about the work/issues
* Playing scrum master role in Support area and follow Kanban board (JIRA) for tacking the task/issues
* Have around 3 years of experience in project management (RPA Blue Prism)
* As a Project Lead for 4+ years handled project (Development/Enhancements) with successful implementation by meeting the deadlines on time

**2.**

Project Title : Nationwide Insurance

Duration : May-09 to till date

Client : US

Technology Used : JCL, COBOL, VSAM, DB2, CICS, WEB-SERVICES

Role : Technical Lead

Team size : 25

**Description:**

Nationwide Insurance company is one of the topmost insurance company in United States of America. It provides Life/Auto/Property/Commercial policies to the customers and for all these policies the Gateway for Billing is NBP(National Billing Platform). NBP is the process where it generates the statement and warning, cancellation, refund, collection notices to the customers by taking the inputs from Legacy system(Policy system) and all this process are controlled thru diary Scheduling activities and to print/send email to output in VDR(variable definition record) format to the down streamsystem.This VDR contains segment 100 200 300 etc. each segment signifies account, policy, address information’s etc. The NBP billing information directly can be accessed by the agent thru BAM(Billing Account Management) for further processing and also thru BAM it can be update NBP billing depends on client request.

**Responsibilities:**

* Coordinating with the client and get the business requirement (Solution scope) for the project.
* As a Technical lead looking at design/code/test results reviews and also implementation plan/OPC Schedules etc
* Project Implementation support and also on-call production support for the OPC job failure and fixed the issue to resume the job flow.
* Worked for Project/Defects/on-call production support
* Follow the IBM quality process and update the project/Defects logs in the server.
* Being backup for the implemented projects and support the application when ever it is required.
* Taking the initiative of cross application training from the others teams and made the team strong.
* Support the team member on Technical/Business issue sitting with them and discuss in details , provide the analysis to them for fixing the issue(Knowledge sharing)
* Preparing the understanding document for the process (Testing procedure, implementation process, any Business process etc..)
* Participating in the internal audit and providing weekly the status, also monthly metrics updates to the management
* Walk thru the entire release process to the team what changes/features went to production and required details to support the application effectively and make team comfortable in doing the work related to Technical/Business as well.

**Major Projects handled with Capgemini India Private Limited., Hyderabad:**

Project Title : Discovery –NEIL System Rewrite-VFF

Duration : Sept-2008 to May-09

Client : US

Technology Used : JCL, COBOL, VSAM, DB2, CLIST

Role : Senior Developer

Team size : 20

Description :

The NEIL system is a legacy system handling the enrolment, billing, and servicing processes for over 4MM product memberships on a monthly basis that has become outdated and is inefficient when launching new products and maintaining the membership base of existing ones. The main objective of the Protection Products System re-write is to improve the flexibility of the product system. New products are being launched on an outdated, unstable platform. Each product is developed and maintained in a silo. The focus is on rewriting the Protection Products operating system (NEIL) in an effort to exceed annual product through enhanced system functionality and flexibility.

**Responsibilities**:

• Co-ordinating with onsite to get the business requirement.

•Preparing of ICD’s, DTD’s, System flow documents.

•Analysis of business requirement, Coding, Testing with UTP’s.

•Reviewing the other towers ICD’s, DTD’s and providing the review comments.

**Major Projects handled with Verizon Data Services India Pvt. .Ltd ., Hyderabad :**

Project Title : East Billing -CRIS

Duration : June-2006 to Sept-2008

Client : US

Technology Used : JCL, COBOL, VSAM,REXX, CLIST,IMS/DB,PLI,DB2

Role : Senior Developer

Team size : 15

**Description:**

CRIS (Customer Record Information System) which stores the entire customer information for NE/NY Billing Information in S&E Database, it is a online application. CRIS has 20 RAO’s, which includes 11 from NEW YORK and 9 from New England States. The basic function of CRIS is to capture and summarize the service orders processed in an account file which comes from SOP system. All orders are acknowledged back to the Service Order Processing (SOP) System. CRIS is one of the sub system in SOP. This information is made available in an online format for use within various customer contact information and the information is also passed on to various systems downstream system NECASH (NE) and BCRIS(NY) for final billing purpose from CRIS.

**Responsibilities :**

* Co-ordinating with onsite and offshore project management team.
* Planning and scheduling project deliverables.
* Providing ADHOC Reports to clients for Noreaster project and for normal project.
* Resolving production PCD’s problems.
* Entering the contracts information through online application for NY/NE states.
* Preparing Service order, testing and Sending Traceability to client for approval.
* Providing reports to the clients according to client requirement for Lifeline/FIOS customers.
* MIN and MOG systems handling.

**Major Projects handled with Cognizant Technology Solutions India Pvt. Ltd., Chennai:**

Project Title : IMS - Pharmatrend (Life Sciences)

Duration : Sep-2004 to June-2006

Client : IMS – UK

Technology Used : JCL, COBOL, VSAM, REXX, CICS

Role : Developer

Team : 4

**Description:**

Pharmatrend 2.0 (PTR2) is a product of IMS Health, which primarily offers a service in the

self-medication area. It is a Mainframe based system for processing information collected

from electronic point of sale systems sited in pharmacies, drug stores, supermarkets,

groceries, etc. PTR2 gives a precise measure of transactional and related data such as

sales, purchase, stock etc.,

PTR2 system collects data from various input interface groups.

* COBRA (Component Based Rapid Acquisition System)
* DDMS (Doctor’s Database Management System)
* CPI (Common Product Interface)
* CPMS (Client Parameter Management System)

PTR2 produces

* Standard reports in the form of paper report or databases
* Feedback reports for the data suppliers
* Feeds to the downstream systems like SOTC, SMDW, STO

**Responsibilities**:

* Solving the Production Abends quickly.
* Bug fixing according to the requirement.
* Providing good solution to the clients regarding data queries.