**Saranya Manikandan**

**IT Project Manager**

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**Professional Summary:**

* A result-oriented professional with 12+ years of experience in Project Management, Delivery Management, Transition, Transformation and Automation effective in leading and directing IT projects from inception to completion. Highly motivated and innovative professional with hands-on and in-depth experience with large and medium size enterprise architecture operations.
* Excellent verbal and written communication skills – able to present information, project status and issues in a clear and concise manner with the goal of driving to a decision.
* Tremendous problem solving and troubleshooting skills, leadership qualities, strong analytical, organizational multitasking, execution skills, and presentation skills with ability to coordinate activities and interact with clients in a fast-paced team environment and ensure delivery within timeline.
* Certified in ITIL Service Management in running End User services teams across Infra and application support.
* Proficient at running successful Project Transition & Delivery and experience of developing procedures, service standards for business excellence.
* Possess excellent interpersonal, communication & organizational skills with proven abilities in team management and customer relationship management.

**Key Customers:**

* Leading organizations in Health care, manufacturing & Banking financial service.
* Experience working with customers from multiple geographies: USA, Canada, UK, India, APAC.

**Technical Skills:**

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| **Project Management and Collaboration** | ServiceNow, JIRA, HP SM9, uCMDB, PPM, Microsoft Project, Microsoft Teams |
| **Automation and Scripting** | PowerShell, Nexthink, Chatbot, AIOps, Jenkins, Appium, Selenium WebDriver, TestNG, Maven, Cucumber, Postman, Apache POI |
| **Cloud and Infrastructure** | Azure, AWS, Google Cloud Platform (GCP), Azure DevOps, Azure Kubernetes Service (AKS), Azure Functions, Azure Logic Apps, Azure Service Bus, Azure Event Grid, Azure Cosmos DB, Azure Data Factory, Azure App Service, Azure Key Vault, Azure Resource Manager (ARM) Templates, Azure Monitor, Azure Container Registry, Terraform, Ansible, Chef, Docker, Kubernetes, OpenStack |
| **Programming and Development** | C#, VB.NET, ASP.NET, .NET Core, MVC, WCF, Entity Framework, LINQ, Java, Python, JavaScript, AngularJS, Angular, HTML, CSS, SQL, T-SQL, PL/SQL, JSON, XML, RESTful APIs, SOAP, ADO.NET, SSIS, SSRS, Crystal Reports, Visual Studio, Eclipse |
| **Database Management** | Oracle, SQL Server, MySQL, PostgreSQL, MongoDB, Cassandra, Redis |
| **Version Control and CI/CD** | Git, GitHub, GitLab CI/CD, TFS, SVN, Nexus, Jenkins, MSBUILD, Azure Bicep, YAML, Maven, Gradle, Ant |
| **Monitoring and Logging** | Splunk, Azure Monitor, Log Analytics, Kafka, AppDynamics |
| **Other Tools** | Microsoft Visual Studio (VS), Microsoft SQL Server Management Studio (SSMS), Quality Center, Test Manager, Google Earth, 3D Modeling Software |

**Skill Set:**

* Project Management.
* Delivery Management
* Transition and Transformation
* Automation
* Exceptional Verbal and Written Communication Skills.
* Process Improvement
* Negotiation Skills.

**Education:**

* Graduated with a Bachelor of Science in Information Systems and Management from Justice Basheer Ahmed Sayeed College for Women, affiliated with the University of Madras

**Certification:**

* Certified ITIL v3 Foundation in IT Service Management.

**Professional Experience:**

**Tata Consultancy Services Ltd March 2011–Present**

**Client: McKesson AD and AMS July 2022 – Apr 2023**

**Role: Project Manager Location: New Jersey, USA**

**Project Description:**

I collaborated with service and project teams to design and maintain policies for Service Transition, ensuring smooth implementation of SAP applications. I managed end-to-end transition projects, identified gaps, and provided recommendations for operational efficiency. I implemented proactive monitoring to reduce high-priority incidents and conducted risk assessments to mitigate potential risks. Additionally, I created presentations and reports to communicate project goals and status updates to stakeholders, ensuring adherence to regulatory standards throughout the project lifecycle.

**Responsibilities:**

* Collaborated with service and project teams ensure policies, procedures and processes are designed, maintained, and updated for Service Transition
* Design integrated solution and created road map with business value and benefits.
* Managing end-to-end transition projects and/or managing Workstream within medium to large projects
* Played a key role in ensuring the successful implementation and delivery of the SAP business critical applications.
* Identified gaps across multiple applications, tools, and processes. Provided recommendations and road maps resulting in operational efficiency improvements and added business values or outcomes via automation and transformation.
* Implemented proactive rules and event correlation to identify potential issues before it gets escalated. Reduced high priority incidents via proactive monitoring with automated alerts.
* Resource planning – Responsible for working with resource managers across the organization to

request, confirm, and forecast resources / effort allocation.

* Created presentations, roadmaps, weekly status report to communicate project goals, status updates, and risk management strategies to stakeholders and clients.
* Designed visually appealing and informative slides to present complex data and insights effectively, aiding in decision-making processes.
* Conducted risk assessments and managed risk registers throughout the lifecycle of various projects, proactively identifying and mitigating potential risks.
* Developed and implemented risk management strategies, ensuring alignment with organizational policies and regulatory requirements.
* Ensured adherence to regulatory standards and policies in all project phases, contributing to the successful transition and delivery of projects.
* Managing risks and issues registers throughout the project life cycle of a business process transition.
* Explored shift-left opportunities that gave tangible benefits to customer and TCS.
* Negotiated with customer and raised change request on several schedules of the contract.

**Client: IFF Transformation and Automation Aug 2020 – Mar 2022**

**Environment: ServiceNow, Chatbot, Nexthink Location: Bangalore, INDIA**

**Role: Project Manager**

**Project Description:**

Gathered and documented requirements, developed project plans, and managed three scrum teams to ensure iterative delivery of the product backlog. Automated 30% of core infrastructure activities and reduced tickets by 15% using Chatbot and Nexthink solutions. Translated user stories into technical requirements, coordinated with business teams for roadmap and sprint planning, and ensured clear communication with stakeholders. Implemented process changes, coordinated resources, and developed project scopes and objectives. Worked through various project stages to streamline processes and collaborated in an Agile environment to achieve project goals.

**Responsibilities:**

* Experience in gathering and documenting requirements, developing project plans and technical design documents.
* As an agile project manager responsible for managing 3 scrum teams on day-to-day basis and ensure the product backlog is delivered in iterative approach
* Developed a detailed project plan to monitor and track progress. Maintains and escalates project issues & risks.
* Worked on spinning up new delivery teams by collaborating with product owner and delivery manager and delivering projects by following scrum methodology.
* Automated 30% of Core Infra activities via AIOps with zero touch automation 15% ticket reduction using Chatbot solution and 10% operational cost reduction by automating the use cases that require manual intervention with the help of Chatbot and Nexthink remote actions.
* Translated user stories into high level technical requirements. Working closely with Business teams to finalize the roadmaps, sprint, and release planning.
* Ensure consistent and clear communication channel is established with all stakeholders by conducting weekly status meetings.
* Implemented necessary process changes by working closely business teams` and application support teams.
* Coordinate internal resources and third parties/vendors for the flawless execution of projects.
* Working with business stakeholders to translate business requirements into functional requirements and proposing resolution and design suggestions.
* Develop project scopes and objectives involving all relevant stakeholders and ensuring technical feasibility.
* Proactively understand the situation and the needs of the business and be able to translate into viable solutions.
* Actively involved in software model with proficiency in mapping client’s requirements, application design, development, integration & testing.
* Worked through different stages project like Pre-Transition, Transition and Stabilization to streamline processes in the project.
* Works collaboratively in a team-based Agile environment with other technical teams and business owners and subject matter experts, that follow the industry standard Scrum methodologies.
* Prepare and communicate the Transformation/Automation project goals, priorities, and weekly status update across the organization

**Client: MSP (TCS ServiceNow CoE Practice)**

**Role: Project Manager Nov 2018 – Jul 2020**

**Environment: ServiceNow Location: Bangalore, India**

**Project Description:**

Responsible for overall project processes and deliverables, driving large programs with limited resources in dynamic environments. Demonstrated strong decision-making, negotiation, and communication skills. Designed and delivered program management plans, coordinating with subject matter experts to drive business transformation initiatives. Created functional and technical design documents for ServiceNow modules and assisted in implementing MSP instances. Managed schedules and costs to ensure on-time, within-budget delivery, and ensured compliance with corporate policies and standards. Promoted a collaborative and teamwork culture, providing leadership and direction to stakeholders.

**Responsibilities:**

* Responsible for overall project processes and deliverables. Experienced in driving large programs, including small, mid-sized or large· projects simultaneously with limited resources in fast-paced, changing priorities and ambiguity environments.
* Solid experience in decision making and negotiations. Excellent communication, problem solving, active listening, time management and interpersonal skills.
* Designed and delivered program management plans for new process and· technology solutions to drive adoption.
* Worked closely with subject matter experts across various organizations and departments to coordinate messaging and execution of communication. Organized engagement activities to help drive sustainable implementation of· business transformation initiatives.
* Proven leadership and direction to stakeholders by promoting a collaborative· and team-work culture.
* Created functional and technical design document for various ServiceNow modules as per the requirements.
* Assisting customer implementing the MSP (managed service provider) instance for Service-Now and domain separation for Service-Now
* Develop, reviews, and approves plans, schedules, various reports, project progress presentations and other project documents using respective tools and· techniques.
* Manages and controls schedules and costs to provide on time, within budget.
* Ensures compliance with relevant corporate policies and standards.

**Client: PricewaterhouseCoopers (PwC US)**

**Role: Project Lead Jan 2012 – Oct 2017**

**Environment: HP SM9, uCMDB, PPM Location: Bangalore, INDIA**

**Project Description:**

I have coordinated with internal teams to ensure timely implementations, acted as the single point of contact for severity issues, and facilitated effective incident resolution and service restoration. I participated in regular meetings with clients and vendors, hosted discussions with business leaders to understand and communicate BAU needs, and worked on continual process improvements. My responsibilities included reviewing Change Requests, managing HP uCMDB Data Flow Probes, resolving discovery errors, and integrating HP tools with third-party tools. Additionally, I established a feedback loop with vendors to provide 24/7 technical support.

**Responsibilities:**

* Coordinated with internal teams ensuring that implementations are ready as required by client deadlines.
* Acted as single point of contact for all severity issues and provided end to end support to initiate the status calls based on business impact and involved major incident management team for the business continuity plan which helped in effective coordination, incident resolution and service restoration.
* Participated in weekly, monthly meetings related to tools with client counterparts and vendor.
* Hosted several meetings with various business leaders and stakeholders understand business needs / technologies for the BAU and cascade to the team.
* Pro-actively working towards continual process improvements, prepared several documents and presentations related to vendor management process and HP SaaS tools known incident, change and problem management modules and documented the resolution steps for service improvement plans.
* Review Change Requests and obtain required approvals in the CAB meeting and review RCAs for major incidents and coordinated with problem management team to create problem ticket, known errors and tasks in problem management module.
* Installing and Maintaining HP uCMDB Data Flow Probes. Maintaining the credentials for various protocols required for discovery.
* Responsible for resolving uCMDB Discovery errors. Monitored all critical component items of the uCMDB application and infrastructure-related components to ensure that availability, performance and for the service are being maintained.
* Worked on WMI, SSH, NTCMD, SNMP Protocols; Troubleshooting skills on uCMDB server and probe issues; Discovery and advanced level discovery includes host, host resources, DB discovery, cluster, VMware etc.
* Application modelling experience and enrichment rule creation experience. Integrated HP tools and other third-party tools.
* To establish a feedback loop with vendor to ensure around-the-clock, in-house technical expertise to support and resolve any internal operational issues or problems affecting service delivery.

**Client: Deutsche Bank Mar 2011 - Dec 2011**

**Role: Systems Engineer Location: Bangalore, India**

**Project Description:**

In my role as a Systems Engineer at Deutsche Bank, I provided technical support for US and UK regions, handling application, desktop, and laptop issues. I managed tickets on BMC Remedy, conducted system maintenance, and assisted in software and hardware deployments. I collaborated with cross-functional teams to resolve technical issues, provided end-user training, and participated in disaster recovery planning. Additionally, I monitored system performance and documented best practices to enhance team efficiency.

**Responsibilities:**

* Technical support for US & UK providing support on Application, Desktop and Laptop
* Handling tickets on BMC Remedy and meet the restoration, quality, and other service level targets were met.
* Conducted regular system maintenance and updates to ensure optimal performance and security.
* Assisted in the deployment and configuration of new software and hardware, ensuring compatibility with existing systems.
* Collaborated with cross-functional teams to troubleshoot and resolve complex technical issues.
* Provided training and support to end-users on new technologies and system upgrades.
* Monitored system performance and generated reports to identify and address potential issues proactively.
* Participated in disaster recovery planning and testing to ensure business continuity.
* Documented technical procedures and best practices to improve team efficiency and knowledge sharing.

**Environment:** Windows, Linux, BMC Remedy, HP uCMDB, VMware