**Lilly Mary A**

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**Experience Summary**

* 11+ years of IT experience in Product and Project Development & Maintenance activities with 5 years of experience as **Project Manager**. Worked as Scrum Master for 3 years.
* Experience in **Agile – Scrum. Facilitated scrum team** as a scrum master.
* Knowledge of **Artificial Intelligence**, **Retail, Telecommunications BSS/OSS, Industrial Automation and Healthcare** Domains.
* Experienced in Software Development Lifecycle (SDLC), involved in various phases like Requirements, Planning, Analysis-Design, Development and Testing.
* Well versed with **Agile & Waterfall** delivery models.
* Ability to provide functional designs and work with technical design team iteratively to bring out technical solutions.

**Areas of Expertise’s in Project Manager**

* Worked with different international customers and involved in development and maintenance of the Chatbot, based on their expectation.
* Maintain the project Expansive and Revenue details on monthly basis and worked for resource allocation and their resource utilization.
* Responsibility for ensuring **the requirements is defined, prioritized and ready** for the team.
* Worked with Product owner/Stakeholder to get the product features and its development and support plan.
* Presenting Weekly and Monthly Status report to all the required stakeholders.

**Work Experience**

**Acuvate Software Corporation Ltd.,** Hyderabad, India. May‘19 to March ’20 as Project Manager.

**#1 Project**  : ChatBot Development & Support Projects

**Description** : Working in cutting edge AI Technologies like Microsoft Cognitive Services, LUIS, bot framework and SharePoint. Involved in Chatbot development project from inception to adoption of the application. Lead the Support Service Line of Business in Acuavte.

**Tools** : DevOps, o365 Office suite, Share Point **-** 2015, Microsoft office 2017, MS Teams, ServiceNow,.Net

**Clients** : BASF, HMRC, Seadrill, Crowe-UK, AA, Xilinx across Europe.

**Role**  : Project Manager and Scrum Master

**Responsibilities**

* Manage and build client relationships with key decision makers from project inception to post-implementation; ensure customer satisfaction.
* Oversee installation and client acceptance of Acuvate product suites.
* Manage multiple ongoing projects from initiation through delivery utilizing project management methodology.
* Monitor on-site and remote day-to-day activities between client and Acuvate personnel.
* Interact with sales, systems engineering, and product development to ensure continuity between the organizations.
* Plan and manage service schedules, project resources, budgets, and revenue.
* To define and own corrective action plans and escalations in the event of any deviation from the project plan.
* To manage the project deliverables to ensure that they remain in scope of the statement of work, and where deliverables fall out of scope to use the agreed change control procedures.
* To escalate issues to appropriate levels of management within Acuvate and customer
* Preparing and presenting Weekly and Monthly review documents to required stakeholders.

**NCR Corporation Ltd.,** Hyderabad, India. June‘16 to April ’17 as Senior Software Engineer

**#2 Project**  : Unicoop R10FL Integration development

**Description** :NCR’s Self Serve Checkout software has customized for the client requirement. In this project a new solution is created a solution to replace ARS that is high quality and enhances the customer’s experience through R10FL.

**Tools** : JIRA tool, Share Point **-** 2015, Microsoft office 2017, TFS

**Client** : Unicoop cooperative Ltd., Italy.

**Role**  : Requirement Gathering & Scrum Master

**Responsibilities**

* **Elicit requirements** using calls with customers, business process descriptions, use cases, scenarios, and business analysis.
* Conducted and facilitated meetings with the technical team over project design in scrum process.

**Virtusa Software Services Pvt. Ltd.,** Chennai, India. Aug ‘10 to Oct ‘14 as Senior Consultant

***Key Deliverables***

* Part of the Technology – Delivery Team.
* Worked with the Business Stakeholders & technical Teams.
* GAP & Requirement Analysis from Business Process point of view. Scope.
* Preparation & Review of Business Requirement Specifications (BRS Document), Project Plan, & Functional Requirements.
* Requirement walk-through to the technical teams (Solution, development teams). Worked with the enterprise architects for the Complexity assessment & Solutioning of the application.
* Conducting Scrum meeting. Agile (Scrum) & Kanban process.
* Prepared the burn down charts and ensure crystal clear communication among everyone involved in the project
* Worked with the development teams & client during application development for addressing queries & providing clarifications.
* Review user test cases created by testing team. Support in User Acceptance Testing (UAT) for various applications. Implementation & Rollout of new software’s.
* Worked with other teams and the Client to achieve the Deliverables in the specified TAT. Worked as offshore SPOC.

# #3Project : Customer Services Phase 2

**Description** : TUI Travel Plc is a travel agency which operates all around the world. Customer Services Phase 2 project enables us to create and maintain Single View customer details. The main objectives of the CS Phase 2 solution enabled the company to move from a manual entry system to an online system.

**Tools :** MS Project 2010, PM Metrics, PEGA

**Client :** TUI Travel Plc, UK

**Role :** Scrum Master /Project Manager

**#4 Project**  : Java Connector API development

**Description** : Syncsort DMX application is an ETL tool which is used to connect various data sources such as Flat file, internal data source, SAP application, Salesforce.com, IBM Web sphere Message Queue and perform ETL operation on it. Above data sources are connected using an API Data Connector with minimal effort.

**Software :** VC++, C++, .Net, JAVA, UNIX, Windows and MS-Project

**Client :** Syncsort, United States

**Role :** Scrum Master/Business Analyst

**#5Project**  : White Label Management System

**Description :** The WLMS2 software stack allows BT Wholesale to wrap up BT’s calls and broadband services in a white labeled solution that allows third party communication providers to commercially offer their services to their end customers.

**Software** : Net Cracker RBM & PCM, C++, PL-SQL and MS-Project

**Client** : British Telecommunication, United Kingdom

**Role**  : Project Leader

**#6Project**  : Rating & Billing Manager Custom & Core Development

#### Description : Rating& Billing Manager (RBM) is a convergent active revenue system, which is mainly used for online services such as Internet, pay-per-view TV, video on demand and etc. Core team works with product maintenance and feature development activities. Solution team works with customization of product depends on client requirement

**Software** : C, C++, UNIX, PL-SQL and PERL

**Client** : Convergys IMG, Hyderabad, India

**Role**  : Developer & Team Leader

**Cognizant Technology Solutions,** Chennai**.** June 2007 to Feb 2008 as Senior Associate

**#7Project**  : Portable NextGen Development

**Description :** Portable NextGen (PNG) is the next evolution of D&B Entity Matching solution. PNG will allow D&B to maintain ownership of the intellectual property that makes up Entity Matching and ensure the consistent, high quality results that customers expect while concurrently allowing NextGen to be made available at multiple installations within D&B or outside of D&B.

**Software** : C++, STL, VSS, MS Visio, PVCS, JAVA, Red Hat Linux, QT

**Client** : The Dun & Bradstreet Corporation, USA

**Role**  : Project Lead

#### Responsibilities

* Involved in requirement Gathering and its Analysis.
* Working with SMEs and leads in planning and resource estimation.
* Leading and guiding the team to achieve customer requirements
* Regular meeting with Client, Competitor and Onsite Coordinator to meet the deadline.
* Involved in High Level design document development
* Involved in Task allocation and its status check.
* Involved in Project Management activities like Defect Management, conducting meeting, evaluating team performance and tracking configuration management activities.
* Weekly status report for the team shared with Client and Leadership team.

**Patni Computer Systems Ltd, Mumbai.**July 2004 to June 2007 as Software Specialist

***Key Deliverables***

* Software development of applications based on C++, VC++, XML, ATL COM and Windows.
* Maintenance/Support of the existing software’s developed.
* Implementation of new software’s. Rollout of New Applications.
* Co-ordinate with other Departments, Teams to achieve the Deliverables in the specified TAT. Worked as Knowledge champion for the account.
* Manage team of Software engineers.
* Attended **Project Training in Client office - RA office**, Cleveland, Ohio, USA

**#8Project**  : QTP Framework Development

**Description :** This Application is mainly used for effective automation testing. It saves 50% of automation testing time. It avoids the necessity of redundant test case creation with minor changes. It developed in such a way that it will support for all type of application like Windows, SAP, ERP.

**Software :** QTP APIs, VB Script, and VSS, QTP Pro, Quality Center

**Client :** Patni Computer Systems, India

**Role :** Project Leader/Business Analyst

**#9Project :** Midrange Flare Development

**Description:** The project involves providing support for EMC's Clariion Mid-Range Arrays.

The project works in an offshore-onsite model.

**Software :** C, C++, Remedy User, VPN, Flare Drive

**Client :** EMC Corporation, USA

**Role**  : Module Leader

**#10Project**  : RA-Add On Profile Development

**Description :** RA’s RSLogix 5000 Enterprise Series software offers an easy-to-use, IEC61131-3 compliant interface, symbolic programming with structures and arrays, and an instruction set that serves many types of applications. It is designed to work with Rockwell Automation's Logix Platforms and the Logix5000 family of controllers.

**Software :** VC++, ATL COM, RA-AOP SDK, XML

**Client :** Rockwell Automation, Ohio, USA

**Role :**Technical Leader

**Megasoft Ltd, Chennai.**Jan 2004 to June 2004 as Technical Associate

**#11 Project**  : Acceliant (Clinical Trial solution)

**Description** : This is a software tool for streamlining the clinical trial phase of pharmaceutical drug development life cycle. It’s a web-based system that process large amounts of clinical information providing data for decision-making.

**Software :** STL, VC++, ATL COM

**Client :** Emmed, USA

**Role :** Team Member

**Education& Certification**

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| **Course / Certification** | **Institute** | **Completion Year** |
| B.E. (ECE) | Government College of Engineering, Tirunelveli | Apr 1998 |
| ITIL V4 Foundation | Axelos and PeopleCret Institute | May 2020  No. GR671148431LM |
| Project Management for Managers | Indian Institute of Technology,  Rooorkee, NPTEL | Oct 2017 |
| Agile Program Management Framework (APMF) | NCR Corporation, Hyderabad | Dec 2016 |
| Certified Project Management Professional (PMP) | Intelligent Communication Systems India Limited. (V Skills) | Mar 2016  Reg. No: 12109 |
| Scrum Master Accredited Certification (CSM) | International SCRUM Institute | June 2015  Authorized Certificate ID– 69491459390148 |
| Post Graduate in Project Management (PGPM) | Loyola Institute of Business Administration, Chennai | Nov 2012 |

**Technical Skills**

**Database :** MySQL, MS – Access, Oracle, PL-SQL,

**Languages :**VC++, C#, .Net, HTML, Perl, XAML, Java, Python, Node.Js, XML,

**Application Server :** SQL Server

**Office Tools :** MS Word, Excel, PowerPoint, JIRA, MS Project, MS-Visio, TFS, Movie Maker

**Operating Systems :** Windows XP/2000/2007, UNIX, Linux

**Version System :** VSS, CVS, Clear Case, GitHub