ARVIND SWARNKAR

Bangalore, India – 560035

Email: [arvindswarnkar@hotmail.com](mailto:arvindswarnkar@hotmail.com) · Contact-9769706264

**OBJECTIVE**

Seeking employment as Project Manager with IT software company; bringing excellent organizational, communication, leadership, and problem-solving skills, in addition to 8 years of management experience.

**PROFILE SUMMARY**

* Project Management Professional with experience of 12 years in Incident Management, Delivery Management, Tender Preparation, Customer Relationship Management, Agile and DevOps.
* Proven track record of leading the delivery of large, cross-functional, complex enterprise-level IT applications and systems.
* Exceptional focus on customer service and passion for working in a customer-facing role, while building partnerships with stakeholders across the company.
* Experience in developing, mentoring and leading successful workforce teams.

**PROJECTS EXPERIENCE**

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| **Company** | Tata Consultancy Services | **Duration** | April 2015 till date |
| **Location** | Bangalore | **Role** | Technical Delivery Manager |
| **Responsibility** | * Led design and multinational rollout of robust, scalable and secure electronic data interchange (EDI), enterprise resource planning (ERP) and point-of-sale (POS) systems for banking clients. * Managed all phases of the software development lifecycle (SDLC) for dozens of custom solutions for Telecom clients. * Guided teams in the development of relational database management systems (RDBMS) for clients. * Project-managed large-scale initiatives involving the transition of programs to new platforms and the merger of disparate systems from acquired client companies. * Directed global rollouts of new software and systems for clients * My role involves coordinating all project teams’ representatives, developing project strategies and making sure the organization meets its quarterly and annual sales goals. | | |

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| **Company** | Technosoft Corporation Ltd. | **Duration** | May 2014 till March 2015 |
| **Location** | Pune | **Role** | Scrum Master |
| **Project** | Wolters Kluwer (WKFS) provides an integrated compliance management system for managing the complete breadth of banking regulatory requirements from defining policies and procedures to board reporting. OnsSumX is product used by multiple banking clients from US, Europe, Asian clients for their Financial Regulatory compliance journey. Led in new business opportunity areas as well. | | |
| **Responsibility** | * Joined WKFS account to spearhead OneSumX application architecture project designing the compliance management and regulatory reporting for US, UK and Asian banking clients. * Implemented easy and smooth tracking process of change and enhancement request for design issues which lead to turn around time from 50 days to 20 days using Agile principles. * Led Compliance Testing projects for OneSumX product for customers using automation script development saving 60 days of manual effort for regression test covering 2000+ test cases. * Championed use of user feedback in program improvements, resulting in 25% boost in customer satisfaction ratings. * Conducted Business Analysis trainings for 10+ associates within company across 3 locations. * Led junior Business Analyst team of 4 members team to work on OneSumX architecture for regulatory compliance report generation worth 100k pounds and completed in 3 months. * My role involves coordinating all project stakeholders, Product Owners, Agile Squads to achieve the on-time delivery of promised delivery using DevOps initiatives. | | |

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| **Company** | Capgemini India Pvt. Ltd. | **Duration** | March 2012 till May 2013 |
| **Location** | Mumbai | **Role** | Consultant |
| **Project** | Center of Excellence (CoE) provides an integrated opportunity to deploy resources to multiple projects as per requirement and allows to work on different technology and roles. Worked for SVB Bank and GAP Retail Inc accounts. | | |
| **Responsibility** | * Joined CoE as consultant to work on process improvement project to update and load exchange rates in Live environment and produce financial reports in 160 QlikView dashboards for SVB Bank. Automation led to reduce manual effort of 5 hours/day to 30 min/day. * Implemented easy and smooth data upload in test environment into SAP MM and SAP FICO database tables using QTP BPT framework every release saving effort of 2 days/per release. * Led 4 automation testing projects for GAP Inc account and received customer appreciation for saving manual efforts in regression testing. * Spearheaded weekly and monthly releases status meetings to clients and company management. | | |

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| **Company** | Tata Consultancy Services | **Duration** | Sept. 2008 till Feb. 2012 |
| **Location** | Pune | **Role** | System Engineer |
| **Project** | Worked in Microsoft, Telstra, CISCO and EY accounts as System Engineer. Multiple projects provided learning opportunity in Telecom, Networking, Active Directory and development projects using Java, VB Script, SharePoint and Python languages. | | |
| **Responsibility** | * Led project to improve automated notification for failed tasks in QlikView dashboards for Microsoft account. * Worked on API automation testing project led to saving of 350+ hours annually in Telstra account. * Led team working on Active Directory Infrastructure project for CISCO account. * Led 4 automation testing projects for EY account reducing regression testing effort by 30% and saving 3000 euros every release. Automated 1500 regression test cases. * Conducted QTP and Selenium trainings for 25+ associates within projects. | | |

**SOFTWARE**

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| * Microsoft Project * SharePoint * Selenium * MS Teams | * Microsoft Office 365 * JIRA, HP QC * Python * .NET | * VB Script * Core Java * PowerShell * C++ |

**SKILLS**

* Agile Business Process Improvement
* Project Scheduling and scoping
* Customer Focus
* Manage Multiple Projects
* Strategic Planning
* Risk Management

**CERTIFICATION**

* PRINCE2 Practitioner and Foundation level Certifications in Project Management
* PRINCE2 Agile Practitioner level certification 2020 in Project Management
* Professional Scrum Master II
* Professional Scrum Master I
* SAFe Agilest (SA) from SAFe Institute, USA (SA)
* DevSecOps Engineering
* DevOps Foundation certifications
* ITIL v4 Foundation certification
* Green Belt Six Sigma Certification
* ISTQB Agile Tester Extension level
* ISTQB Foundation Tester certifications
* NCFM Certifications from NSE limited

**EDUCATION**

* MBA (Finance) from Symbiosis institute of management studies, Pune in 2014
* BE (Electronics Engineering) from RAIT, Mumbai in 2008

**Achievements**

* Service commitment award in TCS on April 2020
* Best project team award in August 2018
* Star performer of the month in Sep. 2017

I hereby declare that all the information contained in this resume is in accordance with facts or truths to my knowledge. I take full responsibility for the correctness of the said information.

Place: Bangalore, KA

Date: 04-02-2021