RAVI PRAKASH PANDEY

Project Manager/ Scrum Master

Mob. **9392505719**, Email: **ravipandey1989@gmail.com**

**Summary**

* Professional with over 9+ years of career reflecting hands-on Delivery & Project Management, Requirement Analysis, Developing technical specifications, Project Milestone & Sprint Plans, and high-level design documents for the project.
* Demonstrated expertise in Project Management including Agile, SCRUM, and Waterfall methodologies.
* Command overall client relationship with focus on requirements aligned to scope of work.
* Draft budget from forecast. Build Plans in MS Project: staff, execute, and close, deploying solutions often with thirst party configurations.
* Establish and maintain consistency of performance, functionality, and physical attributes.
* Experience in a trusted advisor role for clients and technology teams creating solutions to resolve business issues.
* Client-focused compelled to delivering solutions that exactly meet client's needs on-time, on-target, and on-budget while focusing on revenue, profitability, and team continuity.
* Partnered with Business Stakeholders, and cross functional teams to define project business requirements.
* Mitigating unplanned and emergency changes whenever required.
* Domains worked on Retail, Manufacturing, Finance, Healthcare, Insurance and HR.
* Capable administrator who understands the need for strategic plans, proper resource

allocation, production methods, and leadership to coordinate people and resources.

* Excellent ability to use logic and reasoning to identify issues within a project and remedy those weaknesses until they become strengths.
* Qualified communicator fluent in English and has excellent written and oral speaking and comprehension skills.
* Highly organized individual who understands the importance of a clean workspace and the need to manage time and resources properly.
* Knowledgeable in the procedures for recruiting, selecting, and training employees.
* Well versed with Corporate Communication and project co-ordination.

**Professional Qualification & Skills**

* Experienced with **RPA development with Blue Prism & UiPath.**
* Experienced with **Azure Cloud – Infrastructure, Components and Services**
* Experience with **DevOps** Tools like **GitHub, Jenkins, Docker, Bamboo, Bitbucket, Jira.**
* Experienced in web development using in **Angular,** **ASP.NET**, **.NET Core** **and C#.NET**, **HTML5, CSS, jQuery, JavaScript,** **SQL Server, My SQL** **& Oracle.**
* Experienced in **.Net Framework Versions 4.7 and below**.
* Experience in Database Programming and Development using **MS SQL Server 2016, 2014 and below**. Well versed in SQL **Functions**, **Triggers** and **Stored Procedures**.
* Experience in data access technologies like **ADO.NET, Entity Framework.**
* Experience working with **MS Dynamics CRM and Biztalk Server.**
* Experience with **ITSM, Service Manager and Service Now.**
* Experience in **Three Tier and MVC architecture**
* Experience in providing support and maintenance of the application during production phase.
* Well versed with **Corporate Communication and Project Planning in Agile**.
* Certified in RPA Development - **Blue Prism Professional Developer Accreditation**
* Certified in MCSA: **Web Applications**.
* Certified in Microsoft Specialist: **MS Azure Solutions**
* Certified in Microsoft Specialist: **MS Azure Infrastructure Solutions**
* Certified in Microsoft Specialist: **Architecting Microsoft Azure Solutions**

**Professional Experience**

Currently working with **Softtek India Pvt. Ltd**. [Mar 2019 - Till date]

Worked with **Accenture Solutions Pvt. Ltd.** for 2 Years 7 Months [Aug 2016 - Feb 2019]

Worked with **Tech Mahindra Ltd.** for 2 years 6 months [Feb 2014 – Aug 2016]

Worked with **HCL Technologies** for 9 months [May 2013 – Feb 2014]

Worked with **Infosys** for 1 years 5 months [Jan 2012 – May 2013]

**Software Proficiency**

* **Languages :** C, C++, C# (Console & GUI), Core JAVA, Servlets, JSP, Struts)
* **RDBMS :** Oracle 11g, SQL Server 2016 & below, My-SQL, SQL, PL/SQL.
* **Data Access Technology :** ADO.Net, Entity Framework.
* **Client-Side Technologies :** CSS, jQuery, Ajax, Angular JS, High Graph JS, Canvas JS, Kendo UI.
* **Scripting Languages :** JavaScript, Php, PowerShell.
* **Web Technologies :** HTML5, XML, ASP.NET4.5, ASP.Net Core, MVC5, WCF, Web API
* **Development Tools :** Visual Studio 2019, 2017, 2015 & below, SSMS, MS Dynamics
  + - * 1. CRM, Net Beans, Eclipse, Spring Tool Suite, MySQL Workbench
* **Testing** **:** Selenium, Cucumber, Intel V-tune Performance Analyzer
* **Source Code Repository :** Bitbucket, Source Forge, Git, Visual Studio Team Services (VSTS).
* **Issue Tracking :** Jira**,** GitHub Boards, Microsoft TFS.
* **Deployment Tools** **:** Octopus, Git Lab, Bamboo.
* **RPA Tools :** Blue Prism & UiPath.
* **Cloud :** Microsoft Azure & Google App Engine.
* **Project Management** : MS Project, Jira, Project Insight, Confluence.

**Project Experience - .Net & RPA (Blue Prism)**

**.Net Experience**

1. **Project Title :** Backcheck Wiring Cloud Migration

**Client :** Sterling Talent Solutions

**Role :** Working as Manager, Project Lead & Scrum Master.

**Environment :** SQL Server 2016, ASP.NET MVC, Web API, Web Services, SMTP,

PowerShell, XML, IIS, Entity Framework, Jira, Visual Studio 2019, AWS.

**Description :** Migration of Backcheck Wiring to Amazon Cloud.

1. **Project Title :** Backcheck Wiring**.**

**Client :** Sterling Talent Solutions

**Role :** Working as Manager, Project Lead & Scrum Master.

**Environment :** SQL Server 2016, ASP.NET MVC, Web API, Web Services, SMTP,

PowerShell, XML, IIS, Entity Framework, Jira, Visual Studio 2019.

**Description :** Backcheck Wiring comprises of several verification products for Personnel/Professional verification, Employment verification and Educational verification are introduced. E-Verifications comprises of different systems like Controller 2.0, E Consent, API report, Fulfillment Portal and Fulfillment Services to fulfill the order created for these products. Orders will be created by client facing applications and fulfilled by fulfillment portal and internal applications. Each verification product will contain sub types with its own process for fulfillment and notifications

**Responsibilities**

* Responsible for contributing to overall project objectives and specific team deliverables
* Manage project plan activities and contributes to project plan development in collaboration with Sr Project Manager
* Coordinate documentation, testing, and training efforts related to project plan
* Responsible for managing each development sprint, the daily Scrum and ensuring that the team properly applies Agile development principles.
* Overseen Project scope, resource requirements, budget, timeline, deliverables, and milestones.
* Manage risk through the project life cycle and made contingency plans to manage the issues that pose risk to budget, time delivery and functionality.
* Ensured integration of projects and adjust project scope, timing, and budget, based on the needs of the customers.
* Handle client enquiries in Transmission and Distribution.
* Collect and summarize information in preparation for creating and submitting status reports.
* Set the team aligned to the expectations and their responsibilities and the direction of the project work.
* Educate the team in Scrum, Kanban, and SAFe, ensuring that the agreed Agile process is being followed.
* Help remove impediments and foster an environment for high-performing team dynamics, continuous flow, and relentless improvement.
* Work as a team facilitator and is continuously engaged in challenging the old norms of development to improve performance in the areas of quality, predictability, flow, and velocity
* Helps the team improve and take responsibility for their actions; facilitates the team retrospective. Teach problem-solving techniques and helps the team become better problem-solvers for themselves.
* Facilitates team meetings, including (where applicable) the Daily Stand-up, Iteration Planning, Iteration Review, and Iteration Retrospective.
* Work with the Product Owner in their efforts to manage the backlog and guide the team while facilitating a healthy team dynamic with respect to priorities and scope.
* Address the blocking issues which are beyond the team’s authority so that the team can remain focused on achieving the objectives of the Iteration.
* Guides the team in establishing normalized estimates and helps the team understand how to estimate Features and Capabilities.

1. **Project Title :** Swift Gateway.

**Client :** Cigna

**Role :** Worked as Technical Specialist & Senior Software Developer

**Environment :** SQL Server 2014, ASP.NET MVC, SFTP, SMTP, PowerShell, XML, Main Frame, IIS 8.5, Cognos Cubes, Web Seal, Connect Direct, AngularJS & SSIS, TFS, Visual Studio 2017, Dynamics CRM, Service Now Tool.

**Description :** This project is aimed towards moving files transfers from B2B to Swift and setting them on secure zone. We will use secure zone to send the files to SWIFT. Currently payment files are sent to B2B, B2B sends these files to SWIFT via a VPN tunnel. B2B notify business via emails on every file sent or fetched successfully. Due to security concerns we are moving these transfers from B2B to a Secure Zone. Secure zone will be sending and fetching the files to and from SWIFT along with notifying business.

**Responsibilities**

* Improve the effectiveness, efficiency, and delivery of services with technology and technical methods and methodologies
* Recognizes opportunities for business change, communicates them persuasively to appropriate stakeholders
* Provide deep specialist consultancy, guidance, and support in technical infrastructure (networks, security), systems, databases
* Participates in development and peer reviews of deliverables and carries out formal and informal reviews of technical designs, standards, documentation and/or implementations
* Leads the technical activity (design, build, testing) and assists others in resolving complex technical problems and investigating the root cause of problems
* Liaises closely with service partners and suppliers, third party in significant functional, technical, process, data, or integration decisions

1. **Project Title :** Bazinga (Bank Check Enquiry Portal)

**Client :** Cigna

**Role :** Worked as Senior Software Developer

**Environment :** SQL Server 2014, ASP.NET MVC, Web Services, XML, Main Frame, IIS 8.5, Cognos Cubes, Web Seal, Connect Direct, AngularJS & SSIS, TFS, Visual Studio 2017, Service Now Tool, MS Dynamics CRM.

**Description :** Bazinga is an online portal which helps us to get the bank check with references numbers along with check images from Main Frame System and provides a Search mechanism to compare the check with all companies which are to be out stationed and which are to be sent.

.

**Responsibilities**

* Supporting the technical design process by participating in the analysis of technical application requirements
* Assisting in implementing analyses that will identify requirements related to people, processes, and technology
* Participating in implementing the technical infrastructure
* Assisting in the integration of technical and application components
* Coding and testing program modules; assisting in design
* Maintaining, tuning, and repairing applications; providing user support
* Participating in execution and documentation of tests
* Executing conversion plans and documenting possible improvements; identifying disruptions in the processes

1. **Project Title :** Windows 2012 Application Cloud Migration

**Client :** Cigna

**Role :** Worked as Senior Software Developer

**Environment :** SQL Server 2014, ASP.NET, ASP.NET MVC, Web Services, XML, IIS 8.5, SSIS, TFS, Visual Studio 2017, Azure, Service Now Tool.

1. **Project Title :** Windows 2003/2008 Application Cloud Migration

**Client :** Cigna

**Role :** Worked as Senior Software Developer

**Environment :** SQL Server 2012, ASP.NET, ASP.NET MVC, Web Services, XML, IIS 8.5, SSIS, TFS, Visual Studio 2015, Azure, Service Now Tool.

1. **Project Title :** MSCIS

**Client :** Microsoft

**Role :** Worked as Service Engineer

**Environment :** BizTalk Server, SQL Server 2014, MS Dynamics CRM, ASP.NET WCF Services, XML, Azure, App Insights, IIS 8.0, VSO, Octopus, Power BI, BizTalk 360, Service Now Tool, HP Service Manager.

1. **Project Title :** MS Order Management

**Client :** Microsoft

**Role :** Worked as Developer

**Environment :** BizTalk Server, SQL Server 2014, MS Dynamics CRM, ASP.NET WCF Services, XML, Azure, App Insights, IIS 8.0, VSO, Octopus, Power BI, BizTalk 360, Service Now Tool, HP Service Manager.

.

1. **Project Title :** Store Map

**Client :** Microsoft

**Role :** Worked as Software Developer

**Environment :** ASP.NET 4.5, C#. NET, Entity Data Framework, 4.0, MVC 4.0, SQL Server 2012, JQUERY, High Graph JS, Canvas JS, Kendo UI, JavaScript, HTML 5, CSS, Windows 10, Visual Studio 2015, HP Service Manager, Service Now Tool, MS Dynamics CRM.

1. **Project Title :** In-View Retail

**Client :** Microsoft

**Role :** Worked as Software Developer

**Environment :** ASP.NET 4.5, C#. NET, Entity Data Framework, 4.0, MVC 4.0, SQL Server 2012, JQUERY, JavaScript, HTML, CSS, Windows 10, Visual Studio 2015, ITSM, HP Service Manager.

1. **Project Title :** Windows Mobile Application for SCSM

**Client :** Microsoft

**Role :** Worked as Software Developer

**Environment :** ASP.NET 4.5, C#. NET, Entity Data Framework 4.0, SQL Server 2012, JQUERY, JavaScript, HTML, CSS, Windows 10, Visual Studio 2015, ITSM, HP Service Manager.

1. **Project Title :** STO - Internal Systems

**Client :** Microsoft

**Role :** Worked as Service Engineer

**Environment :** ASP.NET 4.5, C#. NET, Entity Data Framework 4.0, SQL Server 2012,

JQUERY, JavaScript, HTML, CSS, Windows 10, Visual Studio 2015, ITSM,

HP Service Manager, MS Dynamics CRM.

1. **Project Title :** Microsoft Finance Solution Delivery – Dynamics CRM 11 Migration

**Client :** Microsoft

**Role :** Worked as Software Developer

**Environment :** ASP.NET 4.5, C#. NET, Entity Data Framework 4.0, SQL Server 2012,

JQUERY, JavaScript, HTML, CSS, Windows 10, Visual Studio 2015, ITSM,

HP Service Manager, MS Dynamics CRM.

**Blue Prism Experience**

1. Process Title **: Case Order document process**

Client : **CIGNA – Finance/Banking**

Role **: RPA Developer.**

Description **:** Creating a case order with customer details for credit card purpose is a monotonous time-consuming work for Client. Treading through entire Customer details and information and preferences and toggling between various systems. Manual creation of case order used to take 15 min/Resource. The implementation of RPA for this process reduced the time consumed to 3 min (Max -considering system delay) and freeing up resources for various other tasks requiring Manual intervention.

**Responsibilities**

* Manage project plan activities and contributes to project plan development in collaboration with project manager
* Work with Business Analyst, SME for process identification and feasibility
* Identifying and communicating the technical implementation requirements
* Configure new Blue prism processes and objects and maintaining the old repositories of codes developed by other developers.
* Creating and documenting test procedures and scenarios for the Pre-UAT phases.
* Supporting the Operational Teams during the UAT and rollout.
* Participate in structured peer review and walkthroughs.
* Administration of the Blue prism live environment (running processes, maintaining resources PC’s, viewing logs etc.
* Required to attend meetings relating to process development and problem identified with solution.
* Have knowledge of ongoing technologies and where applicable advice the company to take advantage of it.
* Provide trainings to teams when required and serve as a technical mentor to team members.

1. Process Title **: Risk Creation Process**

Client : **Microsoft - Retail**

Role **: RPA Developer.**

Description **:** Objective of this project is to automate the process of booking a risk for insurance coverage. It is tedious process to enter the details of each customer for booking a risk and consumed large number of Man-hours. Also, the verification process is very Mundane but very essential part. Manual creation of risk is used to take 40 min/Resource. The automation of this process helped in reducing the time taken approx. 10min (Max -considering system delay) to enter the customer details and in creating the risk. As part of this process, a new insurance coverage application document is reviewed, validated and then the application entry process is completed.

**Responsibilities**

* Work with Business Analyst, SME for process identification and feasibility
* Identifying and communicating the technical implementation requirements
* Design, Develop, test automation workflows
* Deployment of RPA components: bots, robots, development tools
* Create process documentation
* Supporting the Operational Teams during the UAT and rollout.
* Participate in structured peer review and walkthroughs.
* Administration of the Blue prism live environment (running processes, maintaining resources PC’s, viewing logs etc.
* Managing and investigating exceptions (Business and System Exceptions)
* Support existing processes and implement change requirements as a part of a structured change control process.

1. Process Title **: Promotion Creation Process**

Client : **Microsoft - Retail**

Role **: RPA Developer.**

Description **:** Objective of this project is to automate the process of creating promotions for business process across different countries. Creation of promotion is used to take 10 min/Resource by manually. The automation of this process helped in reducing the time taken approx. 2min (Max -considering system delay) to enter the promotion details and in creating the promotion. As part of this process, promotions details document for various countries are reviewed, validated and then the application entry process is completed.

**Responsibilities**

* Work on solution design against business requirements
* Perform Proof of Concept for feasibility analysis for the proposed automated solution
* Identifying and communicating the technical implementation requirements
* Design, Develop, test automation workflows
* Deployment of RPA components: bots, robots, development tools
* Supporting the Operational Teams during the UAT and rollout.
* Participate in structured peer review and walkthroughs.
* Administration of the Blue prism live environment (running processes, maintaining resources PC’s, viewing logs etc.
* Managing and investigating exceptions (Business and System Exceptions)
* Support existing processes and implement change requirements as a part of a structured change control process.

**Scholastics**

* MBA from Viswa Vishwani School of Business.
* B.Sc. from Sai Sudheer Degree College Affiliated to Osmania University.
* Intermediate from Army Public School
* 10th from Army School.

**Forte**

Ability to learn new technologies faster, good verbal and written communication skills, comprehensive problem-solving abilities, ability to deal with people diplomatically, willingness to learn, team facilitator and hard worker.

* Being a Quick learner, can work in rapidly changing environments.
* Hardworking, exuding confidence and possessing excellent time management skills.
* Self-Motivated, Goal Oriented, Flexibility and adaptable.

**Personal Profile**

Name : Ravi Prakash Pandey

Date of Birth : 29th July 1989

Gender : Male

Marital Status : Married

Languages Known : English, Hindi & Telugu

Nationality : Indian

Passport Number : L7868088

Contact No. : (+91) 9392505719

**Declaration**

I hereby declare that all the statements given above are true and complete to the best of my knowledge and belief.

Date : Ravi Prakash Pandey

Place :