

Client Information

Summary of Qualifications

I am a certified Project Manager & Business Analyst professional who delivers full-cycle enterprise technology solutions, as well as being expert in architecture application development. Highly proficient in SCRUM, Kanban, SAFe & Agile methodologies, I lead multi-disciplinary teams in developing Proofs of Concept that drive innovation.

Selected Accomplishments

- Implemented 11 CRM projects simultaneously across Telecommunications, Pharma, & Consumer Goods industries that include a sales management system processing >60K orders for a \$2B business unit & automation of a global sales & marketing solution
- Managed BA Center of Excellence for a Business Consulting division of a Fortune 500 company
- Achieved multi-million dollar savings by leading innovation teams for following projects: Dialer Optimization (\$10M+) & Agile Transformation for Recoveries Tech
- Conceived business case for “Rewarding for Good,” selected as a “best idea”

Tools

Serena ChangeMan; ChangeMan ERO; Jenkins; RDz; RDT; RAA; Compuware Topaz; Micro Focus EDz; Ruby on Rails; Siebel List Management; Siebel ePharma; Siebel eConsumerGoods; Siebel Analytics

Professional Experience

Company

2012 – present

Program Manager

- Manage \$21M resiliency program to improve resiliency of TechOps applications through their lifecycles (proposal to implementation)
- Lead portfolio management strategies for Card Customer Experience Command Center to achieve optimal ROI
- Advise Card Executive Leadership team in prioritizing initiatives & creating roadmaps based on Value/Effort framework
- Identify & mitigate technology risks by developing best practices framework for risk management through my implementation process
- Transform Resiliency Governance program to facilitate rollout of best practices & create transparency regarding types of risks, enterprise-wide
- Support Resiliency Steering Committee (an OCC mandated and audited meeting), providing content related to risk, as well as Business Continuity functions
- Achieve Continuous Integration & Continuous Delivery by creating DevOps architecture through code integration, adoption of COTS tools, Proofs of Concept for mainframe modernization, & test automation for legacy mainframe & distributed systems
- Managed global staff of 27+

Company Technology Solutions (India & USA)
Manager for Consulting Projects

2006 – 2011

- Managed 6 Business Analysts to gather requirements for Verizon's implementation of Siebel 7.8.x solution to automate their Quote to Order lifecycle for >8K users, processing > 60K orders annually
 - Developed architecting solutions, gap analysis, process flows, mock-ups, project roadmaps, test scenarios, IST & UAT & go-live implementation
 - Managed 5 SCRUM releases to deliver key usability requirements
 - Achieved flawless migration from legacy systems by defining system rules for data loading
 - Coordinated action items and managed requirements with both onsite & offshore development teams
 - Supported end user throughout application adoption via demos, training documents, providing clarifications, and responding to questions
- Managed Organon Italy's global salesforce automation & analytical reporting solutions application developed in Siebel CRM v7.8 and Siebel Analytics v7.8.4.x
 - Analyzed country specific customer expectations from Kernel SFA & Analytic)
 - Designed the Specification for the Analytics & SFA system Based on the customer requirements and feedback
 - Created the Test Plan, Integration/System Test Cases and drive the System Testing effort onsite

Company Name

2004 - 2006

Business Analyst

- Implemented salesforce CRM application for British American Tobacco in the UK & Ireland
- Migrated from Siebel 6.x application as well as acquired company's proprietary application
- Prepared the functional specification document for the requirements of the new application
- Conducted implementation methodology training to the project team
- Managed client's change management and training programs

Britannia Industries Ltd

2002 – 2004

Area Sales Manager

- Led 30 salespersons responsible for annual \$16.5M for sales
- Managed supply chain logistics for 3 warehouses and 57 distributors
- Implemented sales management system for critical redistribution locations

Certifications

Stanford Certified Project Management (SCPM); Certified Business Analyst Professional (CBAP); Certified Scrum Product Owner (CSPO); Certified Scrum Master (CSM)

Education

XLRI School of Business, MBA – (concentration in Marketing & Information Technology)
Bharathiyar University, Bachelor of Engineering – Computer Science