SHARATHCHANDRA S NAIR (CSM)

Hyderabad, INDIA ⎮ 9703181216 ⎮ Sharathnair19849@gmail.com

PROJECT & PROCESS MANAGEMENT

AGILE PROJECT MANAGEMENT • SCRUM • Kanban • Safe Agile • CONSULTING • ANALYTICS • Process IMPROVEMENT • LEADERSHIP

D

Experienced project manager and Certified Agile practitioner with around 10 years portfolio of success driving **Project Management (Infrastructure / Agile / SDLC / Scrum / Kanban / Lean)**, Process improvements, business systems consulting, business operations excellence and major projects across the telecom and health care industries. Finely honed leadership, strategic & critical thinking, relationship building, negotiation, communication, analytical, and problem-solving skills.

Seasoned Agile practitioner with proven experience in Agile frameworks and Agile coaching. Experienced in bring legacy teams in Agile frameworks such Scrum and Kan-ban, implementing SAFE work to bring multiple teams and portfolios into Agile.

CCore competencies:

- **Project Management (SDLC/Agile)**
- **Scrum Master**
- Process Improvements
- Training Facilitation
- **Business Analysis**
- **Agile Facilitator**
- **Agile Coaching**
- **PM tools – Clarity/MSP/Rally / Jira**

- **Program Management**
- **Project Management**
- Requirements Gathering
- Business Review Meetings
- Stakeholder Relations
- Portfolio Management
- Issue & Risk Management
- Root Cause & Gap Analysis

- Dashboards & KPI Metrics
- Resources Analysis & Management
- Workforce Management
- Data Mapping
- Continuous Improvement Strategies
- Team Building, Leadership & Mentoring
- **Change Management**

QUALIFICATION HIGHLIGHTS

✓ Expertise in **Agile Project Management, SDLC, Scrum Master, Release Train Engineer, Agile Coach**

✓ **Adept at reducing expenses, improving processes,** mitigating risk & loss, and leading large-scale systems migrations & projects.

✓ **Expertise in leading key business projects** involving in-depth analysis, process design, reporting, and team leadership & training.

✓ **Proven ability to communicate, collaborate, and negotiate** effectively with professionals at all levels of an organization.

✓ **Technically skilled in:** MS Word, PowerPoint, Excel, Access, Outlook, Project, SQL, MSP, Rally, Clarity

✓ **Dedicated to identifying and leveraging opportunities** to drive improvements and develop best practices.

✓ **Skilled in mentoring, training, and motivating** high-performance, cross-functional teams.

✓ **Big-picture strategist,** with solid hands-on tactical execution skills.

✓ **People Management,** handled team greater than 200 in strength

✓ **Business operations excellence**

PROFESSIONAL EXPERIENCE

Invesco, Hyderabad, India   Oct 2017-Present

Agile Project Manager/ Scrum Master / Coach

Established a new self-organizing scrum team by training on agile fundamentals and coaching team for sustaining changes introduced. Implemented agile process for projects by training team to use Jira and Rally. Introduced Scrum and Kanban Frame works for the project.

- Handling 3 squads as Scrum Master and Agile coach
- Drafted company-wide Agile best practices and policy which was incorporated in executive Project Management guidance
- Creation of Agile (Center of Excellence) with in the company and owned the process of Asia – pacific teams
- Implementing Safe and Team of Team practices with the technology teams

PROFESSIONAL EXPERIENCE

- Help teams introduce Scrum into respective teams with training and facilitation
- Agile Facilitation and training (Defining Agile training approach for teams)
- Training of Scrum Masters,Dev team and PO's on Scrum and setting up working Scrum teams for the same.
- Cross functional training to the teams
- Provided daily communications, scrum notes, sprint reviews reports, project retrospectives, and regular snapshots of project velocity and budget burn rate.

Project Manager

Working with PMO and Infrastructure demand team on business-critical delivery projects and process improvement initiatives while implementing Agile and Lean principals. Working as Agile / SDLC Project Manager responsible for managing and motivating Agile project groups in order to complete tasks in a timely manner and deliver a high level of performance. In this process I combine project management practices with Agile development requirements and to get involved with team management, planning, customer support, and process management. Expert knowledge of Agile and SDLC methodology, time management, multitasking, leadership, attention to details, excellent oral and presentation skills.

- Working with technology and operations group to implement best practices and process
- Working on Change Management and change management tool
-
- Lead Process improvement initiatives with engineering group
- Help teams with MDI modals and improvements
- Lead Tech RPI (Idea creation) initiatives for Hyd office
- Lead workshops for process improvements

Infrastructure Project Manger

Working with demand team as PM for Corporate properties and have completed 6 projects

- Identify infrastructure goals and project delivery clearly.
- Work with Vendor and get quote for the requirements
- Work with AV, Telephony, Voice, Desktops to define what would be the scope and cross verify with vendor.
- Work for procurement with team.
- Define all activities necessary to acquire project goals and objectives.
- Identify needed members for project team.
- Record document concisely and clearly all project plan.
- Identify prime risks and limitations within project plan.
- Evaluate and determine plan variance from project performance.
- Oversee precise project results to identify if relevant quality standards area attained.
- Collect and present performance information related to infrastructure projects.
- Identify prospective conformance and rigid concerns associated with project initiatives.
- Identify probable impact to associates, clients and shareholders.
- Perform with subject matter experts all through organization to gather entire business needs required to attain project goals.
- Conduct change throughout project inclusive of schedule, scope and team membership.

PROFESSIONAL EXPERIENCE

- Collaborate effectively with infrastructure associates across entire business units along with management levels.
- Identify prime cause of contention or disagreement plus recommend corrections as necessary.
- Ensure to capture, prioritize and solve project problems in organized manner

Optum / United Health Group, Hyderabad, India   Jan 2015-Oct2017

UnitedHealth Group Inc. is a multi-national managed health care company based in Minnesota USA. Its two operating businesses, UnitedHealthcare and Optum, serve approximately 70 million individuals throughout the United States.

Project Manager

Charged with driving business-critical projects; Implementation of process operation and technology to support Clinical integration migrations to manage and plan operational, reputational risk; identifying gaps to close, reduce errors, and increase throughput yield.

- Manage multiple projects in Sr. PM, Scrum Master and RTE role
- Agile Coach
- Establish delivery timelines across project teams which support flexible fulfillment capabilities and migrate cross product team risks and dependencies.
- Responsible for overall coordination, status reporting and manage deliverables associated with high-visibility.
- Lead and help develop project scope statements, in consultation with applicable stakeholders (program / project charter, Statement of Work, Business Requirements Document and Process documentation
- Define SLA's
- Collect, analyze and maintain financial forecast information (e.g., labor, hardware, software), using input from applicable finance sources
- Established/ apply quality objectives, criteria, standards and levels using appropriate quality management methods, with stakeholder input (key performance indicators, scope definition)
- Develop, communicate and implement program / project risk / issue management plans and strategies
- Manage tasks through end to end testing with down and upstream applications
- Provide all necessary communications and status information to leadership.
- Consistently delivered end-to-end project management, demonstrating ownership of entire process from initiation to closure
- Improve the productivity of the team in any way possible.
- Analyze and collaborate with the project team to resolve technical hurdles and co-ordinate releases.
- Identify and mitigate impediments.
- Ensure that the team produces results and adheres to timeline.
- Provide suggestions and improvements, when needed for better performance.
- Conduct daily stand-ups, sprint planning, sprint reviews and retrospectives.
- Coordinate with internal team partners towards on-time delivery of critical projects and programs for their teams.
- Manage dependencies between onshore and offshore resources.
- Work as Scrum Master
- Conduct daily stand-ups, sprint planning, sprint reviews and retrospectives.
- Delivered 5 project so far in this tenure

PROFESSIONAL EXPERIENCE

Intense Technologies, Hyderabad, India	March 2014-Dec 2014

Intense Technologies is a global enterprise software products company in telecom domain

Senior Business Analyst │ Project Lead

Hired to advise executive leadership on vital business improvement strategies and projects; report directly to VP of PEG group. Appointed Operational Readiness lead for UniserAssure system. Drive efforts to identify and mitigate Risk, improve processes, develop best practices, measure KPI performance metrics, rationalize resources, and lead cross-functional teams.

- Conducted in-depth review of commercial business and consulted on business improvement initiatives.
- Identified and prioritized process improvement.
- Established and monitored KPI metrics to measure improvement gains.
- Played key role in developing best practices to improve communications, results measurement, and engagement management.
- Developed data quality and tiered risk control framework for ensuring incoming data from enterprise data warehouse was validated prior to upload and consumption by Resolution Health Inc. (RHI) data repository.
- Conducted gap analysis initiative, and developed data and architecture mapping.
- Identified and led process improvements for existing products; gathered requirements with business innovations team, and created baseline requirements with risk log.
- Introduced change control processes for existing clients based on root cause analysis, created training materials, facilitated training for Business Analysts, and managed KPI metrics, dashboards, and reporting.
- Managed delivery of streamlined, accurate performance data, which significantly enhanced reporting capabilities.
- Created and introduced RHI monthly operating dashboard and monthly business review meetings.
- Working with product management team to come up with new solutions and services evolving the existing technologies and venture out to find new business opportunities in form on new project
- Implementing solutions that enable the organization to achieve its goals.
- Engage in analyzing customers business needs and uncovering them in Customer Market plans to direct them to resolve these issues.
- Work with multiple teams within the account to understand customer requirements and analyze the areas of improvement for smooth transition of business.
- Experience of performance management tools like developing KPI and managing SLAs of various processes in Reporting and Business Analytics.
- Provide a range of analysis work, from high-level single frames to detailed reports, to support the firm's strategic decisions on consumer business industry, and other emerging business topics.
- Handel a team of junior BA's and marketing team

Sutherland Healthcare Solutions, Hyderabad, India	2010- March 2014

Senior Business Analyst (Add On Services - Allscripts)

Working as a Senior BA to provide pricing solutions for Add On services for Allscripts

- Gathering requirements and documentation of the services requited
- Qualify the requirements
- Prepare required documentation on portal
- Provide description on services to be provided
- Provide pricing for the services requested
- Coordinate with technology team to get the estimation and services details

---

- Coordinate with SSO team to get the contract in place for the client
- Coordinate with onshore team to get the right fitment for the services
- Help client with updates and feedbacks

Senior Business Analyst (Technology- Allscripts)

Hired into implementation team to work with Tech Ops team in implementing EHR and EMR application for onshore clients of company and work on analysis of day to day operations of Tech Ops team.

- Gathering project requirements and documentation of the requirement for the project
- Prepared documentation for tracking, monitoring, and escalating risk related issues to executive leadership.
- Work with multiple project teams within the account to prepare CR and understand the areas of improvement for smooth transition of business.
- Gather information from SOW's and maintain quality as per company standards.
- Mentored a cross functional team of resources to deliver quality products.
- Responsible for planning of resources and their allocation across projects.
- Monitor quality and track timeliness of deliverables against Milestones for each project.
- Share regular updates on project status with Onshore, Off-shore PM's and CSM. (If needed Customers as well).
- Engage in project planning and prepare Cost Management sheets for every project.
- Work with clients to get the Sow Signed and PO generated from customer to submit invoices.
- Validate hours clocked by the resources against projects to measure bottom up values.
- Prepare reports and share it with Directors to plan for next project proposal.
- Maintain Tier pyramid for success of the project, if needed skill lower tier resource on cross functionality.
- Work with Team pricing team to get the Agreements mapped for each project.
- Work with Finance team to Baseline the funds for the project.
- Preparing business process models, defined milestone deliverables, and established critical success factors.
- Understand the structure, policies, and operations of an organization, and to recommend
- Implementation of the Enterprise EHR (Health care ERP level product) offered by Allscripts.
- Multiple module implementation to meet requirements as specified in the project plan.
- Carry out the implementation of Allscripts EHR solutions and designated third party products.
- Deliver application training to clients or employees on line (in a virtual classroom environment), via telephone.
- Analyze and resolve/escalate problems encountered by the team during the implementation of all products/systems.
- This will include detailed issue escalation and resolution through interaction with third party vendors.
- Unit testing of the installed system to ensure basic system integrity and enhanced system workflows.
- Assist the customer with setting parameters and configuration necessary to deliver the functionality defined in the solution requirements documentation.
- Serve as the client's application expert, ensuring the system set up supports workflow decisions.
- Provide off-shore, front end systems support, resolving as many client issues as possible while on site, troubleshooting technical and application issues for remote support staff and advising the client on workflow issues.
- Assist with the generation of all necessary reports and tracking systems. Complete all necessary reports in a timely manner.

EDUCATION & CREDENTIALS

Bachelor of Engineering in Electronics (2009 - Pass out) • Nagpur University, Nagpur, MH
Diploma in Electronics and Communication • Nagpur Technical Board, Nagpur, MH
Certified Scrum Master
Six Sigma and PMP Trained