

JAGDEEP S SETHI, Engineer, MBA, CSM

LinkedIn Profile: <https://www.linkedin.com/in/jagdeepsethi>

SENIOR TECHNICAL PROJECT MANAGER & AGILE/SCRUM MASTER

Passionate, 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 and Business Continuity, ETL Solution, Web solutions, COTS products, and large data migrations.

Very 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
- 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

CORE TECHNOLOGY EXPERTISE

- | | | |
|-----------------------------|-------------------|--|
| ✓ Oracle Fusion Middleware | ✓ Oracle Database | ✓ Oracle ERP (E-Business & PeopleSoft) |
| ✓ Oracle Enterprise Manager | ✓ SOA | ✓ ETL/Data Management |

INDUSTRIAL SECTOR I HAVE EXPERIENCE DOING PROJECTS IN:

- | | | |
|--------------------|--------------------------|----------------------------|
| • Finance Industry | • Health Industry | • Government/Public Sector |
| • Online Business | • Manufacturing Industry | • Datacenter |
| • Health Insurance | • Hospital Industry | • Automobile Industry |

EMPLOYMENT HISTORY:

GCOM Software – *Senior Executive Project Manager*

Jul 2016 – Present

Client: Fire Department of New York City (FDNY), NYC

Jul 2016 – Present

Functioning as Senior Delivery Project Manager for a \$18 million Accela implementation

- Lead Functional, Development, Quality Assurance, and Infrastructure teams on this project, involving migration of data and application from Mainframe legacy system.
- Facilitate effective cross-functional communication, alignment, collaboration, leadership and execution on quality and compliance related objectives, plans, and priorities
- Stakeholder management and attend Steering Committee meetings. Executive presentations
- Build and maintain MS Project Plan of the project
- Build and implement Identity and Access Management solution

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NTT DATA/Keane – Sr. Project Manager/Project Manager/Oracle ERP DBA/Oracle DBA/Consultant Nov 2009 – Jul 2016

Led Development, Functional, and Infrastructure teams from NTT Data to:

- Migration of complete Data Center, along with hosted delivered and custom solutions – from Medford, MA to Ashburn, VA – **project value worth more than \$2.0 million**
- Upgrade of Window servers in the datacenter to the latest version – **project value more than \$1.0 million**
- Led team for \$5 million assignment to Architect, setup, and execute migration of Disaster Recovery Datacenter to a different geographical location; Architect and Implement Asset Management Solution, Data-Purge, and Data Scrubbing solution for Community Health Network, Connecticut (CHNCT)
- Architect, build, execute, and commission Disaster Recovery and Business Continuity sites
- Lead migration of 3500 plus Windows XP desktops to Windows 7 desktops and then Windows 10 desktops
- Coordinate Upgrade, Re-package, Test, UAT 300 plus custom databases/macros and 200 plus standard and custom applications before migrating them to Windows 7/Windows 10 Desktops
- **Architect, install, upgrade, and maintain Informatica (ETL Tool), Oracle database, and infrastructure to execute an extremely fast-moving receivables consolidation project for a \$25 million plus Citywide Payment Repository and Receivable Project (CPRR) solution** implementation for **Department of Finance, NYC**. The project involved bringing together about 34 NYC agency systems into a single repository of receivables and remittances - with significantly varying business components
- **Installing and maintaining Oracle ERP PeopleSoft, Oracle Fusion Middleware, Service Oriented Architecture, and other third-party applications and tools for \$30 million plus SMART solution implementation at Department of Sanitation of New York (DSNY), NYC**
- **Install, maintain, integrate, monitor, and upgrade, security of all the Oracle Database, Oracle E-Business Suite, Oracle Fusion Middleware, Oracle Enterprise Manager (OEM), Oracle Business Intelligence Enterprise Edition (OBIEE), Oracle Discoverer, and other third-party products, like: Kofax 170 MarkView Systems, RightFax, STAT, SIEBEL, for a \$35 million Oracle eBusiness Suite implementation at NYC Housing Authority**
- Implement Supply Chain module and led the yearly disaster recovery testing at secure IBM site in upstate New York in Oracle E-Business Suite at NYC Housing Authority, NYC
- Cross Platform and Cross Operating System Migration of **Oracle eBusiness suite ERP system**, Oracle Database, and other custom applications from Mainframe for University Hospital Health Systems (UHHS) in Cleveland, OH

Worked as Senior Technical Project Manager for the following clients: (Total Project Value > \$50 million)

- Community Health Network of Connecticut (CHNCT), CT – Migrate of Disaster Recovery datacenter
- NTT Data (Internal Project) – Migrate of NTT Data datacenter along with **ERP systems**, SharePoint, Outlook
- Palo Alto Networks, CA – Architect, commission, execute Disaster Recovery datacenter for **SAP ERP system**
- ARVOS, Germany – Perform gap analysis, build, and maintain project plan
- National Life Group, Montpelier, VT – Migrate Win XP desktops to Win 10 desktops, along with database & custom applications
- Department of Sanitation New York (DSNY), NYC – SMART Project: **PeopleSoft ERP system & Fusion Middleware**

Worked as Technical Project Manager/Informatica Administrator/Oracle DBA:

- Department of Finance New York, NYC – CPRR Project: ETL and Data analysis

Worked as Oracle Database & Oracle ERP DBA:

- New York City Housing Authority, NYC – BEST Project: **Oracle eBusiness suite ERP System**

Independent Consulting

Sep 2007 – Nov 2009

Functioned as an Oracle DBA Manager and Delivery Manager at **New York City Housing Authority, NY**

Next Generation Professionals

– Oracle DBA Manager

Jun 2002 – Aug 2007

Oracle DBA Manager at **New York City Housing Authority, NY –**

- **Oracle eBusiness suite ERP, Fusion Middleware**, and other third party software

Oracle DBA Manager at **University Hospital and Health Systems (UHHS), OH – Oracle eBusiness ERP suite system**

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

Functioned as **Senior Client/Delivery Manager (SDLC)** My core responsibilities were:

✓ RFP response for new business	✓ Client Management	✓ Stakeholder Management
✓ Stakeholder Management	✓ Solution Delivery	✓ Vendor Management

List of Clients, projects under my leadership, where **Custom ERP Solution** was designed, developed and implemented in India:

- Income Tax Department of India, India
- Hero Cycles India Ltd, India
- Jupiter Aqua Lines (JAL) India Ltd, India
- Cosmo Ferrites India Ltd, India
- Purewal Watch Company Ltd, India
- Punjab Police, India

Key Accomplishments:

- Project Lead for computerization of Income Department of India in Ludhiana, Punjab, India – first Income Tax Department to be computerized in India. This set the baseline and guideline for future computerization of entire Income Tax department and other government departments in India

Anand Nishikawa Company, Ltd, India – Production / Plant Manager Mar 1997 – Feb 1998

ANCO is a vendor to international automobile companies like: Toyota, Honda, Suzuki, Chevrolet, Hyundai, TATA, Fiat and many others. Functioned as a Plant and Production Manager.

- Led engagement teams to commission \$30 million EPDM rubber weather-strip manufacturing unit – in joint venture with partners Nishikawa Rubber Company, Japan.
- Met Production and Quality Control targets
- Interacted with the vendors for procurement of raw material and infrastructure

KJ Chemistry Coaching Pvt. Ltd, India – Director Jan 1994 – Feb 2001

Functioned as education director, responsible for:

- Provide advice to school administrators for day to day activities and achieving school's goals

Mahindra Cranks, Pvt. Ltd, India – Plant Manager Jan 1992 – Dec 1993

Functioned as a Production Manager.

- Architect sequence of operations, line design and line balancing of operations for optimal productivity.
- Met Production and Quality Control targets
- Performance evaluation, mentoring, and growth of members of his team

Eicher Goodearth Ltd, India – Production Manager Jul 1985 – Sep 1991

Functioned as Production Manager and was responsible for: Responsible for architecting sequence of operations, line design and line balancing of operations for optimal productivity and zero defects.

- **Successful commissioning of LCV (Light Commercial Vehicle – 6 Ton payload vehicles) manufacturing plant** for Eicher, India, in collaboration with Mitsubishi Motors Company, Japan
- Performance evaluation, mentoring, and growth of members of his team
- Led the team efforts for getting ISO9000 certification in Eicher Goodearth Ltd, India

EDUCATION

- Masters of Business Administration (MBA) – Technology Management (University of Phoenix, AZ) - 2006
- 4 year degree course in Mechanical Engineering (Thapar Institute of Engineering & Technology, India) - 1985

CERTIFICATIONS AND PROFESSIONAL TRAINING

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