# PROFILE SYNOPSIS

Experienced Senior Technical Program Manager (PMP) with a proven track record managing large scale infrastructure teams across geographies. A customer cfentric individual with 17 years of experience in the IT industry; conversant with implementing strategic initiatives in a matrixed organization. Goal-oriented individual with strong people management, technical and leadership capabilities.

**Core Competencies** - IT Program Management; Product Management; People Management; Vendor Management; Proposal Management; Agile methodology; Stakeholder interaction; Strategy and Execution; Planning & Analysis; Operations Management; Systems Architecture; Microservices architecture; Private and Public Cloud technology; DevOps; CI/CD; AWS; Pivotal Cloud Foundry; GemFire; Virtualization; Capacity Management; Infrastructure Risk Management; Staff Development; Building High Performing Team.

**Program Management skills** – Excellent verbal and communication skills; excellent interpersonal and organization skills; strong problem solving and presentation skills; stakeholder management in complex enviornment; business case preparation, presentation to senior executives and approval; excellent analytical skills; lead multiple delivery partners and subcontractors.

## Professional Summary

## CGI: Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. It is a Canadian multinational technology consulting and software development company headquatered in Montreal,Canada.

#### **Role & Scope:** IT Program Management (Client: CIBC Bank)Feb’ 22 – Present

* Report to Senior Director Personal Banking Product & Technology and lead infrastcuture initiatives for the business
* Collaborate with key leaders to create/manage program roadmaps for IT/Infrastructure portfolio
* Collaborate with program sponsors to align business objectives with roadmap planning/execution
* Provide direction, guidance, and oversight to project managers and cross-functional teams for installing, maintaining, and decommissioning network and server hardware
* Act as the primary delivery executive with accountability for contract management, engagement financials, client relationships, and service delivery quality
* Communicating and reinforcing project methodologies and standards developing all project artifacts as required, including issue management, risk management, and change management
* Collaborate with partner LOBs to deconstruct issues, develop solutions, and assign accountability
* Manage Infrastructure team in building and configuring new datacenter requirements as well as decommission of old infrastructure
* Monitor testing and implementation activities ensuring that all phases/aspects of testing are covered based on the project to ensure the project is delivered on time and budget
* Played key role in planning and implementing disaster recovery activities across LOBs
* Led public cloud migration assessment for non-critical applications
* Responsible for managing partnership with service providers, OEM, and vendors
* Partner with centralized PMO to assess project management effectiveness and to foster integration/adoption of new tools and processes
* Track IT/Infrastructure and crucial initiatives by monitoring milestones/accomplishments
* Lead the development/implementation of processes to manage risks, interdependencies, benefits, estimates/costs, resources, and KPIs/metrics

## Citibank: Citibank, N.A. operates as a bank. The Bank provides product and service including saving accounts, deposits, loans, mortgages, investment fund, credit and debit cards, insurance, electronic banking, capital markets and advisory, and private banking. Citibank serves customers worldwide

#### **Role & Scope: Cloud Operations Manager Dec’18 – Dec’ 20**

* Primary responsibility is to lead Infrastructure team accountable for build, deploy and operations of GemFire and Pivotal Cloud Foundation (PCF) across Digital estate.
* Leading Digital transformation and public cloud(AWS) migration program for Consumer Retail Banking.
* Partnering with portfolio and program leadership to plan Infrastructure capacity. Actively participating in forecasting and planning capacity in PCF and GemFire estate
* Leading cross-functional teams to deliver Digital technology and transformation programs.
* Responsible to manage the L2/L3 teams for over 30 Digital application migrations to cloud, end-to-end implementations of Cloud Native Applications in PaaS environments like Pivotal Cloud Foundry.
* Driving Operations team for Production and Non-Production environment issues and driving environment (Lower as well as Higher) maintenance activities such as Continuity of Business (CoB). Overseeing cross-functional projects and exhibiting an understanding of critical cross module integration points.
* Initiating and Maintaining partnership with Private and Public Cloud Service providers and other OEM in the field of Cloud and DevOps, including dedicated team of 30+ resources, also responsible to Program manage addition of new Managed Service Vendor for infrastructure services
* Develop and maintain business requirements, business acceptance criteria and requirements traceability matrix of complex business applications and infrastructure using cloud computing technologies
* Owning program level metrics, reporting, and devising corrective actions, including maintenance of lightweight standards and processes and owner for team’s centralized best practices and patterns, developing mechanisms to drive best practice sharing and a learning organization, continuous improvement and consistency across teams
* Communicating Program direction, approach, priorities, status to all business sponsors. Leads, analyses and reports on Program Planning, Scheduling, Budgeting, Program Risk Mitigation, Contingency Planning and Stakeholder Relationship Management

## Fiserv: Fiserv, Inc. (NASDAQ: FISV) is a leading global technology provider serving the financial services industry, driving innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization

#### **Role & Scope: Program Manager- Infrastructure Feb’17 – Apr’18**

* Responsible to lead Project Management team for Infrastructure delivery of technology platform (Agiliti – Integrated Banking Solution)
* Responsible for running high dollar projects with a large amount of complexity and customer interface and associated stages of the success of a project including: the funding, planning, scheduling, implementation and tracking process
* Ensuring risk management strategies are followed and reviewed within guidelines, and plan and set project goals and milestones based on approved SOW
* Work closely with SMEs, design and implement infrastructure related projects in multiple test and production environment
* Lead Infrastructure delivery of technology platform (Agiliti) in close engagement with various partners and suppliers
* Compliance to the strategies and processes as defined by product and/or ER&R team
* Translating technical issues into business language that can be clearly articulated and understood by the wider business community
* Execute with SME teams and provide line management to the team
* Implemented ITIL/ PMI Best Practices for Problem Management and Incident Management including Root Cause Analysis (RCA’s) for Sev 1/ Sev 2, and chronic incidents that could impact the business

## Tech Mahindra Ltd.: Part of the Mahindra Group, Tech Mahindra is a US$3.68 billion company with 105,000+ professionals across 51 countries. It provides services to 788 global customers including Fortune 500 companies. It is also one of the Fab 50 companies in Asia, a list compiled by Forbes. Tech Mahindra ranked #5 in India's software services (IT) firms

#### **Role & Scope: Delivery Manager Dec’15 – Dec’16**

Responsible for leading Due Diligence and Transition plans and activities for BU of Everything Everywhere (EE – A British Telecom Subsidiary) to offshore.

* Responsible for leading a team of 10 Dedicated Project Managers and manage overall Transition Plan and BAU services, ensuring the all legal, business and technical obligations are met as per agreed business deliverables.
* Own Transition Balanced Scorecard which provides high level view on Customer, Financial, Operational Excellence and Learning & Development.
* Manage e2e responsibility of Project Management, not restricted to People, Processes and Technology part, but also owning Customer Relationship, Risk and Mitigation & Dependencies and Governance Plan with high visibility on P&L
* Own and Define Critical Business Tenants for Transition and Manage the Projects
* **Project Management Process** – the project team completes a definition and planning phase to ensure the scope of the project and its accompanying risk factors are understood and agreed.
* **Project Organisation and Responsibilities** – members of the project team define and agree the key project team members and their roles and responsibilities, including appropriate client sponsorship and involvement to ensure project results are achieved.
* **Project Phases** – work is phased to provide the opportunity to reassess risks at key milestones throughout the project.
* **Project Management System** – a management system is established to define and apply the appropriate governing processes for all project activities.

#### **Role & Scope: Sr. Project Manager (Program Manager) Mar ‘14 – Dec’15**

Managing and governing CPQ (Configure, Price & Quote) program for Vodafone Global IT Business which is implemented on Oracle Big Machines along with Salesforce.

* Program owner having responsibility for smooth delivery, governance and customer relationship management between Vodafone Business Sponsors and Tech Mahindra Delivery team (as appropriate).
* Efforts spend on Project Management is 30% as compared to 70% in Program Management and Implementation, with responsibilities to manage and validate the development and tracking of project plans including deliverables, milestones, resources, work estimates, schedule and dependencies integrating departmental sub-project plans into a master project plan and ensure contract milestones are completed on schedule
* Responsible for growth in Vodafone Account with focus on business value propositions i.e. C-Sat, Customer Retention, Continuous Improvement, Innovation and financial values i.e. P&L for TechM Business
* Participate in problem solving and conflict resolution when necessary in relation to other complex IT programs and lead cross-functional project team activities, providing leadership, guidance and coaching to the project team, as well as calling and leading steering committee meetings of directors as needed to address issues

#### **Key Deliverables**

* **Effective Program Management**: Ensure that all milestones are achieved as per the original plan and scope. It involves working with all the competency teams internally as well as customer’s business stakeholders.
* **Customer Relationship Management**: Develop strong relationships with key customer stakeholders, manage teams and influence appropriately. Act as an advocate for driving customer focus within the support teams and wider company and take accountability for the resolution of customer issues.
* **Growth**: Recognise, create and seize opportunities that will deliver significant business growth within Vodafone CPQ program. Overall program is planned to be implemented in 18 countries for Vodafone. Partnering with Vodafone business team to reach regional entities within Vodafone and demonstrate business benefit to them.
* **Management**: Manage team to ensure that, in the eyes of the customer, they are achieving operational excellence. Provide clarity and focus on the achievement of specific objectives.

## Barclays Technology Center India (BTCI): BTCI is a fully owned subsidiary of Barclays Group offering technology services to the Group worldwide, ranging from architecture, application design-development, packaged software implementation, testing, training & application support

#### **Role & Scope: IT Infrastructure Lead Jun ‘10 – May’12**

* Lead Project Management and Delivery for Middleware India.
* Transition Middleware’s Business (Delivery Management and Business Management) to Offshore.
* Principle Consultant for Middleware Engagements (PMO), Business Management and Finance Management.
* Lead 15 Delivery Manager’s (Onshore: Offshore) driving engagements and delivery.
* Work with Global Portfolio Leads to prioritize and mobilize middleware projects.
* Manage 200 projects across 5 different Middleware Components (MQ, MB, WAS, C: D and IAM).
* Ensure Middleware level risk compliance (Address Cluster level/Group level non-compliances etc.).

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#### **Key Deliverables:**

* Lead and drive Finance Management, Business Management and PMO for Middleware, India.
* Provide overall guidance to leadership team; give directions related to overall budget, timelines, forecasting, project priorities, CIGLS etc.
* Problem detection and resolution through proactive mitigation of risks and rapid escalation for support as needed from other teams in GTIS (Networking, Database, Unix etc.)
* Provides leadership to guide and influence stakeholders (portfolio leads, PM etc.) decisions.
* Maintain detailed task-level project plan.
* Monthly resource-based labor forecasting / actual realization; strong emphasis on forecast accuracy.
* Report status, and milestones to program management and executive sponsors in a timely and appropriate nature.
* Defining the governance (controls) and managing stakeholders’ communication within and outside GTIS.

## Cybage Software India Pvt. Ltd: Cybage is an emerging world leader in product engineering and IT services space. Over last 16 years of its operations, Cybage has progressively evolved to offer a wide array of software services to its global clientele.

#### **Role & Scope: Project Manager Jun ‘05 – Jun’10**

* Creating processes around domain (SharePoint) using knowledge of Subject Matter Experts.
* Define Service Level Agreements and Critical Performance Measures for each Process.
* Transitioning Business in a Process environment where Service Levels & performance can be measured.
* Ensured services are delivered within the Service Transition are within time and budget constraints and meet the required level of quality.

## Other Experiences

### Rapidigm India Pvt. Ltd. (Now Fujitsu Consulting India Pvt. Ltd.)

#### **Role: Practice and Business Coordinator Feb’05 – Jun’05**

### Hewlett-Packard (On Contract with HCL Technologies)

#### **Role: IT Direct Sales Consultant (A&NZ Market) May’03 – Aug’04**

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**Academics**

* Diploma in Advanced Computing (AWS, Azure and GCP) 2022: University of Texas at Austin
* CDAC- Jan 2002: Pune University
* Bachelor of Commerce - 2021: Rajasthan University
* Diploma in Advanced Computing - 2001: DOEACC