

JAGDEEP S SETHI

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Accomplished Senior IT Executive, with “CAN DO” attitude, result focused, analytical, detail oriented, business strategist, and ethical Senior Information Technology Executive with more than 25 plus years of experience in leading, implementing, and delivering IT solutions in highly complex business and IT challenges; has experience in overseeing functional, technical (solution development), and infrastructure activities including program management, project management, reporting & executive presentations, and team mentoring.

A collaborative and an adaptive team leader who has a 360-degree view of technology management and implementation of complete SDLC of any IT solution.

Diversely experienced in building and implementing solutions – ranging from Oracle Database, Oracle eBusiness Suite, PeopleSoft, and fusion middleware (SOA) Implementation, Datacenter commissioning and migrations, Disaster Recovery, Business Continuity, ETL Solution, Web solutions, COTS products, and large data migrations.

A resourceful executive with strong a business acumen - knows where to tap for results and explore any depth and width to understand the technology and data to achieve the desired and targeted goal.

CORE COMPETENCY

Project Management

- Program & Project Management
- Costing and Budgeting
- Project Scheduling
- Risk Analysis & Risk Mitigation
- Clear Communication & Reporting
- Enterprise IT Implementations

IT Lifecycle

- Software Development Lifecycle (SDLC)
- Scope Requirement & Business Analysis
- System Engineering / Infrastructure
- Disaster Recovery & Business Continuity
- Post Production Support
- Upgrades & Migrations
- System Migrations & Integrations
- Implementation of QA Standards

Value-Added Leadership

- Cross Functional Alignment
- Team Building & Mentoring
- Client Management
- Vendor Management
- Executive Presentations
- Change Management in BA ventures

Technology

- Oracle Fusion Middleware
- Oracle Enterprise Manager (OEM)
- Oracle Cloud Deployment
- Oracle ERP (E-Business & PeopleSoft)
- Document Management
- Oracle Database
- ETL / Data Management

INDUSTRIAL SECTOR I HAVE EXPERIENCE DOING PROJECTS IN:

- Finance
- Hospital / Health Care
- Government
- Online Business
- Insurance
- Manufacturing
- Datacenter
- Automobile
- Pharmaceutical

PROFESSIONAL EXPERIENCE:

Consulting Company: Paragon Solutions (now part of CGI)
(Senior Project Manager)

Aug 2017 till date

- Facilitate effective global cross-functional communication, leadership and execution on quality and compliance related objectives of the initiatives.
- Facilitate a RFI/RFP process by gathering requirements/capabilities from business and IT, identifying vendors and creating an evaluation framework.
- Work individually and collaboratively with team members to ensure breadth and granularity of strategies, standards and reference architectures for consistency and integration.
- Global cross functional alignment, resource management at global level, collaboration direction, identifying, resolving issues, organizing work assignments for equipment, people, finances surrounding the project, program.
- Deliver Project Management Program, ensuring that the established Celgene established program and project management controls, processes, templates, and tools are consistently employed and are working as intended.
- Ensure that projects are properly executed, monitored, closed along with the required knowledge transfer/training and documentation (including the Run Book).

- Develop and maintain roadmaps, which include product selection, versions, upgrades, projects, and milestones; conduct research focused on identifying emerging technology solutions that reduce costs, increase efficiencies, provide more value, provide more capabilities, reduce risks, and increase security
- Build and maintain MS Project Plan of the project on Office 365 and local Microsoft Project software, ensuring adherence to scheduled project deliverables, milestones, and required tasks.
- Responsible for executive reporting and steering committee meetings and presentations.
- Responsible for the following projects in the ERP stream:
 - ✓ “Business as Usual” related activities
 - ✓ EBS dot version Upgrade & Proactive Patching
 - ✓ Implement Single Sign-On using Oracle Cloud solution (IDCS) and Ping Federate product
- Pharmaceutical Stream:
 - ✓ Clinical Data Management
 - ✓ Upgrade of vaccine custom software
 - ✓ Started working on Veeva tool for data migrations to cloud
 - ✓ Data archiving and Data lifecycle management

Consulting Company: GCOM Software (Sr. Exec. Project Manager)

Jul 2016 to Present

Client: Fire Department of New York City

- Responsible for delivering solution which is built leveraging Accela application, Oracle products, VMWare, and other third-party applications/software.
- Lead the strategic development, implementation, application, quality and validation, and continuous improvement of delivery assurance processes and systems meeting both operational and regulatory requirements.
- Facilitate effective cross-functional communication, alignment, collaboration, leadership and execution on quality and compliance related objectives, plans, and priorities.
- Provide expert advice to leadership and cross-functional area managers on implementation, quality, testing and validation, regulatory, compliance, and documentation related issues, including those with department-wide or external impact.
- Provide leadership and direction to ensure documentation and testing practices meet applicable regulatory requirements, company policies and quality standards, using sound computer system validation and QA testing practices.
- Work with project managers to establish work scheduling plans in support of project schedules. Provide resource estimates for building and delivering, QA solution related to project and budgetary planning.
- Manage resource allocation to approved projects and ensure project timelines are met.
- Deliver Project Management Program, ensuring that the established program and project management controls, processes, templates, and tools are consistently employed and are working as intended.
- Build and maintain MS Project Plan of the project.

NTT Data (Sr. Technical Project Manager)

Nov 2009 to Jul 2016

Community Health Network of Connecticut (CHNCT)(Jan 2015 to May 2015)

Sr. Project Manager – Application and Database – Implementation & Integration. Responsible for direct interaction with the client for this assignment. Spearheaded the following projects:

- Architected and Implemented Asset Management Solution.
- Architected and implemented Data Purge and Data Scrubbing Solution.
- Migration of entire Disaster Recovery (DR) Datacenter, from Managed area to Co-Location area.
- Migration of SQL Databases – from Avamar backups to IDERA SQL Safe backups.
- Developed and maintained budgets and forecasts.
- Day to day Help Desk Activities.
- Reduced 20% cost of project execution via strategic planning and efficient resource allocation.
- Saved \$25,000.00 in infrastructure costs.
- Reduced \$75K in annual operating costs via license and infrastructure consolidation, efficient resource allocation.

- Achieved 60% increase in efficiency and productivity via process management.

Internal Project

- Saved \$500,000 in migration costs.
- Scheduled migration of PeopleSoft ERP, Outlook, SharePoint, and custom solution, VMWare virtual machines (1500 plus), physical servers, storage, and ESX servers to the new datacenter.
- Assisted in the shutdown of the old datacenter and closure of the project.
- Responsible for developing and maintaining budgets and forecasts.

YUM! Food Brands (Sr. Program Manager)

- Defined program objectives, analyze project risks, cost, schedule and benefits.
- Led and managed a diverse IT team at the client site with large changing environment.
- Executive reporting of the progress and status
- Developed and maintained budgets and forecasts.

Palo Alto Networks

Mar 2015 to Jun 2015

(Technical Project Manager for Disaster Recovery of SAP and Database)

- Reviewed existing Disaster Recovery Plan and Propose updated plan to cover the gaps.
- Business Impact Analysis (BIA).
- Architected and setup new Disaster Recovery Datacenter in a different geographical location.
- Coordinated, Scheduled, and Executed a Disaster Recovery test to validate the proposed plan.
- Provided updated Run Book (Documentation) of the updated DR plan.
- Provided Audit Report for SOX requirements.

National Life Group (NLG) (Project/Program Manager)

Apr 2014 to Dec 2014

- Defined program objectives.
- Kept NTT Data management and stakeholders apprised of the progress and current status of the IT projects.
- Developed and maintained budgets and forecasts.
- Led migration of 2500 plus Windows XP desktops to Windows 7 desktops.
- Coordinated, Upgraded, Re-packaged, Tested, UAT 300 plus custom databases/macros and 200 plus standard and custom applications before migrating them to Windows 7 Desktops
- Coordinated the entire exercise between 100 plus different department user groups between two different geographical locations. Few of the departments were SEC compliant.

Department of Sanitation New York (DSNY)

Mar 2013 to Mar 2014

Sr. Technical Project Manager of SMART Solution

- Provide technical design and architectural leadership, including documenting, and diagramming the logical, physical, and process views within a technology domain
- Installed and maintained Oracle ERP PeopleSoft, Oracle Middleware, and other third-party applications.
- Delivered an innovative datacenter solution, Site A and Site B (Disaster recovery site) – starting from:
 - Architecting.
 - Commissioning Infrastructure.
 - Failover testing.
- Achieved successful installation of infrastructure solution in coordination with DoITT, NYC. DoITT is the sole datacenter where most of the NYC agency's datacenters are hosted.
- Setup a disaster recovery datacenter. This DR Datacenter also served as the role of failover solution, should the main datacenter services go down – in alignment with Business Impact Analysis findings.
- Delivered scalable, secure solution optimal in performance – in alignment with the business requirements.
- Implemented Identity and Access Management.
- Documented and provided Run Book for entire solution.
- Helped save \$1M plus via innovative architecting the infrastructure solution.
- Achieved 100% improvement in performance of solution provided by optimizing configuration parameters of the application, database, and the infrastructure.
- Helped save ~ \$50K in annual operational cost by efficient upgrade, monitoring systems put in place.

Department of Finance New York (Project Manager & Scrum Master) May 2011 to Mar 2013

Citywide Payment Repository and Receivable Project (CPRR) and was responsible for architecting, installation, upgrade, and maintenance of applications, database, ETL components, and infrastructure to execute an extremely fast-moving receivables consolidation project. The project involved bringing together about 34 NYC agency systems into a single repository of receivables and remittances - with significantly varying business components.

- Delivered Scalable solution which was secure and optimal in performance in alignment with the business requirements.
- Delivered documentation: Run Book – including Operational User Guides and System Management / Configuration documentation.
- Achieved 75% Improvement in performance of solution provided.
- Reduced the operational cost by 25% via efficient resource and infrastructure consolidation.
- Delivered solution for archiving of data, retention policy, purging of data after conducting business impact analysis (BIA) solution.

New York City Housing Authority (Oracle ERP DBA Manager) Nov 2009 to Apr 2011

- Implemented, maintained, integrated, and upgraded, security of ERP solution: Oracle EBS, Fusion Middleware, Weblogic Server, Oracle Business Intelligence (OBIEE), Oracle Enterprise Manager (OEM), Kofax MarkView 170 Systems, Quest (STAT) – Change Management System, Oracle UPK, JAWS (Java with Access Speech) – for visually impaired individuals, Oracle Discoverer. We delivered business impact analysis finds along with solution for Identity and Access Management and Disaster Recovery.
- Delivered Scalable solution which was secure and optimal in performance in alignment with the business requirements.
- Implemented Supply Chain module in Oracle EBS.
- Saved more than \$50,000 per annum of one time and operational cost for the client via performance improvement and efficient resource allocation.
- Achieved 25% plus improvement in performance of solution provided.

**University Hospital and Health Systems (UHHS) Jun 2002 to Jun 2003
Oracle & ERP DBA Manager**

- ERP & EBS Implementations, Upgrades, Maintenance, and Monitoring.
- Cross Platform and Cross Operating System Migration of EBS, Database and custom applications.

Innovative Hi-Tech Solutions (Senior Client Delivery Manager (SDLC)) Mar 1998 to Apr 2002

- Successful delivery of detailed IT solutions through consulting project activities.
- Daily client interaction for delivering custom solution tailor made and in alignment to their business/functional requirements.
- Developed and maintained positive customer relationships across.
- Technical responsibilities included:
 - Problem identification, system architecture definition, infrastructure design, custom solution deployment, training, documentation, and handover / closure of the project.

EDUCATION:

- Masters of Business Administration (MBA) – Technology Management (University of Phoenix, AZ).
- 4-year degree course in Mechanical Engineering (Thapar Institute of Engineering & Technology, India).

CERTIFICATIONS AND PROFESSIONAL TRAINING:

- Project Management Professional (PMP) – In progress (PMI ID: 1490912).
- Certified SCRUM Master (CSM) (ID: 000419633).
- People Management Essentials (PME).
- Oracle Certified Professional.
- UNIX administration.
- Siebel Administration.