**Raju**

North Reading, MA | +1 832-500-5660 | shahistan@domainexpertsgroup.com

**Project Manager, Scrum master, QA lead, QA Business Analyst  
Remote, only MA, NH, Connecticut**

**Green Card**

**PROGRAM MANAGER**

In the ever-evolving landscape of Information Technology (IT), I am not just a Program Manager; I am a catalyst for transformative change. With a wealth of experience, I specialize in orchestrating large-scale IT engagements, dissecting intricate problems, and delivering impactful software solutions rooted in the core of innovation. A hands-on leader with a proven track record of delivering software engineering solutions with key business outcomes and measurable metrics in program and project management.

My leadership is defined by the seamless integration of **People, Process, and Technology**, channeling cross-functional collaboration towards singular enterprise goals. I excel in revolutionizing critical areas such as data, financial systems, retail and supply chain systems. At the heart of my approach lies a deep commitment to excellence. My expertise extends beyond conventional boundaries, empowering organizations to navigate the complexities of the digital age with finesse.

**CORE COMPETENCIES**

Strategic Planning | Stakeholder Engagement and Delivery Management | Leadership and Team Management | Risk Management | Financial and Resource Management | Process Improvements

**PROFICIENCIES**

Technical Program Management | Data Project Management | Agile Scrum Methodologies | SAFe | Supply Chain systems | Cloud Technologies with AWS and Azure | Quality Assurance | Legal and Regulatory Guidelines | Vendor Management | DevOps Practices | Transition Management | Managed Services

**EXPERIENCE**

**PUBLICIS SAPIENT**, Boston, MA

**Senior Program Manager**,May 2017 – March 2023

Led several US-based clients in their digital business transformation journey:

* Led the successful delivery of a high-impact Enterprise Data Lake solution, generating nearly $2M in revenue. Empowered clients with enhanced demand planning, improved supply chain visibility, and optimized inventory management. Achieved substantial operational cost savings by retiring legacy applications, demonstrating our commitment to transformative solutions and outstanding client outcomes.
* Implemented Enterprise Data Warehouse for US-National Railroad Corporation’s (Amtrak) procurement and financial SAP systems, enabling advanced analytics and BI tools in record time. Enhanced procurement, enabled real-time analysis, and advanced decision-making, boosting efficiency and streamlining operations in the transport and travel domain.
* Collaborated closely with vendors and clients to generate valuable insights and build audiences for several markets from first, second, and third-party data. Instrumental in successful digital marketing and branding efforts, contributing to product launches through seamless coordination with event managers and marketing teams.
* Managed contracts, Statements of Work (SOWs), margins, and budgets. Successfully initiated numerous proposals for short and long-term, retainer, and maintenance engagements. Proficient in utilizing Configure, Pricing, and Quote (CPQ) tools as well as CRM Salesforce for seamless operations. Effectively used ITIL and ITSM tools and led Managed services projects with multi-year engagements.
* Proactively communicated with business sponsors and auxiliary teams, swiftly resolving dependencies. Implemented agile scrum ceremonies on a daily, weekly, and monthly basis as needed, ensuring continuous assessment of project status and risks. Successfully mitigated potential issues through strategic stakeholder engagement. Resulted in reduced escalations and strengthened client relationships, leading to a seamless and productive engagement.
* Successfully spearheaded the implementation of a data hub for a prominent financial client in Boston. Developed an enterprise data store for cashflow management, products, firms, advisors, liquidity, forecasting, and assets. Notably, surpassed client expectations by delivering a comprehensive Business Intelligence platform on time.
* Implemented B2B commerce using Salesforce Lightning in a record 5-month duration, generating a delivery revenue of $1.5M. Led a team to showcase client products in retail roadshows, demonstrating exceptional efficiency and dedication despite tight timelines. Achieved outstanding results, setting a new standard for project efficiency and profitability.
* Integrated AI Search, Klarna, and Apple Pay features within Salesforce Commerce Cloud, resulting in a remarkable 30% boost in client sales within a short timeframe.
* Conducted multiple workshops with clients, RTEs, and ART teams to facilitate PI planning sessions.
* Worked on a platform to ingest data from various providers on first and second party data into AWS and drew valuable insights collaborating with data scientists to provide the right set of recommendations to the clients.

**PUBLICIS SAPIENT**, Bengaluru, Karnataka, India

**Senior Program Manager**,February 2014 – May 2017

Led the Data Specialized Capability Group (SCG) and people growth.

* Directed multiple initiatives based on Agile methodologies that involved senior stakeholders from Finance, Marketing and internal departments.
* Provided Marketing and Regional leadership creating program and product roadmaps.
* Facilitated workshops for Discovery, Design, and Foundation phases of a Data Hub engagement. Planned Sprints, facilitated scrum meetings, and effectively collaborated with the client and other vendor teams, estimating, tracking progress, reporting, and managing finances.
* Diligent scrum master for many internal engagements.

**Program Manager,** February 2011 - December 2014

* Program lead for the Data and Integration Specialized Capability Groups (SCGs).
* Owned planning budget and strategy and goals for the SCG, responsible for team growth to more than 250 data engineers across multiple geographies.

**EDUCATION**

**Bachelor of Engineering (BE), Instrumentation Technology**

Kuvempu University, University BDT College of Engineering

**Post Graduate Diploma in Information Technology (PGDIT)**

Symbiosis Center for Distance Learning

**CERTIFICATIONS**

* Certified Scrum Master
* Certified SAFe 5 Agilist