Rupesh Kumar

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**SUMMARY**:

* Solution driven and situational leader with proven record of successful execution of multimillion dollar projects/programs across multi domain, multi technology and with globally distributed teams; 18+ years of IT experience.
* Instrumental in enterprise agile transformation. Strong working knowledge in scaling agile practices to distributed teams and large-scale enterprises. Proficient in applying a blend of Scrum, Kanban, Scrumban, XP, SAFe practices that worked best for individual teams.
* Lead geographically distributed cross-functional teams in delivering strategic initiatives proven to improve systems, processes and bottom-line results.
* High proficiency in planning, project initiation, scoping, estimation, stakeholder management, and metrics-based tracking and reporting, costing, budgeting.
* Advocate for change and innovation across the enterprise, leveraging data to quantify opportunities and prioritize recommendations.
* Personable and collaborative with a talent for managing multiple projects concurrently in deadline-driven environments.
* Lead Joint Application Development Sessions (JAD’s) with project teams/One on One’s with Business/Project Sponsors.
* Facilitate, build, maintain and enhance positive business relationships with internal and external stakeholders.
* Ability to evaluate, integrate and re-architect solutions to ensure teams are working on high impact projects that align with company mission and goals.
* Served as SME to guide technology strategy by convincing decision makers across multiple domains.
* Successfully executed several projects as a Technical Lead, and Project/Program Manager. Strong customer focus & perfect blend of management, functional & technical skills.
* Evangelize and enforce the proper use of project management processes and tools. Make use of the tools to demonstrate value for project managers, project stakeholders, and executives.
* Strong visual modeling and business process modeling skills using tools like MSVisio, and well experienced in developing Use Case Models, Entity Relationship Diagrams, Data Flow Diagrams and Activity Diagrams.

# CERTIFICATIONS

* Certified SAFe 5 Agilist (SA)
* Certified DEVOPS PROJECT MANAGER™
* Certified Scrum Master (CSM)
* Certified Scrum Product Owner (CSPO)
* Splunk Certified Power User v6.3
* Six Sigma Green belt
* MEP – The Managerial Excellence Program by Duke University

# AREAS OF EXPERTISE:

* Requirement development & management
* Cross Functional Coordination
* Strategic planning &Implementation
* Project/Program Management
* Business & IT Alignment
* Enterprise Implementations
* Stakeholder engagement
* Software architecture & development
* Risk Identification & Mitigation
* Agile/Scrum/Lean/Kanban
* Team Building & Mentoring
* Process Improvements & institutionalization
* Data Analytics
* Value stream mapping
* Systems Design
* Resource Management
* Quality Assurance

# EDUCATION:

* Bachelor of Engineering (Computer Science & Engineering), Bangalore University, Bangalore, India
* Diploma in International Sales and Marketing from IIFT (Indian Institute of Foreign Trade), New Delhi, India

# TECHNICAL SKILLS:

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| Languages | C, C++, VB, MFC, windows Programming, Kernel Programming/Device Drivers for Windows NT and Windows 2000, and Linux OS |
| Tools: | HP ALM/QC v5.0, SVN, Win Dbg, Soft ICE, STORM, MSVisio , TDP |
| Reporting Tool: | SSRS, Tableau, Crystal Reports, Business Objects |
| PM Tools | MS Project, Primavera, Planview, GCP, Azure Cloud |
| Operating System: | Linux, Microsoft Windows 98/NT/2000 |
| Execution Methodology | Waterfall, Agile |
| Agile Tools | Rally, Kanban, JIRA Align, Lean, Agile Craft, Quick base |
| Others | MS Office, Visio, MPP, SharePoint |
| Domain | Storage Networking (SAN), Telecom, Networking, Rail Roads, Hospitality, DevOps |

**PROFESSIONAL EXPERIENCE:**

## Client: AT&T

*Date: April 2022 – Present*

*Role: Sr. Program Manager*

* Worked with a few industry leaders in IT services and offerings domain as Sr Program Manager where as actively managing multiple projects, ensuring its timely deliveries on the SLA and Quality matrices agreed, using the Scaled Agile framework and other new age technologies
* Managed program based on cloud/micro services.
* Accountable to deliver value and drive programs and projects in the most efficient way while communicating effectively through lightweight processes.
* Identified and proactively managed technical and business decisions, risks, actions and opportunities. Proactively identify options for preventing or mitigating risks.

## Client: AT&T @ TX, GA, & WA USA

*Date: Sep 2016 – April 2022*

*Role: Sr. Delivery/Program Manager*

* Responsible for actively managing multiple time-sensitive, highly visible and complex development projects for myATT sales simultaneously; proactively solving issues, conducting assessments, making recommendations and initiating improvements; managing relationships and expectations of a large set of internal stakeholders.
* Performed seamless transition from Waterfall methodology to Agile - Integrating Business, Technology and Apps Support teams to DevOps model.
* Managed program based on cloud/micro services.
* Accountable to deliver value and drive programs and projects in the most efficient way while communicating effectively through lightweight processes.
* Identified and proactively managed technical and business decisions, risks, actions and opportunities. Proactively identify options for preventing or mitigating risks.
* Act as the business and technical leader for the business and provide direction to business and IT on technical issues associated with business problems and/or projects.
* Partnered with Enterprise Test teams, business users to conduct UAT, defect tracking and resolution.
* Consult with key business stake holders, architects, and subject matter experts to gather information about program needs, objectives, functions, features, inputs and output requirements.
* Work with key enterprise stakeholders including marketing, technology, sales, care, and supply chain to develop short and long-term device strategies, provide key analysis, and advice on opportunities and threats identified through strategic thinking, data analysis, and research.
* Continually improve and develop business performance, including automation and Lean practices.
* Identify and deliver opportunities for cost reduction, driving savings in-line with overall business expectations, ensuring targets for cost reduction are achieved or exceeded.
* Establish key performance indicator tracking methodology and develop corresponding management reports.
* Worked closely with Onsite/Offshore development teams.
* Conducted Go/No-Go meetings with steering committee; reported daily & weekly status to business team & core-committee.
* Used Microsoft Project, MPP, Primavera, SharePoint, Rally, HPALM, Agile Craft tools to keep track of progress, budget management, time entry, defects tracking and project schedule.
* Served as scrum master for B2C development team - successfully managed multiple production deployments.
* Gathered requirements and wrote user stories.
* Coached other product owners on requirements gathering and story writing process.
* Strategic Release Planning and tactical Iteration Planning sessions.
* Conducted daily stand-ups in two-week Iterations, facilitated sprint reviews, retrospectives, and sprint planning.
* Communicated and presented weekly updates to stakeholders and program managers.
* Coordinated software development with product and marketing groups to ensure feature release based on manufacturing commitments.
* Developed the roadmap for all teams to evolve toward predictive velocities.

## Client: AT&T @ Pune, India

*Date: Sep 2015 – Sep 2016*

*Role: IT Delivery Manager*

* Overall Program ownership - planning, organizing, communicating and problem solving.
* Sound project management experience with complex software projects in an Agile/Lean environment.
* Use product knowledge in strategic planning, setting objectives and identifying interdependencies.
* Develop and manage end-to-end project plans and ensure on-time delivery.
* Demonstrated ability to successfully manage competing priorities & deliverables in a fast-paced, dead-line oriented environment.
* Provide insight and guidance to leadership on the trends and drivers behind the results and prepare reports on findings; Perform risk management and change management on projects.
* Lead Scrum teams in successfully executing complex development/testing projects.
* As part of PMO Team, primarily responsible for Program Governance - Created Policies, Procedures & Guidelines (PPG) for execution of the program.
* Managed projects for SQEM (Service Quality Engineering Management) - PMT, Tools and Performance &

Engineering teams.

* Created Roles & Responsibilities “RACI” at Program Level for Director’s Ownership, Cross-Track Level for Leads across various functions inclusive of multiple vendors/partners, Sprint Level for Business/Technical delivery roles including onsite-offshore resources across multiple vendors/partners.
* Maintained Integrated MPP across all projects with external and internal dependencies under the program; communicated key decisions/changes in the program to all stakeholders.
* Responsible for creating processes & cadence for Daily/Weekly Stakeholder reporting; Responsible for planning, execution and maintaining of 12 weeks sprint cycles.
* Responsible for maintaining and updating Program Resource Roster on weekly basis in SharePoint and sync up with Time-Entry for invoicing in Clarity.
* Plan & execute sessions for DEV resources related to On-boarding/Induction/PMO processes.

## Client: Citi Financial @ Pune, India & NY USA

*Date: Apr 2014 – Aug 2015*

*Role: IT Program Manager*

* Playing a critical role as a Program Manager in a complex environment, and instrumental in establishing a true process improvement to streamline a chaotic project delivery and defect management process. Achieved measurable metrics and performance improvements.
* Acting as the sole interface between country implementation teams and a 3rd party payment gateway vendor. Led program governance while transitioning into Agile framework
* As part of the PMO, led program governance, facilitated transitioning into Agile framework by moving the defect management to Kanban style from a spreadsheet model.
* Also initiated BOW (Book of work) sessions as part of PMO, to develop the annual forecast of projects to align with resources and priorities.
* Reduced go live misses, and Increased defect fixes from 5 per week to 20, which is a significant improvement.

## Client: Union Pacific Rail Road @ Bangalore, India

*Date: Nov 2011 – Apr 2014*

*Role: Technical Project Manager*

* Led the deliveries of two ambitious projects for UPRR the High Availability train Computing Complex (HACC) and the design and development of Common Train Control Protocol Analyzer (CBTCPA).
* Worked closely with client teams and other partner vendor inorder to design and implement the solutions for HACC and CBTCPA - deploying network nodes for specific purposes and providing the High availability for the network nodes and to implement Wireshark plugin to support capturing and displaying of Onboard data.
* Delivery management, planning, executing, monitoring of projects and its various deliverable across development phases, delegation of work, review of work products, ensuring delivering as per quality standards and SLA and scheduled delivery milestones.
* Proactive risk planning, detailed treatment plan proposing the corrective measures.
* Interaction with various internal stakeholders, customers, running weekly review status calls to track and update the progress, preparation and leading the monthly program governance call.
* Planning for quality as per org guidelines, project control through Metrics analysis, Highlight Reports and project management reviews (PMR) and various quality checks and reviews.
* Project Documentation, Analysis, Design, Development, Unit testing, System Testing, UAT Signoff, Implementation, Provide RCA Documentation, and Provide BugFixes.
* Used Microsoft Project, Primavera and HPQC to keep track of progress, budget management, time entry, defects tracking and project schedule.

## Client: DHHS, State of North Carolina@ Bangalore, India

*Date: Apr 2010 – Nov 2011*

*Role: Technical Project Manager/Scrum Master*

* Evangelize the Agile mindset and coaching cross-functional teams to become self-organized
* Facilitate business process workshops for digital transformational initiatives
* Manage projects from concepts to implementation through customized solutions
* Facilitate Scrum ceremonies – Sprint planning, daily stand ups, Reviews, Release planning, Product & Sprint backlog grooming
* Tracking, reporting key metrics and project progress to management

## OTHER PROJECTS

* Content Networking Solution (CNS)

Client: Inktomi (Yahoo) / Role: Sr Tech Lead / Bangalore / (Jul 2008 – Apr 2010)

* SATSTOR I and II, iSCSI-SATA RAID box, GeminiQT **SAS**

Client: Satyam Computers, Freescale, Tabernus / Role: Project Lead / Bangalore / (Apr 2004 – Jun 2008)

* Development of iSCSI protocol stack

Client: Satyam Computers / Role: Sr. Software Engineer / Bangalore / (Apr 2002 – Mar 2004)

* Device Drivers for MPCC, PCM, UART, and DIO cards

Client: ISRO, DRDL, LRDE (Govt. of India entp) / Role: Software Engineer / Bangalore / (Aug 1999 – Mar 2002)