|  |  |  |
| --- | --- | --- |
| **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 | |
| Core Competencies | | |  |  | | --- | --- | | Service Delivery Management | Project Management | |  |  | | Requirement Gathering | Quality Management | |  |  | | Client Relationship Management | Team Management | |  |  | | Release Management | Scrum Master | | Defect Management |  | |  |  | |
| 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) |
| **Client:** Trensio  **Client:** Trafigure Global Services  **Growth Path:**  Jul’10-Jan’12: Sr. Software Quality Engineer  Jan’12-Jan’15: System Analyst (Test Team Lead)  **Client:** MakeMyTrip  Other 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 |