

PROGRAM / PROJECT MANAGEMENT PROFESSIONAL
Coordinate Complex Programs and Deepen Client Relationships

My passion is in delivering technology products and services in a cost-effective manner with high quality, so that my customers achieve business growth and profitability. I have led multiple Agile projects to deliver products with 20% development efficiency, managed global contracts to ensure customer KPI and efficiency savings, and drove security compliance in new programs/products within a year.

Expertise in:

- R&D Program Management
- Cost Management
- Customer Support in Deployment
- Certified PMP, Certified Scrum Master
- Outsourced Off-shore Contract Management
- Scrum Development Management
- Security Compliance Management
- Data Analytics

TECHNICAL SKILLS

Wireless, C++, Java, Excel, MS Projects, Python, R, Octave, JIRA, Hadoop, Tableau, Machine Learning

KEY ACCOMPLISHMENTS

- Led transition of 200+-member R&D projects to introduce Lean and Scrum methodology in product development cycle and deliver over multiple releases. Worked with customer account and development teams to prioritize backlogs and Sprint delivery plans, generating 20% development efficiency to mitigate resource constraints.
- Managed \$50M outsourcing contract of legacy wireless product operations. As a client partner interface, tracked overall 100+ key contract deliverables in R&D and IT transition of 5 business units to off-shore vendor in a major business transformation exercise. Pushed for continuous improvement in vendor performance and processes and identified value leakages in budget, cost estimates and forecast, ensuring 20% efficiency savings.
- Lead implementation, practice, and certification of security compliance requirements for 30+ Nokia Wireless products to ensure they meet regulatory NSA and enterprise US customers' information security policies and specific hardening and vulnerability incident requirements. This allowed Nokia to be able to conduct business with US enterprise and government customers.
- Led 25-member software development team to deliver products to U.S. and International customers as well as to manage its 24x7 critical support in those deployments

PROFESSIONAL EXPERIENCE

NOKIA CORPORATION, Murray Hill, NJ

2016 to Present

Program Manager, Information Security, Business Transformation

Lead implementation, practice, and certification of security compliance requirements for 30+ Nokia Wireless products to ensure they meet regulatory NSA and enterprise US customers' information security policies and specific hardening and vulnerability incident requirements. This allows Nokia to be able to conduct business with US enterprise and government customers.

- Took leadership over entire business line, reporting to Vice President and working with various program and product management teams, R&D, customer support, and security engineer teams to reach compliance within one year.
- Drove training efforts in 5K-strong R&D global organization and developed easy-to-understand FAQ, building awareness and practice of security compliance requirements for US customer market.

ALCATEL-LUCENT, Murray Hill, NJ

Program Manager, Business Transition Governance (2014 to 2015)

Managed \$50M outsourcing contract of legacy wireless product operations. Tracked overall 100+ key contract deliverables in R&D and IT transition of 5 business units to off-shore vendor in a major business transformation exercise.

- Pushed for continuous improvement in vendor performance and processes and identified value leakages in budget and forecast, ensuring 20% efficiency savings.
- Attained end-customer KPI targets per contract agreements by monitoring product metrics.

Scrum Release Project Manager, Wireless Systems (2011 to 2014)

Led transition of 200+-member R&D projects to introduce Lean and Scrum methodology in product development cycle and deliver over multiple releases.

- Worked with customer account and scrum development teams to prioritize backlogs and Sprint delivery plans, generating 20% development efficiency to mitigate resource constraints.
- Worked closely with senior management, monitoring multiple scrum teams' Sprint completions, burn charts, velocities, and retrospectives to identify and mitigate resource, skill, or other impediments.
- Mentored scrum team members, when necessary, including off-shore teams, improving proficiency at estimations and increasing success at meeting Sprint targets.

Release Project / Program Manager, Wireless Systems (2003 to 2010)

Headed 200+ member projects for delivery of multiple wireless CDMA data product releases to global 30+ customer base, meeting customer KPIs. Product continued to have highest customer satisfaction scores release over release.

- Developed and executed on project plans, including risk mitigation for delivery commitments.
- Supported senior management, driving decision reviews and risk mitigations to address resource constraints against delivery targets.

ADDITIONAL PROFESSIONAL EXPERIENCE

LUCENT TECHNOLOGIES, Whippany, NJ

1995 to 2002

Technical Manager, Wireless Software Development, Test, and Deployment

Guided 25-member software development team to deliver 1st 3G wireless system to U.S. and international customers and to manage its 24x7 critical support in customer facing role in those deployments.

EDUCATION

Pursuing Data Analytics and Big Data Graduate Certification
RUTGERS UNIVERSITY, NJ – completing 2018

Hadoop and Data Analytics training
UNIVERSITY OF SAN DIEGO COMPUTING CENTER

Master of Science (M.S.), Electrical and Computer Engineering
DREXEL UNIVERSITY, PA

Bachelor of Science (B.S.), Electrical Engineering
JADAVPUR UNIVERSITY, India