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| **Rajendra Kapoor****Program/Project Management and Release Management** Rajendra\_kapoor@yahoo.com +91-9911301428 www.linkedin.com/in/rajendra-kapoor-70641617/ |
| **Agile Scrum Master Certified** **QC Certified with 98%****QTP Certified with 96%****SCJP Certified with 92%**Education**MCA (Topper)** from UP Technical University, Lucknow in 2006 **B.Sc. (Computer Science)** from Allahabad University, Allahabad in 2003 | Profile Summary  |
| * **14 years** of rich experience in the **management, delivery & growth of IT programs** for key global accounts such as **SailPoint,SNOW,Azure,NAV**
* Extensive business & IT level interaction with C-suite of executives, mapping customer business value chain & process and formulating strategic solutions while ensuring delivery excellence
* End to End project **life cycle management Security domain (IDAM)**
* Responsible for leading the engagement for Migration Strategies and Executions for **Identity and Access Management Tools**
* Gained insightful experience in **managing multiple software development projects** across various geographies while meeting business needs in a fast paced, dynamic and globally expanding MNC environment
* Experienced in managing **Standard Test Processes** and Deliverables (including defect management and quality metric reporting) within the process to streamline testing and support manual testing efforts
* Proven verifiable success in **engagement, account, delivery, portfolio, program & project management** roles with responsibilities involving extensive onsite-offshore delivery expertise as per **Waterfall, Agile and AMS methodologies**
* Champion with a strong focus on quality & governance, and acts an agent for change, facilitating **continuous process improvements** for transformative results and delivering peak-performing teams / improved framework
* Worked as External trainer and **imparted trainings on QTP and testing**
* Resourceful in establishing & nurturing strong rapport with key clients / stakeholders and developing suitable products for them as per their requirements
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| Core Competencies  |

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| Service Delivery Management  | Project Management  |
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| Requirement Gathering  | Quality Management  |
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| Client Relationship Management  | Team Management  |
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| Release Management  | Scrum Master |
| Defect Management |  |
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| Organizational Experience | **Wipro Ltd., Greater Noida as Project Manager Aug ’18- July 20** **Key Result Areas:*** Understood & coordinated client’s needs / enhancements, and provided solutions as per the delivery schedules
* End to End project life cycle management Security domain (IDAM)
* Responsible for leading the engagement for Migration Strategies and Executions for Identity and Access Management Tools
* Participated in the strategic discussion and support the program/project execution plan creation and quality process documents
* Coordination with SailPoint,SNOW and Azure teams
* Point of contact for all the key stakeholders (developers, architects, infrastructure administrators & application owners)
* Coordination & knowledge sharing with offshore team
* Reviewed BRD, Architecture and design with key stakeholders
* Sign off from Customers
* Defining strategy, approach, recommendations & roadmap for IAM Engineering activities

**On actuate Pvt. Ltd., Gurgaon as Release Manager Jan’15- Mar’18** **Key Result Areas:*** Understood & coordinated client’s needs / enhancements, and provided solutions as per the delivery schedules
* Prepared enterprise level design and implemented IT governance, risk & compliance program
* Developed project baselines; monitored & controlled projects with respect to cost, resource deployment, time overruns and quality compliance to ensure satisfactory execution/delivery of the same
* Monitored resource allocations and set-up communication channels across various horizons of the organization structure
* Ensured:
	+ Vendor is implementing, deploying and operating global processes and tools
	+ Efficient management of incidents and problems generated at the helpdesk including escalations
* Worked as Sprint Lead for ePUMA delivery of all L4s in scope from design to development and ST/SIT by coordinating with various teams

**Highlights:** * Delivered **high client satisfaction** and continuous acknowledgements from the client
* Track record of transforming the projects from Red Stage to Green Stage
* Received **Star Award** for the excellence in release management

**Accenture Services Pvt. Ltd., Gurgaon Jul’10-Jan’15****Key Result Areas:****As System Analyst (Test Team Lead):*** Monitored project progress & outstanding issues and ensured quality & timeliness of deliverables; extended post-implementation support to team members by identifying defects, questionable functions & errors
* Provided technical support for troubleshooting complex issues effectively while ensuring minimum downtime & maximum availability of network
* Kept the record of task and shared list to prioritize the activities; tracked the daily check-ins prior to the release
* Worked as an SME for automation framework and provided technical guidance to the team
* Developed the SLA for services and rendered updates for monthly metrics & RTM

**As Sr. Software Quality Engineer:*** Collated requirements specification and created the architecture of Keyword Driven Automation framework for automation
* Developed Generic Functions in VB Script for web applications, user defined functions and reusable actions
* Implemented recovery scenarios to manage unexpected events during test scripts execution
* Managed QTP for regression and bug reporting using QC

**Highlight:*** Received **Propel, Zenith, ACE, Best Lead, Star and Team Awards** for good performance

**Crestech Software Pvt. Ltd., Gurgaon as Software Quality Engineer Jun’08 – Jul’10** **Key Result Areas:*** Worked on test case design and execution for unit level, functional and integration testing using automation tool QTP

**NIIT Technologies Limited, Gurgaon as Systems Engineer Apr’06 – May’08** **Highlight:*** Received **Power to** **NIIT Award** for performance in testing activities
* Imparted trainings to external organisations on QTP and testing as an External Trainer
* Elected as one of the photographers for covering Jaipur Literature festival 2017(JLF)
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| **Client:** Trensio**Client:** Trafigure Global Services**Growth Path:**Jul’10-Jan’12: Sr. Software Quality EngineerJan’12-Jan’15: System Analyst (Test Team Lead)**Client:** MakeMyTripOther Achievements  |
| Personal Details | **Date of Birth:** 22nd April 1981**Languages Known:** English and Hindi **Address:** Usha Niwas, H.No.- 3570, Sector 23, Gurgaon- 122017, Haryana, India **Passport No:** R0055552**PAN No.:** AWIPK1611K**E-mail:** rajendra\_kapoor@yahoo.com |