

QUALIFICATIONS PROFILE

Sr. Project Manager/Program Manager offering technical strategy and leadership, with extensive experience, skills, and intuition that align with clients' business vision, process, and success.

Accomplished, results-oriented, and innovative IT professional and project manager with solid experience in all facets of systems development life cycle (SLDC) from initial analysis and conceptual design to implementation. Technologically adept, systematically advanced, and multifaceted IT professional, demonstrating expertise and broad-ranging experience, driving all IT projects managed to success. Track record of performance on several multi-million-dollar outsourced accounts, executing and delivering mission critical projects within time and budget. PMO Lead implementing project methodology, essential processes of business / operational controls, performing contract management, project/program/portfolio financial management including cost management for outsourced accounts, risk management, achieving high productivity gains through capacity planning and execution. A persuasive leader is known for transforming individual high-potential technical professionals into the outstanding team and demonstrating creativity to achieve repeated success on projects.

KEY STRENGTHS & EXPERTISE:

***Software Development ~ Release Management ~ Application and Data Migrations ~ System Integrations
SAP and ERP Implementations ~ Application Management Services ~ Project Management Office (PMO) ~
SLAs and Metrics Management ~ Database Administration ~ Troubled Projects Recovery ~
Vendor Management ~ Cross-Functional and Global Teams Supervision ~ IT Infrastructure Transformations***

TECHNICAL PROFICIENCIES

LANGUAGES:	C, 4GLs, PL/SQL, SQL, ESQCL, HTML, CSS, .NET, ASP, Java/J2EE and JSP/Servlets, IBM WebSphere and COBOL etc.
DATABASES:	Oracle, SQL Server, Sybase, Ingres, SQL Server etc.
OPERATING SYSTEMS:	IBM-MVS, HP-UX, Solaris, UNIX SVR4, Windows Servers
ERP SYSTEMS:	SAP R/3 FI/CO (Ver 3.1H and 4.0B), CODA-Financials (currently known as Unit4 Financials), Quantum Treasury System, CINCOM's Control: Manufacturing, Retail Banking Systems, etc.
MISCELLANEOUS:	Agile-Scrum Methodology, Public Key Infrastructure, Blue Prism 6.0, Visio, MS-Project, MS-Office, etc.

**PG DIP. APPLIED COMPUTER SCIENCE (PGDACS), CMC, Secunderabad, India
BACHELOR OF SCIENCE (BS), MATHEMATICS • S.V UNIVERSITY, Kurnool, India
PROJECT MANAGEMENT PROFESSIONAL (PMP) CERTIFICATION, PMI, USA
CERTIFIED SCRUM MASTER (CSM) CERTIFICATION, SCRUM ALLIANCE, USA
SAP R/3 FI/CO CERTIFICATION from SAP AG, Walldorf, Germany
IBM'S DELIVERY PROJECT EXECUTIVE DPE TRAINING, San Francisco, CA
PROJECT MANAGEMENT PROFESSIONAL (PMI-ACP) CERTIFICATION, PMI, USA**

PROFESSIONAL EXPERIENCE & NOTABLE CONTRIBUTIONS

GALAXE SOLUTIONS ■ VARIOUS LOCATIONS (2016–2018)

SR. PROJECT MANAGER– ROBOTIC PROCESS AUTOMATION (RPA), SOMERSET, NJ

APR 2018 – SEPT 2018

- Strategically develop RPA platform and front-end robots in alignment with business process management (BPM) needs of J&J group of companies
RPA replicates the actions of a human being interacting with the user interface (UI) of a computer system.
- RPA involves modeling all interactions in target applications and then stringing these interactions together into a repeatable process that will be executed by the robot.
- The *robot* is an unmanned virtual workstation (Virtual Worker) that executes a process directed towards it by the RPA software. Robots can perform repeatable rule-based activities typically across multiple systems; log-in, search, copy/paste data, send emails, etc.
- Carried out key functions to support the launch of the project including:
 - Development of end-to-end project plans with the Execution and Technology teams;
 - Management of tasks for the Sprint with identified dependencies;
 - Arrangement and update of project management system (PMx) with schedules and financial budgets;
 - Establish a dashboard in the PMx to closely monitor project status and progress;
 - Participation in various technical discussions and solution, while guiding the team in creating sound decisions;
 - Drafting of various project documentation, such as standard operating procedures (SOP) for the 'Go Live.'

SR. PROJECT MANAGER– ETHICON (JOHNSON & JOHNSON), SOMERVILLE, NJ

JAN 2018-MAR 2018

- Contributed in developing minimum viable products (MVP) to serve as a suite of self-service analytic applications
- Applied the Kanban Agile strategy throughout the product development which improves the Development Team flexibility and increases resource utilization
- Monitored the overall Kanban development strategy and process and Application Services (AS) software development lifecycle compliance, while owning project plan, schedules, resource assignments, and financial budgets
- Took charge of executing periodic project health checks, RAID log maintenance, status reporting, and dashboard publishing
- Offered support to the team in addressing and applying accurate solutions for all project impediments, risks, and issues
- Coordinated with the project sponsor and product manager in formulating strategies for the completion of product development as well as the integration and packaging of the product

PMO PROJECT MANAGER– GALAXE SOLUTIONS, SOMERSET NJ

JAN 2017-DEC 2017

- Created a training material for newly on-boarded project managers in alignment with the system project management excellence (PMx)
- Trained Galaxe project managers on PMx system, while acting as PMx coach to J&J OneMD portfolio of projects
- Conducted health checks and generated reports to senior management of J&J in relation with supply chain projects
- Mentored J&J project managers regarding the best practices by the governance process
- Tracked and coordinated status on schedule, scope, financials, project resources assignments, while applying actions on RAID item
- Generated reports regarding the status of projects portfolio to J&J senior management using comprehensive and impressive dashboards

RELEASE MANAGEMENT CONSULTANT/SR. PROJECT MANAGER– JOHNSON & JOHNSON, RARITAN, NJ

AUG 2016-DEC 2016

- Devised a formal enterprise-wide release management process, SOP, policies, and standards for clear visibility of launch across the enterprise, while integrating IT change control
- Functioned as project manager and subject matter expert focused on completing key duties involving:

- Development of harmonized release management process on Agile and Waterfall frameworks; and
- Assessment of various release management tooling options in assistance to the automation process

Played a pivotal role in driving project achievements such as:

- Analysis and design of harmonized release management process that determined and resolved triggers, key activities, process flows, upstream and downstream process dependencies through the definition of key objectives from the senior management team and key business and IT personnel;
- Creation of key performance indicators (KPIs) that drove continuous service improvement (CSI) for the fulfillment of critical success factors (CSFs);
- Prepared training material with use cases on all AS Service Lines of Business, along with software tools supported by GTS
- Scheduled and facilitated Service Line wise workshops, Core Team workshops, and Harmonization workshops
- Communicated with AS directors, software quality assurance and control professionals, project managers, information security professionals, Agile development tools experts, and J&J SDLC professionals to determine their concurrence for the release management process integration
- Established draft policies and standards to support harmonized release management process
- Developed an enterprise-wide release calendar for the entire J&J IT, AS business organizations, and service lines
- Gained approvals of the J&J management to the deliverables of the project, along with optimum release calendars for Waterfall and Agile projects and periodic bug fix releases
- Created implementation roadmap and other functional requirements for tools modification in support of the Release Management target state program framework.

SCRUM MASTER/ SR. PROJECT MANAGER (CONSULTING): GAMXING, REMOTE LOCATION DEC 2015-JULY 2016

- Designed a web portal for employee healthcare education and healthcare regulations and compliance through interactive online games
- Communicated project goals among business users, subject matter experts, IT teams, compliance teams, and SCRUM, and development teams through application of Scrum Agile process
- Promptly addressed and resolved all identified risks and issues, while removing impediments
- Assumed full accountability in planning releases and sprints, as well as facilitating scrum meetings and ensuring communications

IBM GLOBAL SERVICES (APPLICATION MANAGEMENT SERVICES) ■ VARIOUS LOCATIONS (2004–2015)

IBM clients for whom I worked are listed below.

PROGRAM MANAGER – EXPRESS SCRIPTS ACCOUNT, FRANKLIN LAKES, NJ Jun 2013- Nov 2015

- Managed the integration of IT systems of ESI and Medco by merger and acquisition requirements in 2013, while upgrading systems to incorporate changes in adherence to the Affordable Care Act
- Led the migration of various application programs and data of Express Scripts to Medco system platforms which served and selected as the software systems of choice used in the merger completion
- Spearheaded a very large system integration project, “Super PA (Prior Authorization)” which integrated with various sub-systems, and subsequently replaced “Prior Authorization” existed in many sub-systems like Claims, Eligibility, Hospital Systems with a centralized “Super PA” system with a single input, integrated database and uniform validation across the sub-systems and accurate outputs
- Led multi-vendor global teams in the development and delivery of complex and time-critical system integration projects in the Healthcare and Medicare systems
- Guaranteed timely and under budget completion projects within the program
- Fulfilled key tasks on Agile and Scrum development projects which involved:
- Supervision of Agile and Scrum meetings, involving sprint planning, daily scrums, sprint review, and retrospective meetings;
- Collaboration with various business capabilities, technical resources, testers, for delivery of projects on time
- Assistance to product owners in creating stories for better estimate and development understanding
- Collaborated with stakeholders and product owners to prioritize the requirements for sprints as well as with product owner on artifacts, including backlog, spring backlog, sprint burn-down charts, and release burn-up charts

- Ensured visibility and supported the elimination of impediments and risks with technical team and stakeholders
- Communicated progress to all stakeholders by preparing sprint burn-down reports, iteration burn-down reports, and velocity target updates
- Established and directed top-performing teams for multiple vendor organizations at various locations across the globe, which led to the successful deployment of two to three medium-size \$500K-\$1M projects for three times, along with a \$6M complex and critical project
- Attained set-forth objectives on every project managed by supervising teams and entire project lifecycle and SDLC through the application of Waterfall and Agile-Scrum methodologies

EXPERIENCE WITH OTHER IBM CLIENTS AS IBM EMPLOYEE

PROJECT MANAGER /PMO LEAD - ACE INSURANCE ACCOUNT, Wilmington, DE

PMO LEAD - CITI GROUP ACCOUNT, Tampa, FL

SENIOR PROJECT MANAGER - LINCOLN FINANCIAL GROUP (LFG) ACCOUNT, Fort Wayne, IA

PROGRAM MANAGER - ASTRAZENECA ACCOUNT, Wilmington, DE

DELIVERY PROJECT EXECUTIVE - MARSH INSURANCE ACCOUNT, Hoboken, NJ

(WORKED REMOTELY WITH THE ABOVE ASSIGNMENT WHILE WORKING SIMULTANEOUSLY WITH ASTRAZENECA)

SENIOR PROJECT MANAGER - ACE INSURANCE ACCOUNT, Cherry Hill, NJ

PMO MANAGER - FIREMAN'S FUND INSURANCE ACCOUNT, Novato, CA

PMO LEAD/BUSINESS OPERATIONS MANAGER (BOM) - EMPIRE BLUE CROSS & BLUE SHIELD ACCOUNT, Brooklyn, NY

ADDITIONAL EXPERIENCE WITH EMPLOYERS OTHER THAN IBM

PMO MANAGER: AMERICAS SYSTEMS LLC • Morristown, NJ

MANAGER OF TECHNOLOGY: SONY CORPORATION OF AMERICA • NY & NJ

PROJECT MANAGER/PROD. OPERATIONS MANAGER: 4C SOLUTIONS, INC. • Moline, IL

SAP/ERP FUNCTIONAL(FI/CO) AND TECHNICAL CONSULTANT: CINCOM SYSTEMS PTE. LTD. • Singapore

PROJECT MANAGER: ASM LTD. • Bangalore, India

SENIOR SYSTEMS ENGINEER/PROJECT LEAD: CMC LTD. • Bangalore, India

BANK OFFICER: ANDHRA BANK • Hyderabad, India