Devendra

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# SUMMARY:

* **13 years** of overall IT experience as a IT **Project manager**
* Proficient in planning, handling, supervising the project and provide best alternatives during the project.
* Experienced **in project management, Strategic planning, Leadership, IT infrastructure management, Client relationship management, Risk management, cross-functional team leadership, and Budget Management. Excellent knowledge of all major operating systems and a good leadership skill**
* Oversee the day-to-day operations of the IT department including managing several teams.
* Develop and implement IT policies and procedures to ensure the security and integrity of the systems.
* Lead IT projects from conception to completion, ensuring adherence to budget and timeline constraints.
* Experience in working on **Duck Creek** applications.
* Collaborate with cross-functional teams to identify and address technology needs and challenges.
* Manages vendor relationships and negotiate contracts for hardware, software and services.
* Conduct regular audits and assessments to identify and address technology needs and Challenges.
* Provide technical support and troubleshooting assistance to end-users, ensuring minimal disruption to business operations.
* Supports corporate Databases with initiatives using waterfall and agile methodology.
* Experience in plans, executes, and finalize projects with strict deadlines and budget.
* Experience in creating staffing, budget, risk and communication plans.
* Experience in **Software Development Life Cycle (SDLC), Analysis, Design, Development, .**
* Experience working with **Web Form, Master page, Razor view engine, User Control and Custom Control.**
* EExperience on **E-Commerce, Heathcare, Insurance** domain applications.
* Experience in **Azure**.
* Ensuring customer requirements are adequately factored in all projects by participating in **customer interactions** and escalating all scope **changes requested** by customers.
* Use **Tableau** and **MicroStrategy** tool with **SSIS** for predictive analysis.
* Experience in **Waterfall model** and **Agile (SCRUM)** methodologies.

# SKILLS:

|  |  |
| --- | --- |
| Management tools | Visor, QuickBase, Click up |
| Version Control Tools | TFS, VSTS, Git-Hub, Git \ Jira \Rally |
| Windows server | 2012,2016 |

**PROFESSIONAL EXPERIENCE:**

**Role: - Project manager June 2023-Till date**

**Client: - Follett, Chicago, IL**

Follett Corporation is an American technology company headquartered in Westchester, IL. Follett is a provider of educational services and products to colleges, school and libraries.

* + Involve in analysis, technical specification preparation.
  + Managing team of 20+ Plus IT professionals.
  + Coached mentored and developed IT team project skills for implementation of projects insuring accomplished in accordance with established projects.
  + Dashboard Reporting – A comprehensive view of all program projects with a graphical representation of daily and weekly state, defect state, and residual defect state. Project metrics to higher-level stakeholders.
  + Working on JIRA reports.
  + Monitoring windows server.
  + Use QuickBase for analytics, reports, Billing and Invoicing budgets.
  + Responsible for managing and executing multiple systems and telephony projects.
  + Develop solutions to improvise performance and scalability of systems.
  + Review code and help team members to make changes in code for better quality.
  + Conducting meeting with IT executives every day.
  + Guiding team to understand code flow and do code review in for better code quality of the system.
  + Guiding team to develop proper code.
  + Co-ordinate with offshore/onsite testing team for fixing bugs and defects.
  + Conducting stand up daily and getting daily status report from the team.
  + Work in Agile iterations to deliver business value in short timeframes.
  + Sending project reports to the Director and VP of the company.
  + Conducting weekly meetings with the Business team and gathering requirements and giving it to the team.
  + Making weekly reports, Release reports, and updating proper status of every user stories in JIRA.
  + Monitoring tickets and updating them in service now management tool.

**Environment: JIRA, QuickBase, Postman, Excel, Service now management tool, MS office, Visio, SQL, windows server 2016.**

**Role: - Project Manager Oct. 2022 – May2023**

**Client: - State of Michigan, Lansing, MI**

The Department of Technology, Management and Budget supports the business operations of state agencies through a variety of services, including building management and maintenance, information technology, centralized contracting and procurement, budget and financial management, space planning and leasing, construction.

* + Involved in analysis, technical specification preparation.
  + Developed solutions to improvise performance and scalability of systems.
  + Lead all aspects of project, including planning, resource allocation, project documentation, client engagement and change management.
  + Enhance project-wide efficiencies by creating 7+ filters in VSTS to monitor 400 -450 bugs and enhancements tickets.
  + Worked on AGILE SCRUM environment by using VSTS for attending meetings and update client daily on stand-ups about work progress.
  + Work in Agile iterations to deliver business value in short timeframes.
  + Worked on different tickets coming from different department estimate those values for approval from client.
  + Involved in analysis, technical specification preparation and design the requirement.
  + Coordinated with Offshore as well as onshore team.
  + Worked on **Tables,** generated SQL scripts by **Stored Procedures and views** on **SQL Server 2012**.
  + Developed policies, procedures and implementing technology related controls.
  + Led the budget management for a $10M infrastructure revamp, optimizing resources, and improving system resilience.
  + Generated various Monthly, Quarterly, Bi-Yearly, Yearly reports by different type of reports using

# SSRS.

# Planned, coordinate and communicated projects/ tasks related to system softwares.

* + Negotiated contracts with various software vendors.
  + Worked on **AGILE SCRUM** environment by using VSTS for attending meetings with staff and update them regularly through Scrum Master for Code Review meetings, Implemented User stories.
    - Work collaboratively in an Agile team to deliver high quality source code to meet business needs Read user stories and implement code to meet acceptance criteria with attention to detail. Review and improvise code as necessary. Create automated unit tests. Translate clients’ business requirements and objectives into innovative technical applications and solutions.

**Environment: Git, Microsoft teams, Postman, VSTS, MS office, Azure, Gnatt Charts, office 365,Click up.**

**Role: - Project manager July 2021 – Oct 2019 Client: - Farmers Insurance, Caledonia, MI**

**Farmers Insurance Group** (informally **Farmers**) is an American insurer group of vehicles, homes and small businesses and also provides other insurance and financial services products.

* + Involved in analysis, technical specification preparation.
  + Coached mentored and developed IT team project skills for implementation of projects insuring accomplished in accordance with established projects.
  + Managed a budget for $5M for infrastrture projects, oprtimizing allocation to meet stringent financial performance targets.
  + Managed team of 30+ IT professionals including stakeholders.
  + Engaged stakeholders to define the scope of project objectives and business requirements for enterprises wide reengineering initiatives.
  + Testing API through postman for web services.
  + Implemented lock functionality for customer and Customer service representative using OKTA.
  + Worked closely with vendor in the development and customization of CMS.
  + Monitoring windows server 2008 and 2003.
  + Co-ordinate with offshore/onsite testing team for fixing bugs and defects.
  + Worked on AGILE SCRUM environment by using Rally for attending meetings and update client daily on stand-ups about work progress.
  + Used **Clickup** for analytics, Reports, invoicing budget and expense tracking and document management.
  + Weekly sync up with legal teams and business teams to discuss future requirements and issue for the development of the website.
  + Make weekly status reports for team and present it to Director, and VP of the company.

**Environment: Visual Studio 2019, Excel 2016, Rally, Git, Windows server 2012 and 2016, Webex teams, Postman, CMS, MS office, Clickup.**

**Role: - IT Project manager** **April 2019– Oct 2019 Client: - Meijer, Grand Rapids, MI**

**Meijer Inc.** an American supercenter chain that primarily operates throughout the Midwestern United States. Its corporate headquarters are in Walker, Michigan, which is a part of the Grand Rapids metropolitan area

* + Involved in analysis, technical specification preparation and design the requirement.
  + Managed a budget for $1M for infrastrture projects, optimizing allocation to meet stringent financial performance targets.
  + Handled 6 teams with capacity of 10+ IT professional in each team.
  + Monitoring **VSTS** boards and sending multiple mails to team everyday regarding cards on VSTS board.
  + Coordinating and Communicating with the client and scrum team to do an automation feasibility study for the new project.
  + Dashboard Reporting – Complete status of the entire program projects with all the graphical depicting the daily and weekly status, Defect status and residual defects. Projecting metrics to higher stake holders.
  + Co-ordinate with offshore/onsite teams to review the test cases prepared by them.
  + Worked in **Azure** to monitor the logs and track data in SQL.
  + Worked in **Azure** to monitor the API that team is working on.
  + Coordinating and Communicating with the client and scrum team to do an automation feasibility study for the new project.
  + Monitor all the test cases were written in by QA team with a detailed manual step and monitor the automation.
  + Ensure smooth and hassle-free environment among each and every team member both in onshore and offshore.
  + Worked on **AGILE SCRUM** environment by using VSTS for attending meetings with staff and update them regularly.
  + Successfully driving the team without any escalations from client/Internal Peers
  + Submitting weekly reports to manager and VP for testing regarding test scenarios.
  + Track team code checking progress in GIT.

**Environment: Microsoft Azure, SQL 2016, Excel 2016, VSTS, Git, Microsoft Teams, Postman, MS office, Slack.**

**Role: - Project manager** **Oct 2018 – April 2019**

**Client: - Montage Furniture Services, Grand Rapids, MI**

Montage (MFS) is the furniture insurance claims provider which provides insurance plans to the customer who buys furniture from MFS vendors.

* + Involved in analysis, technical specification preparation and design the requirement.
  + Generated various Monthly, Quarterly, Bi-Yearly, Yearly reports by different type of reports using

# SSRS.

* + Worked in **AGILE SCRUM** environment by using VSTS for attending meetings with staff and update them regularly.
  + Worked with a team of 5 IT professionals
  + Checked logs in **Azure** as wells as in Microsoft Service Bus, monitoring code check in Git by team members on day-to- day basis.
  + Conducting scrum call to monitor each team progress.
  + Worked on Gantt charts to for proper planning and execution of the project.
  + Selected and managing vendor who will provide better services to the company.
  + Managed the software development lifecycle process for the projects.
  + Ensuring the Project deliverables fulfil the agrees business requirements.
  + Worked with senior business and IT stakeholders on roadmaps and implementation.

**Environment: SQL server 2014, Excel, VSTS, Microsoft Teams, Microsoft service bus, Microsoft Azure.**

**Role: - IT Project manager** **June 2018- Sept 2018 Client: - Valero Energy Corporation, San Antonio, TX**

Valero Energy Corporation is an American-based downstream petroleum company mostly involved in manufacturing and marketing transportation fuels, other petrochemical products, and power.

* + Involved in analysis, technical specification preparation and design the requirement.
  + Coordinated with Offshore as well as onshore team.
  + Worked on **Tables,** generated SQL scripts by **Stored Procedures and views** on **SQL Server 2012**.
  + Developed policies, procedures and implementing technology related controls.
  + Led the budget management for a $750K infrastructure revamp, optimizing resources, and improving system resilience.
  + Generated various Monthly, Quarterly, Bi-Yearly, Yearly reports by different type of reports using

# SSRS.

* + Integrated **Excel** dashboard with SQL server to analysis data from SQL data.
  + Planned, coordinate and communicated projects/ tasks related to system softwares.
  + Negotiated contracts with various software vendors.

Worked on **AGILE SCRUM** environment by using VSTS for attending meetings with staff and update them regularly through Scrum Master for Code Review meetings, Implemented User stories.

**Environment: SQL server 2012, Excel, Postman, Git, MVC 5.0, Microsoft Azure, Slack.**

**Role: - IT Delivery & Infrastructure Lead / IT project manager March2018- June2018**

**Client: - Coca-Cola, Atlanta, GA**

**Coca-Cola**, or **Coke**, is a carbonated soft drink with a cola flavor manufactured by the Coca-Cola Company. In 2013, Coke products were sold in over 200 countries worldwide, with consumers drinking more than 1.8 billion company beverage servings each day.

* + Involved in analysis, technical specification for production support lead.
  + Developed and implemented project roadmaps and milestones, lead key stakeholder managements and accountability, and communicated project status with relevant stakeholders.
  + Created cost/benefit analysis reports for recommending optimal employment-related technical solutions.
  + Managed vendor relations, contract negotiations, project budget, and deadlines, and focused on cost savings, recourse management and services.
  + Coordinated with Offshore as well as onshore team.
  + Worked on **Azure** cloud service platform.
  + Implemented WEP-API by using**C#** in GET and POST method.
  + Involved in trouble shooting and fixing the issues for all the applications.
  + Participated in peer-reviews for task related code using **confluence** and **Bitbucket** with off –shore team.
  + Generated **SQL script** for uploading the stored procedures functions and views the client’s server.
  + Worked on **AGILE SCRUM** environment by using **Bit-Bucket** for attending meetings with staff and update them regularly through Scrum Master for Code Review meetings, Implemented User stories.

**Environment: Visual Studio 2017, MVC 5.0, Web API, C#.NET, MS SQL Server 2014, Windows 10, Excel, Slack, MS office, Microsoft Azure.**

**Role: - IT Delivery & Infrastructure lead/ Junior IT project manager** **July2017-March2018**

**Client: - Owens and Minor, Richmond, VA**

**Owens & Minor, Inc.** (NYSE: OMI) is a global healthcare logistics company. The company has distribution, production, customer service and sales facilities located across the Asia Pacific region, Europe, Latin America, and North America.

* + Involved in analysis, technical specification preparation and design the requirement.
  + Coordinated with Offshore as well as onshore team.
  + Directed full project life cycle of business, technology, quality and supply chain management.
  + Worked with IT managements and IT leaders to define project scope and objectives.
  + Oversaw the transition to a hybrid cloud infrastructure, improving scalability, and reducing cost by 35%.
  + Managed key vendor negotiations that resulted in a cost savings of 20% annually on IT procurement.
  + Worked to develop in depth knowledge of project management components including Project management software such as **MS project**.
  + Created and manage overall resource plans, budgets, forecasts and scenarios.
  + Handled team of 20+ IT professionals.
  + Provided regular communication to executive level management.
  + Worked on **Azure** cloud service platform to analysis azure logs.
  + Involved in trouble shooting and fixing the issues for all the applications.
  + Implemented XML parsing logic for data coming from **Biztalk** and **Omni**.
  + Participated in peer-reviews for task related code using **Git** and **VSTS**.
  + Implemented **Oauth2** as Azure WEB-API security between **Azure** and **Salesforce**.
  + Tested work with expose URI on **Salesforce** platform.
  + Implementing Code first and database first approach in VSTS.
  + Database design – **Tables and Stored Procedures** for supporting the different functionalities of the modules using **SQL Server 2012**. Generating **SQL script** for uploading the stored procedures functions and views the client’s server.
  + Developed cubes by identifying tables (fact and dimension), Data Source and Data Source Views, attributes, dimension members, calculation, actions, partitions and perspective using SQL Server Analysis Services 2008R2 to analyze data based on sales information.
  + Generated various Monthly, Quarterly, Bi-Yearly, Yearly reports by different type of reports using

# SSRS.

* + Integrated **Tableau** into Salesforce and do analysis on reports.
  + Working on **AGILE SCRUM** environment by using VSTS for attending meetings with staff and update them regularly through Scrum Master for Code Review meetings, Implemented User stories.

**Environment: Visual Studio 2017, MVC 5.0, Web API, C#.NET, MS SQL Server 2012, Tableau 10 .1, Windows 10., MS-Excel, MS-office, Microsoft Azure, VSTS, MS project.**

**Role:. Project manager Feb 2016 – May 2017**

**Project: – Retail industry (Meijer), Grand rapids, MI**

**Meijer Inc.** an American supercenter chain that primarily operates throughout the Midwestern United States. Its corporate headquarters are in Walker, Michigan, which is a part of the Grand Rapids metropolitan area

* Worked with team as a manager on developing single page applications.
* Participated in peer-reviews for task related code using **Git** and **TFS**.
* Worked with a team of 5 IT professionals.
* Conducting scrum call to monitor each team progress.
* Worked on Gantt charts to for proper planning and execution of the project.
* Selected and managing vendor who will provide better services to the company.
* Managed the software development lifecycle process for the projects.
* Ensuring the Project deliverables fulfil the agrees business requirements.
* Worked with senior business and IT stakeholders on roadmaps and implementation.

**Environment: Excel, Slack VSTS, TFS.**

**Role:. Team Lead Jun 2009 – Jul 2014**

**Project: – Cognize Technology**

Cognize Technology is an IT Staffing and accomplishment Solutions arena based in Indore, India.

* Worked in Agile development environment on multiple projects and participated in meetings and discussions with department heads, project managers, architects and co -developers.
* Worked with Business Analysts and users to understand the requirement and Contributed to the

requirements gathering, analysis, design, development, change management, release and post-production verification of several projects.

* Created Stored Procedures, Triggers, and Functions to access and manipulate data from Sybase10.0.
* Created and consumed WCF Web Services.
* Designed & developed web user interface using ASP.net, HTML, CSS, JavaScript, server controls, and developed customized Web controls
* Worked on team budget and resource planning.
* Give daily status update to my manager as well as the director of the company

**Environment: Excel, Slack VSTS, TFS, Visual studio 2005.**

EDUCATION

* + - **University Of Cumberland’s (U of C)**; *Williamsburg, KY|MS, Information technology*
    - **GPA**:3.67/4.0
    - **University Of Cumberland’s (U of C)**; *Williamsburg, KY|MS, Global business with Blockchain Technology*
    - **GPA**:3.4/4.0
    - **Murray State University (MSU)**; *Murray, KY | MS, Computer Information Systems &Management.*;
    - **GPA**: 3.0/4.0
    - **Institute of Engineering & Science, IPS Academy**; Indore, India |
    - *Bachelor of Engineering*, *Electronics & Telecommunication*;
    - **GPA**: 3.4/4.0