

Rekha Ramachandran

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Seeking leadership challenges in Project Delivery Function
SENIOR MANAGER/DELIVERY MANAGER / PROGRAM MANAGER

A qualified Technocrat with Management qualification (MBA) as well as a dynamic IT Professional, having over 13 years of rich and insightful experience, including **over 18 months of On-site** working in **International (USA, Canada)** environment, involved in Leadership/Management of Projects for Solution Design & Development and Service Delivery Management for clients in multiple sectors. **3+** years in managing complex business solutions in Oil & Gas/Petroleum Industry.

Core Strengths

Project Management & Delivery	Risk Mitigation Management	Stakeholder Management
Business Process Management	Solution Architecture & Design	Client Relation & Satisfaction
Pre-sales Support Management	Service Transition Management	Team & People Management

Proficiency Profile

- ◆ **Special Mention** includes Technical Knowledge of multiple Platform (OS), Languages, Databases, Design/Development/Integration/Other Tools; Functional Knowledge of **Oil & Gas/Petrochemical**, Healthcare, Avionics, Government, Manufacturing and Utilities sector; All phases of SDLC
- ◆ Extensive experience in **Project Life Cycle Management** through Initiation, Business Function Study, Requirement Finalization, Project Scoping, Task Break down, Effort & Time Estimation, Costing & Project Budgeting, Resource Allocation, Scheduling, Risk Management and Execution Control Planning/Monitoring.
- ◆ Led various projects for several large and medium enterprises including British Petroleum, Flextronics, Johnson & Johnson and GE-ITS utilizing proven abilities in **Project Management, Client Interaction and Resource Management. (Refer ANNEXURE for details of Projects)**
- ◆ Similar expertise of **Service Delivery Management** through Communication & Coordination with all stake holders for clarification and meeting Business Demands; Service Desk, Incident and Problem Management; Change Request review, finalization and Change Management; Planning & Provisioning of Schedule, Resources & Team
- ◆ Managed and executed **Transformation, Transition & Continuous improvement** program for all IT applications in British petroleum at IBM through Service level Agreements.
- ◆ Competent in all phases of **Software Development Life Cycle** including Analysis & Study of Business Requirements, Technical & Functional Specifications, Data/Interface/Process Design, Module/Interface Development, Testing, Integration, Implementation along with Service Support
- ◆ Hands-on competence in **Pre-sales & Business Development Support** through Study & Analysis of RFI/RFP, Solution Design & Proposal Development, Proof of Concept Presentation, Defence of Proposals, Technical Negotiation & Gap Resolution, Client Interaction
- ◆ Adept at **Team Management & Leadership** skills like tasking, delegation, monitoring, feedback, skill upgrade, competence management, career planning, motivation & mentoring of the team as a **People Manager**.
- ◆ Cohesive **Team Player** with Fast Learning Curve along with strong analytical, problem solving, innovation, planning, organizational, communication & interpersonal skills

Technical Skills

- Operating Systems: Windows, UNIX
- Languages: C, C++, Java, VB
- Scripting Tool: UNIX Shell Script
- Databases: Oracle, MS SQL Server, DB2
- Framework: MS.Net
- Design Tools: MS-Visio, IBM Rational Rose, ER Studio
- Web Tools: ASP, WebServices, WSDL, SOAP, XML, EDI/IDOC
- Integration Tools: WebMethods, IBM Websphere, iBOLT, Fiorano, TIBCO
- Project Tools: MS Project, Rational Portfolio Management(RPM)

- Utility: MS Office
- ERP: SAP, Oracle Apps, Salesforce CRM, JDEdwards
- Competence: PMI & IBM PM Methodologies, Agile , PRINCE2, SOA, Client Server

Training

- ◆ Trained & certified as **Project Management Professional (PMP)** from PMI (USA), **CVP (Capital Value Process) Project Management Methodologies** from **BRITISH PETROLEUM**, on **WebMethods 4.5/6.5** and on **Oracle SQL 9i**
- ◆ Advanced Integration Workshop by webMethods Inc.

Career Progression

Hindustan Unilever Limited Program Manager (MAR 2014-Nov 2014)

Responsibilities

- End-to-End Management of the Global Audit Transition of Unilever's hub based financial control.
- Setting up & closing working with auditors on governance model, communication protocol & audit approach framework.
- Managing & mitigating team conflicts, ways of working & stakeholder across geography.
- Preparation of audit transition plan & ensure adherence & delivery of audit deliverables as planned.
- Tracking & Reporting Audit deliverables in Unilever SharePoint.

Schneider Electric Project Manager (Sep 2012 – Aug 2013)

Responsibilities:

- Reporting to Program manager was responsible in the release management of the Spice collaborative tool project.
- Management of Trust IPO Web Portal project and reporting to Senior Vice President of IPO business.
- Planning & Scheduling Spice (tibbr) Collaborative tool releases to Schneider Business Organisation.
- Managing the training & communication plan with the change management team on timely delivery of the release to end user.
- Tracking & reporting defects & enhancements on product releases.
- Engage with product team on timely delivery of defects & enhancement requests.
- Status reporting, Identification & managing of risk & issues in release management.
- Managing end-to-end solution delivery of Trust IPO Centralized web Portal Project using agile methodology.

Project Management Initiatives, Bangalore Voluntary Participation (Sep 2010 – Jul 2012)

- Acquired PMP certification from PMI (USA).
- Also, volunteered on a PMI Session held in Melbourne, Australia in Nov 2011.

IBM India Pvt. Ltd., Bangalore Project Manager (Jun 2005 to August 2010)

Responsibilities:

- Reporting to the Delivery Head and leading a team of 25 project resources across various projects.
- Accountable for timely Project Delivery within pre-defined budgets through efficient Team and Project Management.
- Managed the entire Project Life Cycle right from requirement gathering, to project planning, execution and delivery ensuring optimum quality.
- Managed Transition of large ERP supported application development & application maintenance for BP (**British Petroleum**). Implemented **continuous improvement program** for IT applications by enhancing support system, tools upgradation and consolidation of legacy applications to newer platform & robust software applications.
- 3+ years in managing complex business solutions and providing IT support in Oil & Gas/Petrochemical Industry for large petroleum Client in Canada, US & UK.

- Involved in the development of customized solutions for new Integration projects.
- Contributed immensely to the Project Management Centre of Excellence (PM CoE).
- Enhancing business through pre-sales activities including bidding for new contracts along with the extension of existing project relationships with business clients.
- Upgraded Knowledge & Competence of entire team in alignment with emerging technologies such as SOA and SOI.
- Effectively supervising the team while initiating training and development programs for new entrants in WebMethods Integration, IBM Process etc.

Achievements:

- Received **Bravo Award (1st Prize)** for Presenting a paper on Capacity Planning in EAI Sharenet
- Awarded with the **CISCO CCOP Leadership Award.**
- Obtained **Outstanding Rating** in 2008 for People Management & Project Management.

Previous Engagements

Organization	Duration	Designation
MindTree Consulting Pvt. Ltd., Bangalore	Jul 2004 to May 2005	Associate Consultant
Science Applications International Corp. Bangalore	Sep 2003 to Jul 2004	Sr. Software Engineer
Unik Software House, Bangalore	Jul 2002 to Apr 2003	Sr. Software Engineer
Hindustan Aeronautics Limited (HAL), Bangalore	Jan 1999 to May 2002	Design Engineer
Scalene Engineers Pvt. Ltd. (R&D Centre), Bangalore	Aug 1997 to Jun 1998	Bio-Medical Engineer

Education

M.B.A. (Finance), from Karnataka State Open University (2002)

B. E. (Electronics & Communications), from KVG College of Engineering, Mangalore University (1997) with **First Class**

Personal Details

Date of birth: 22-05-1975

Languages known: English, German, Hindi, Kannada and Malayalam

ANNEXURE

PROJECT SUMMARY OF REKHA RAMACHANDRAN

Project	Unilever Financial Control Audit Transition
Client	Unilever
Duration	Mar '14 - Nov '14
Team Size	50 Members
Environment	MS Office Suite, Share point, Financial System(SAP, Trintech)
Details	The project involves Audit Transition of Unilever's Financial control to new auditors and smooth execution of audit control framework and reporting at the end of financial year.
Role	Program Manager
Responsibilities	<ul style="list-style-type: none"> ✓ Managing global financial team to adhere & execute audit plan. ✓ Ensure mitigation of audit findings. ✓ Manage communication & stakeholder at a global level. ✓ Define governance model and report audit status.
Achievements	<ul style="list-style-type: none"> ✓ Successful completion of audit transition approach framework. ✓ Completion of Global Audit plan.

Project	Trust IPO
Client	Schneider Electric – IT Business
Duration	Apr '13 – Aug '13
Team Size	20 members
Environment	MS Project, MS office, BOX for Project Artefact & Spice collaborative tool for Status Reporting. DotNet 2010 Enterprise, MS SQL 2010, Clear Case Version Control. AWS Cloud Service.
Details	The Trust IPO Project is the centralized web portal dashboard development project to report on critical IT Tickets and RCA status of Schneider's IT business. The portal provides a one point dashboard on the current status of IT tickets across various regions, downtime of IT systems and resolution. It is integrated to spice collaborative tool to discuss on the ticket between the IT team and Service Managers of the various applications. The project was developed using agile methodology in Six Sprints delivery mode.
Role	Project Manager
Responsibilities	<ul style="list-style-type: none"> ✓ Project Kick-off (Initiation), plan, execution, control & Monitor. ✓ Project Charter preparation & approvals. ✓ Identifying scrum team, scrum master & stakeholders (external & Internal). ✓ Vendor management on procurement of development Software & version control. ✓ Financial & Cost Control of the Project. ✓ Risk & Issue Management. ✓ Change Management – Training Content & Communication Management for end users. ✓ Engage with Schneider's global team to coordinate on testing, training & communication deliverables. ✓ Setup of PMO team in tracking & reporting product defects & enhancement requests via Spice collaborative tool. ✓ Engagement with development team on timely delivery of defects & enhancement requests. ✓ Setup of BOX for project artifacts storage and document reviews and approvals.
Achievements	<ul style="list-style-type: none"> ✓ Defined Agile Methodology on delivery of project. Timely delivery of hosting the web portal on AWS Environment. ✓ Setup process of reporting daily status within team via spice collaborative tool and initiated discussion threads on issues with senior management for timely resolution of issues & approvals.

Project	Social Enterprise Desktop
Client	Schneider Electric – IT Business
Duration	Sep '12 – Aug '13
Team Size	30 members
Environment	MS Project, MS office, Share Point for Project Artefact & Status Reporting & Project Dashboard site, Soical Enterprise Desktop (TIBCO's tibbr Social Networking product), cloud Service.
Details	The Social Enterprise Desktop project is an initiative to collaborate various business team in Schneider electric via Spice (tibbr) social networking product launched by tibco. The initiative also aims to integrate the various Schneider's apps namely, BOX, Ideation, Cordus, Edge Apps via the collaborative tool.
Role	Project Manager
Responsibilities	<ul style="list-style-type: none"> ✓ Plan & Manage tibbr(Spice) product release to Schneider Business team. ✓ Release Kick-off (Initiation), plan, execution, control, monitor & closure. ✓ Scope & Schedule Management. ✓ Risk & Issue Management. ✓ Change Management – Training Content & Communication Management for end users. ✓ Engage with Schneider's global team to coordinate on testing, training & communication deliverables. ✓ Tracking & reporting product defects & enhancement requests. ✓ Engagement with product team on timely delivery of defects & enhancement requests.
Achievements	<ul style="list-style-type: none"> ✓ Defined Release process, Enhancement Change Management process.

Project	IT & SiF DIESSL & IDAM Project
Client	BP (US, UK)
Duration	Sep '09 – Aug '10
Team Size	25 members
Environment	MS Project, MS office, Centralized Knowledge Management & Project Artefact & Status Reporting & Project Dashboard site, Business object Shared Service, Tivoli Identity & Access Management Systems, Database Administration, Data Modelling Environment, Data Quality Management (DQM) – Dataflux, composite software suite, ER Studio, Sapphire, SOA & SAP Systems
Details	The IT & SiF DIESSL & IT & SiF IDAM project was part of IBM's critical and highly visible million US dollar deal with British Petroleum (BP). The project being a fixed price engagement involved the transition & steady state support of the applications development & maintenance from existing vendor to IBM team.
Role	Delivery Manager/Transition Manager
Responsibilities	<ul style="list-style-type: none"> ✓ Program Transformation and Transition Management. ✓ Procurements, Vendor, Supplier management ✓ Project Initiation, plan, execution, control, monitor & closure. ✓ Scope & Schedule Management. ✓ Cost and Time management. ✓ Risk & Issue Management. ✓ Communication, Change & Configuration Management ✓ Human Resource & People Management. ✓ Quality plan, assurance, control & audits ✓ Global & Virtual Team Management ✓ Service Level Management, Metrics & KPI (Key Performance Indicator) Reporting.
Achievements	<ul style="list-style-type: none"> ✓ Risk identification, analysis, tracking & mitigation. ✓ Stakeholder and vendor management which includes conducting project meetings with both internal/external stake holders to meet the project goals. ✓ Managing timely delivery of all project deliverables with the required quality standards. ✓ Guiding team in certain infrastructure, network & application issues to resolution. ✓ Team management including performance reviews & appraisals for the team. ✓ Defining a strong governance model for the project. As part of project governance model, defined the following for the project - <ul style="list-style-type: none"> • Transformation & Transition management • Communication Channel (emails, web conférences, SharePoint) • Escalation and approval process • Change management & configuration management. • Project meetings scheduled for the entire project cycle along with the milestone reviews. ✓ Metric Reporting on Problem & change management. Identifying and reporting of the project health to the Senior management ✓ Proactive project performance monitor and improvement framework in order to provide the client with uninterrupted service to its end users.
Project	British Petroleum-Canada Applications
Client	British Petroleum-Canada
Duration	Sep '07 – Aug '09
Team Size	10- 30 members
Environment	Rational Portfolio Management (RPM), MS Project, MS Visio , Power Builder, Maximo, Visual Basic, dot Net, ASP, Database Administration (Oracle, SQL Server, DB2), Data warehouse & SAP Oil , S&D, BW, FICO Systems.
Details	British Petroleum-Canada project is a custom application support & development project in areas of British Petroleum's Land Business, NGL (Natural Gas Liquids) & PRA System.
Role	Delivery Project Executive (DPE) /Project Manager

Responsibilities	<ul style="list-style-type: none"> ☞ As a DPE (Delivery Project Executive) Management of the British Petroleum-Canada contract of the Indian Delivery team at IBM Calgary, Canada. <ul style="list-style-type: none"> ✓ Offering IT Business Solutions to British Petroleum's oil & gas /petrochemical Industry. ✓ Prepare, obtain Sign-off on the DOU (Document of Understanding). ✓ Setup quarterly process/project review meetings ✓ Follow process regulated tools & techniques in managing the project using RPM (Rational Portfolio Management) tool, Metrics reporting tools, PMIS Software tools for configuration management & change management systems ✓ Manage & report the India Delivery team KPI & project status to BP Canada & IBM Canada Project Executives. ✓ Report metrics on problem tickets, change management in a regular & timely fashion using clarify problem management tool & CMDB (Change management Database) remedy system. ☞ As an Application development Project Manager was responsible in <ul style="list-style-type: none"> ✓ Handling projects through the entire SDLC from preparing the Business case, SOW (statement of work) & obtaining approval, sign-off & project kick-off meeting. ✓ Project costing & estimations using GPE (Pricing) Tool. ✓ Manage time & labor, control & report progress status & milestones at gate reviews & business head meetings. ✓ Forecasting & reporting of Project funnels & backlogs in terms of cost & resource hours. ✓ Closure of projects once successful customer acceptance & sign-off, project record updates, update lessons learnt document, archive project artefacts & release of resources.
Achievements	<ul style="list-style-type: none"> ✓ Ensured availability of team & support during critical month end, quarterly and yearly application support for BP's Production revenue accounting systems which was BP's high revenue yielding application systems. ✓ Appreciated for being the first project to successfully implement rational portfolio management system in managing & tracking project deliverables/tasks, defects, issues, SLA reporting & metrics. ✓ Collaborating & networking with recruitment & HR team to obtain key resources for critical project deliverables & support activity in a timely fashion. ✓ The project team was appreciated as a high performance team as part of the project survey. ✓ Leading team in Design Sign-off, Control Scope, Change requests, Test Strategy plan & test scripts Sign-off & Customer acceptance criteria. ✓ Planning & managing project risks in terms of resources, delivery date, budget & complexity of applications enabled delivery of most projects within estimated cost & delivery due date. ✓ Implemented Disaster recovery plan for Maximo application migration. ✓ Closing of projects as per quality requirements via, project artifacts updates, formal customer acceptance, sign-off & release of systems & resource, enabled successful project rating in terms of project audit.

Project	SCORE - CISCO CCOP
Client	Flextronics (Solectron)
Duration	May '06 - Aug '07
Team Size	10 members
Environment	WebMethods Integration Server 6.1, Developer 6.1, WebMethods Modeler 6.1.5, WebMethods Monitor, SLR Logging Framework(custom development), Rosettenet BPM, EDI X12/EDIFACT, WebMethods Trading Networks Informix Database, SAP R/3 System.
Details	The project Cisco's CCOP initiative changes the process flow and ownership of finished goods inventory. It involves the transactions from Purchase Order of raw material through WIP. Inventory position is communicated through e-Hub.
Role	Project Lead & Management
Responsibilities	<ul style="list-style-type: none"> ✓ As a project Lead was responsible to Lead & Manage the project Cisco's CCOP. ✓ The project involved the architecture design of Interfaces for CISCO CCOP. ✓ Included Estimations & Scoping of Project Requirements ✓ Included Interface development in webMethods for inbound & outbound process to CISCO & Solectron B2B Gateway & internally to Solectron SAP/Informix System. ✓ Activities included Management of development team, code review & performance tuning, process streamlining, client interactions on design, development & test plan strategies & migration cycle of the project. ✓ Implemented a logging & error handling framework with the ability to auto process transactions.

Achievements	<ul style="list-style-type: none"> ✓ Received the CISCO-CCOP Leadership award for ensuring the timely Go-live of the application & a smooth transition to support activity. ✓ Managing smooth transaction flow in a cluster environment with a strong disaster recovery systems & failover systems in place. ✓ Implementation of Rosettenet Business process model for work order processing. ✓ Liaise with Business team for the Go-live Customer acceptance testing at Solectron, Milpitas office in California, US.
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Project	Order To Cash (OTC) Interface
Client	Johnson & Johnson OCD (Ortho Clinical Diagnostics)
Duration	June '05 - Apr'06
Role	Technical Lead
Responsibilities	<ul style="list-style-type: none"> ✓ Design the architecture of Interface of OCD (Ortho Clinical Diagnostics, JD Edwards to J&J HCS Interface System & WMS (Warehouse Management System) & TMS (Transportation Management System) ✓ Interface development in webMethods for inbound & outbound process to OCD (JD Edwards). ✓ Design, Code Development, Interface Design & Development, Unit Testing, Integration Testing, customer acceptance & Go-live.
Achievements	<ul style="list-style-type: none"> ☞ The creation of functional spec & design of the OCD interfaces. ☞ Part of the End-to-End Integration Testing Team of the OCD Integration at Client Location J&J OCD, ☞ Appreciated for the creation of optimized interface systems in terms of performance & system design.

Project	GE-ITS Integration with Marketplace, Internal System & Clients
Client	GE-ITS
Duration	July/04 - May/05
Responsibilities	<ul style="list-style-type: none"> ✓ Integration project and team leadership ✓ Integration technical design and requirement reconciliation ✓ Creating Integration strategy and EAI roadmap ✓ Stakeholder management to define the Integration goals.
Achievements	<ul style="list-style-type: none"> ☞ Liaise with customer and development team to define the Integration scope, EAI roadmap and finalization of Integration design. ☞ Team Leadership. Guiding and helping the team to execute the Integration project plan. ☞ Streamlined the Deployment Process. ☞ Configuration & Setting of Integration Environment ☞ End-to-End Integration of GE-ITS (General Electric, IT Department) External/Internal Systems. ☞ Contributed towards the RFP response & winning a mainframe webmethods Integration Project.

Other Projects:

- **Pantellos-XIGN e-Market Integration**
- **HealthCare Product Development - CDMS (Clinical Data Management Solutions)/DDMS (Diagnosis Data Management Solutions)**
- **Data Acquisition System for Adour Engine Test Bed/PEGASUS Test Bed**
- **Mathematical Model Development of Cardiovascular Cartography & cardio risk Project**