Jaspreet Singh Uppal

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Location: Houston, Texas

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**Objective:**

Customer-first approach with strong project & program management, change management, training skills & an aggressive appetite for learning technologies to win business and advance the digital workplace. AI enthusiast and well versed in managing global enterprise technology projects (QA, upgrades, migrations, decommissions & new product rollouts) on time, within budget & regulatory compliant. Extensive vendor management, engineering & operational support experience. Build relationships & leverage strengths of team to deliver valuable outcomes.

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**Key responsibilities:**

* **Product Development & Delivery:** Successfully managed the end-to-end development and implementation of enterprise-level applications, delivering innovative solutions that enhanced operational efficiency and exceeded client expectations.
* **Agile Methodologies:** Spearheaded product roadmaps using agile tools such as JIRA, Confluence, and Azure boards to prioritize features, manage product backlogs, and streamline project execution. Delivered projects with a 20% improvement in delivery timelines.
* **Cross-Functional Team Leadership:** Led cross-functional teams, including application engineering, cloud, business intelligence, and data engineering professionals, to deliver complex programs across multiple geographies. Facilitated collaboration to achieve seamless project outcomes.
* **Program Management:** Directed multiple moderate-to-complex programs simultaneously, ensuring alignment with strategic goals. Oversaw project schedules, resource allocation, and risk management to deliver high-impact results.
* **Release Management:** Executed robust release management processes, ensuring timely deployment of enterprise-level applications with zero critical defects post-launch. Coordinated with development and QA teams to maintain smooth delivery cycles.
* **Stakeholder Engagement:** Built strong relationships with stakeholders, providing regular updates on project progress, managing expectations, and resolving escalations promptly. Maintained a 95% satisfaction rate through clear communication and proactive risk mitigation.
* **Leadership & People Management:** Mentored and guided project team members across disciplines, fostering a culture of accountability, innovation, and continuous improvement. Improved team efficiency by implementing structured workflows and clear role definitions.
* **Project Planning & Execution:** Developed detailed project plans for novel product initiatives, incorporating feedback from cross-functional teams. Delivered solutions within scope, budget, and timeline while ensuring alignment with company objectives.
* **Documentation & Reporting:** Created comprehensive project documentation, including program charters, progress reports, and risk assessments. Presented actionable insights and key performance indicators (KPIs) to executive leadership.

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**Additional Skills & Accomplishments:**

* **Technical Expertise**: Strong background in application development, including cloud-native technologies and data engineering solutions. Hands-on experience in system design and software architecture.
* **Tools & Platforms:** Proficient in Agile tools like JIRA, Azure & DevOps. Experienced with cloud platforms such as Azure.
* **Methodologies:** Demonstrated expertise in Agile, Scrum, and SAFe methodologies for driving iterative product development.
* **Problem-Solving:** Effectively resolved complex project challenges by implementing creative and data-driven solutions, reducing delivery risks by 25%.
* **Communication & Presentation**: Delivered compelling presentations to executive stakeholders, influencing decision-making and securing buy-in for strategic product initiatives.

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**Education:**

Full time Bachelor of Technology securing 81.3% (First class with honors) from Kurukshetra University in the year 2006.

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**Certifications:**

* Certified SAFe® 5 Agilist from Scaled Agile Inc.
* Certified Project Management for Practitioners – PMFP.
* Microsoft 365 Copilot Office training.
* AI for Business – fundamentals for Managers and leaders.
* Microsoft Certified Azure Solutions Architect.
* Microsoft Certified Azure Data Engineer Associate.
* Microsoft Certified Azure Fundamentals – AZ-900.
* Dun & Bradstreet’s Certification – Foundation Course in Banking-II, US Banking Structure.
* CI/CD with Jenkins pipelines, Maven, Gradle.

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**Skills:**

Azure DevOps (ADO), Azure test plans, ALM (Quality center), IPM+ Infosys Project Management tool) MSEPM, Jira, Alteryx, Jenkins, Maven, Cucumber, Rest Assured library, GitHub, Azure Data factory, NeoLoad, UFT, SoapUI, Selenium Web driver, Load runner , Test Complete, Postman, Newman CLI, WS Certify, Appium, QuerySurge, Jira, Unix, Microsoft Visual Source Safe, TFS, VSTS, SharePoint Workflows, Power Automate flows, TOAD, ETL (IBM data stage director), Eclipse, Control M, Swagger,Informatica

Core java, advanced java, HTML, XML, Python, Teradata v16, Oracle, SQL, Azure SQL, Azure Cosmos, Azure Synapse Analytics, Java script, VB script, Node.js, REST API, BDD, Robot, Keyword-driven, Hybrid, Data-driven, TestNG, Tableau, Power BI, advanced excel, Power Query **.**

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**Professional Experience:**

1. **Title : Project Manager**

**Client : *GE Healthcare***

**Association period : April 2021 – Till date**

**Work location : Houston, Texas**

**Cost savings/Business Value:**

Proposed USCAN cost savings ahead of TSA exit ~5X

**Skills/Certifications/Responsibilities:**

* Led high-profile projects for over 5 years, consistently delivering exceptional customer experiences through meticulous interface management.
* Facilitated large group meetings, effectively communicating and driving engagement across diverse audiences.
* Translated complex team needs (technical and non-technical) into actionable projects and programs, driving significant organizational advancements and action-oriented outcomes.
* Leveraged advanced analytics skills to distill sophisticated information, making informed recommendations and proposing strategic solutions that align with business objectives.
* Managed entire project lifecycles successfully, demonstrating a strong track record in timely program delivery and extensive collaboration with Support organizations.
* Oversee quality assurance processes, implementation of best practices and perform value creation.
* Adapted seamlessly to shifting priorities and timelines in fast-paced environments, thriving on rapid change as a proactive and motivated professional with strong interpersonal and communication skills.
* Implemented project governance policies and procedures, ensuring consistency across multiple technical and strategic initiatives.
* Crafted comprehensive program plans utilizing tools like JIRA and Confluence, managing dependencies and securing internal partner alignment to enhance project transparency and efficiency.
* Led the identification, assessment, and mitigation of project risks, applying proactive measures to manage risks and resolve issues throughout the project lifecycle.
* Established and maintained effective communication channels with project partners, fostering strong relationships and ensuring alignment and transparency across all project phases.
* Championed continuous improvement within the PMO by identifying and implementing enhancements to project management processes and tools, adhering to strict metrics and governance standards.
* Led a team of Project Managers and Scrum Leaders, advocating for Agile principles and practices across the organization to foster cultural change and enhance Agile maturity.
* Understand specific telephony requirements, vendor challenges for fixed line telephony/unified communications for sites in EMEA & USCAN regions.
* Review RFP’s, DHCP scope, conditional access policies, tenant mgt., E911 and compliance, review call queues & hunt group requirements.
* Review and evaluate solutions offered by vendors for Information security and infrastructure needs.
* PO & legal contracts, vendor negotiations. Handling technical questionnaire with Work Council & security teams.
* Implement Enterprise Teams model over Operator Connect, coordinating in getting Global SIP trunk established.
* Implement Cisco Webex Calling (USCAN) in 39 locations by EOY 2024. Replacement of phones, paging systems, eFax, Voice gateways at site.
* Deployment of SBC & ATA’s for EMEA sites.
* Replacement of existing site hardware with AudioCodes & Polycom M365 based platform solutions for Voice & CCaaS sites.
* Managing highly complex sites for contact center and telephony solutions.
* Managing porting requests & PRI clean-ups for the GEHC sites for LECs.
* Implement Operator Connect to replace existing vendor in EMEA.
* Preparing Runbooks for the site-specific deployment needs.
* Handling escalations, communication to users, trainings and rollouts. Third party application integration with ServiceNow.
* Project planning, monitoring & collaboration with cross functional teams, identify, analyze, manage risks & scope changes.
* Meet quality standards, evaluate project success and identify opportunities for improvement, preparing summary for executives.
* Cost analysis & metrics – current and future cost projections.
1. **Title : Tech. Manager**

**Client : *Chevron***

**Association period : February 2018 – March 2021**

**Work location : Houston, Texas**

**Skills/Certifications/Responsibilities:**

Data factory, Tosca, Azure DevOps, Tableau, Power BI, Spotfire, Quality Assurance, Azure Test Plans, Postman, SoapUI, Newman NeoLoad, JIRA, UFT, Selenium WebDriver, Jenkins, GIT/SVN, J-Meter, SonarCube, Maven, Unit TestNG, SQL, Control M Informatica, TFS, Azure data factory, Azure Databricks, azure synapse analytics

* The overall program scope was to provide development, maintenance and data validation, reporting & testing services that would include Application Design, Coding, Unit Testing, System, Integration testing, deployment, and documentation thereof for the changes to CST (Chevron Supply & Trading) applications.
* Oversee quality assurance processes, implementation of best practices and perform value creation.
* Participate in technical design discussion and to review technical documents.
* Requirements gathering, design, development, testing and support for S&T applications in Scaled Agile Model.
* Collaborating with the business users for simplification of existing tools and processes to ensure well-structured and well-defined business processes.
* Review and evaluate customer’s business priorities, pain points and processes and determine which of those can be addressed through technology solutions.
* To ensure process improvement and compliance, and participate in technical design discussion and to review technical documents.
* Develop and implement operational plans for delivery activities to ensure efficient and timely delivery operations.
* Manage and oversee deployment/release activities to ensure deliverables meet customer expectations.
* Review, evaluate and approve project audits, health checks and security audits to identify any gaps in the deliverables.
* Develop and implement risk mitigation plans for various projects by reviewing and evaluating risk factors prepared by direct subordinates.
* Provide strategic guidance on business models, engagement terms and conditions to improve delivery processes.
* Manage risk assessment processes by identifying ways to minimize such risks and adjusting project plans accordingly.
* Review and approve requirement specifications, metrics and key performance indicators.
* Automating the DataStage & .Net Jobs required to be triggered for testing the Interfaces.
* Identify and flag potential risks and issues that may impact project timelines or quality, develop mitigation strategies or contingency plans to address risks and provide regular project updates to key stakeholders.
* Participate in review meetings for releases/projects.
* Participate in User Requirement workshops.
* Developing strategy for DevOps implementation in CI/CD environment.
* Validation of data pipelines to ensure accurate BI reports.
* Participate in design reviews to ensure technical accuracy & compliance.
* Prepare detailed reports for governance meetings.
1. **Title : Tech. Lead**

**Client : *AT&T Services Inc.***

**Association period : June 2014 – January 2018**

**Work location : India**

**Skills/Certifications/Responsibilities:**

 Rally, Quality Center, Quality assurance, developer’s tool, Power query, Jira, SharePoint, Selenium, Android, CATO, TOAD, IBM data stage director), Eclipse, Control M Swagger, Informatica

* MyATT application testing (IOS, android & windows)– Native & hybrid apps. including accessibility testing (CATO) for telecom billing systems, CDR & usage reports.
* Development of test framework to speed overall test execution.
* Monitoring progress (Planned Vs Actual) reports.
* Preparing Project plan, CM plan, business continuity access management, security & metrics management.
* Early identification of risks for all the Projects agreed upon for a release.
* To ensure process improvement and compliance and participate in technical design discussion and to review technical documents.
* Training client team on test automation framework development.
* Monitoring project daily with generating planned vs. actual testing progress reports.
* Supporting & certifying frequent production deployments in Continuous delivery model.
* High level & detail level design documents preparation for applications.
* Code deployment, Integration, System & User acceptance testing.
* Incident management & traceability matrix preparation.
* Implementation of Corporate action & order management.
1. **Title : Tech. Lead**

**Client : DBS – Singapore, CFS – UK, Bank of Columbia**

**Association period : December 2006 – May 2014**

**Work location : Singapore & India**

**Skills/Certifications/Responsibilities:**

BDD, Robot, Keyword-driven, Hybrid, Data-driven, TestNG, Core java, HTML, XML, Python, SQL, Finacle

* Work with the SMEs to prepare functional specification during the project requirements stage. Direct the offshore team for documentation of functional requirements for client submission and approvals.
* Testing of Delisting & suspension of symbols.
* Validating the Back-office processing & batch reports.
* Testing corporate actions i.e., Buyback, Spinoff, Merger, Demerger, Cash Dividend, Bonus & Stock dividend, Liquidation, Rights, Name change, Split & reverse split, Investor Portfolio Mgt.
* Identify and flag potential risks and issues that may impact project timelines or quality, develop mitigation strategies or contingency plans to address risks and provide regular project updates to key stakeholders.
* Identifying/framing reusable scenarios for automation& running the automation scripts.
* Anchoring testing requirements, managing deliveries, monitoring improvements, resource planning & management.
* Monitoring project daily with attention to resources, time, budget, and quality.
* Formulation of Project/test planning artifacts such as Project Plan, test plan, test strategy, & CM plan.
* Automation Feasibility Analysis, change mgt., Incident mgt., proof of concept of tools, test bed preparation.