**Srivastva, Ranjan Kumar** | Technical Program Manager

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**Professional Summary**

Dynamic and results-driven **Technical Program Manager** with over **20 years of global IT experience** across **Retail**, **Telecom**, **Healthcare Payer**, and **Oil & Gas** industries. Proven ability to lead **large-scale, cross-functional programs** with budgets ranging from **$500K to $10M**, driving enterprise-wide **digital transformation** and delivering high-impact business outcomes.

Extensive experience across diverse industry domains:

* **Retail**: Led customer-facing digital platforms such as **Loyalty Mobile App**, **7NOW eCommerce**, **Event Central**, **Doordash marketplace**, and **forecourt controller (DEX)** deployments. Spearheaded **AI-driven personalization** and **fraud prevention** initiatives.
* **Telecom**: Delivered **OSS/BSS systems** for **AT&T**, **DoT India**, and **PTC Zimbabwe**, covering provisioning, billing, inventory, and fault management. Drove **API modernization**, **platform integration (Halo B)**, and **CI/CD pipelines**.
* **Healthcare Payer**: Managed complex enterprise systems for **BlueCross BlueShield**, including **new business**, **underwriting**, **rating**, **policy administration**, **correspondence**, and **ICD-10 compliance** transformation.

Expert in **Agile/SAFe** delivery with 10+ years as **Agile Coach**, **Scrum Master**, and transformation leader. Skilled in **mobile & web app development**, **eCommerce platforms**, **data engineering**, **Salesforce Marketing Cloud**, and **MDM solutions**. Adept at managing distributed teams across **India**, **Mexico**, **Poland**, and **Romania**, and collaborating with vendors including **BBPOS**, **McCon**, and **Doordash**.

Led the development of customer-facing web and mobile applications enabling on-demand order, delivery, and pickup. Including a store-facing app for real-time order fulfillment and delivery coordination. Integrated **AI-driven product recommendations** and **personalized deals** to tailor user experiences and boost conversion rates. Implemented **Stripe Radar’s AI-based fraud prevention** to proactively detect and mitigate high-risk transactions, including potential **card fraud**, **account takeovers**, and **refund abuse**.

**Professional Experience Summary**

* **Technical Program Manager**, Dollar Tree & Family Dollar – Facilitated service agreement (MSA) closure with Doordash. Led Doordash integration across 7600+ stores including stakeholder alignment, data flows, Stripe payment setup, and reconciliation dashboards.
* **Engineering Project Manager**, Apple Inc. – Delivered chatbot, notification center, and AUX status enhancements in the global Prism app using Swift, Apple JDK, and Xcode Cloud.
* **Sr. Technical Program Manager**, Sam’s Club (Walmart) – Developed "Event Central" platform enabling end-to-end event lifecycle, campaign automation, and ISB publishing.
* **Sr. Technical Program Manager**, 7-Eleven – Managed loyalty apps, 7NOW eCommerce, DEX fuel controller deployment, AI-driven recommendations, Salesforce Marketing Cloud, MDM, and Azure data lake ingestion.
* **Payments & Fraud Analytics**: 4+ years of payment gateway integration (Stripe, HPS) and fraud detection strategies using Stripe Radar and 3rd-party tools.
* **Lead Project Manager**, AT&T – Directed OSS/BSS modernization using Agile, delivered Halo B integrations, CI/CD pipelines, and cross-functional coordination.
* **SAFe Scrum Master**, Walmart – Coached scrum teams on SAFe practices, improved agile maturity, PI planning, and continuous delivery workflows.
* **Agile Project Manager**, AT&T Dallas – Delivered agile solutions for billing, map & maintenance, and inventory systems; aligned upstream/downstream APIs and teams.
* **Agile Coach**, Baker Hughes – Led enterprise Agile transformation, pilot project execution, Rally training, and coaching across PMO and development teams.
* **Healthcare Payer**: 4+ years with **BlueCross BlueShield**, managing policy services, member portals, underwriting systems, and healthcare reform initiatives like ICD-10 transition.
* **Telecom Services**: 4+ years across AT&T, DoT India, and PTC Zimbabwe, delivering provisioning, billing, fault management, and inventory systems.
* **SCRUM/Agile Leadership**: 10+ years coaching agile teams and scaling SCRUM, including backlog management, velocity tracking, and SAFe PI facilitation.
* **Project & Delivery Management**: 15+ years of end-to-end ownership of cross-functional projects with hands-on control of scope, budget, estimation, vendor relations, and risk.
* **Data & Backend Expertise**: 15+ years across Aurora DB, MongoDB, Oracle, SQL Server, and Pro IV with hands-on data modeling and API development oversight.
* **Mobile & Web Apps**: 4+ years delivering native iOS/Android apps in retail and loyalty domains, integrated with backend services and analytics.
* **Legacy & Platform Systems**: 12+ years of application development and support on platforms like UNIX, VAX VMS, NetWare, and Windows.
* **Global Delivery Management**: Led geographically distributed teams and vendor networks across **India**, **Mexico**, **Poland**, and **Romania** for over two decades.

**Technology, Tools & Methodologies**

**Project & Delivery Methodologies**

1. **Frameworks**: Waterfall (PMBOK), Agile-SCRUM, SAFe Agile, ITIL, SDLC
2. **Project Tools**: JIRA, Rally, MS Project, Smartsheet, Airtimes-IPMS, PM Smart, CA Clarity 13, SharePoint, OpenView, Cherwell, Planview

**Cloud & DevOps**

1. **Cloud Platforms**: AWS (including Lambda Services), Azure
2. **DevOps Tools**: Jenkins, Maven, Sonar, SVN, Git, GitLab, ADP Test Tool
3. **Containerization & Orchestration**: Kubernetes
4. **CI/CD & Automation**: Jenkins pipelines, Maven, Sonar, ADP, SVN branching strategies

**Programming Languages & Frameworks**

1. **Languages**: Java (Core Java, Java 17), Python, C++, VB, COBOL, PL/SQL, Dbase
2. **Frameworks**: Spring Boot, J2EE, .NET, JSP

**Mobile & Frontend Development**

1. **Mobile Platforms**: Android Studio, iOS Dev Kit
2. **Frontend Tools**: React (used in projects), Figma (UX/UI), Bootstrap, AngularJS

**Data & Databases**

1. **Relational Databases**: Oracle, SQL Server, PostgreSQL, DB2, Aurora DB
2. **NoSQL Databases**: MongoDB, Redis
3. **Data Tools**: Informatica, SAS, Pro IV, SSIS

**MDM & Marketing**

1. **Platforms**: Profisee MDM, Salesforce Marketing Cloud

**Testing & QA**

1. **Automation Tools**: WinRunner 7.6, QTP/UFT, JUnit, Karma (Angular), MS Test, LISA, LoadRunner
2. **Security Testing**: AppScan, LISA, Performance Testing Tools

**Reporting & BI**

1. **Reporting Tools**: Crystal Reports, Actuate 5, Power BI (used in project context)

**Legacy Systems**

1. UNIX, VAX VMS, Windows 2010, Novell Netware, MS Team Foundation Server 2010, Lotus Notes

**Security & Identity Management**

1. **IAM Tools**: IBM Directory Server (LDAP), Oath, ISAM, IBM CIS, RSA 8, X.509, SAML

**Major Clients**

* **Retail**: 7-Eleven, Sam’s Club (Walmart), Walmart, Dollar Tree & Family Dollar
* **Telecom**: AT&T (USA), Ericsson (Malaysia), TCIL BellSouth Ltd., Department of Telecom (India), PTC (Zimbabwe)
* **Healthcare**: HSC – BlueCross BlueShield, Konica Minolta (Medical Imaging - PCM)
* **Oil & Natural Gas**: Baker Hughes
* **Defense**: Tenix Defence Systems, Melbourne (Australia)
* **Others**: EMC², Wolters Kluwer, Critical Path, Information Resources Inc. (IRI)

**Education & Certifications**

* **Bachelor of Arts in Philosophy**  
  *Bihar University, Muzaffarpur, Bihar, India*
* **Post Graduate Diploma in Computer Applications**  
  *Pt. Ravi Shankar Shukla University, Raipur, Chhattisgarh, India*
* **Diploma in Systems Management**  
  *National Institute of Information Technology (NIIT), New Delhi, India*
* **Certified Scrum Master (CSM)**  
  *Scrum Alliance*
* **SAFe Agilist (Scaled Agile Framework)**  
  *Scaled Agile, Inc.*

**Technical Program Manager**

**Dollar Tree & Family Dollar** | *Oct 2024 – Present*  
[www.dollartree.com](http://www.dollartree.com) | [www.familydollar.com](http://www.familydollar.com)

**Program: Doordash Marketplace Integration**

A strategic marketing initiative aimed at increasing store traffic and driving incremental sales across both banners by integrating with the Doordash marketplace. The integration is projected to reach **30M+ new customers**, generating up to **$200M in first-year revenue**, with an anticipated **20% YoY growth** in subsequent years.

**Key Responsibilities:**

* **End-to-End Program Management**: Led project planning, technical solutioning, resource alignment, estimation, risk and issue tracking, test planning, status reporting, and executive communication.
* **MSA Negotiation & Legal Coordination**: Facilitated drafting and review of the **Master Service Agreement (MSA)**; collaborated with stakeholders across **Marketing, FP&A, Tax, IT, Store Ops, InfoSec, Compliance, Inventory, and Legal** to resolve redlines and close open items on time.
* **Data Integration & File Exchange**:
  + Defined and mapped data elements for Doordash-compliant flat files including **Master Item List**, **Store-level Product Catalog**, and **Product Images**.
  + Set up secure **SFTP inbound and outbound data flows** between Family Dollar and Doordash systems.
* **Payments & Platform Setup**:
  + Coordinated **Stripe payment account configuration** for transaction processing.
  + Managed **storefront creation** on the Doordash platform and led internal stakeholder walkthroughs.
* **Reporting & Reconciliation**:
  + Delivered business reporting dashboards for performance tracking.
  + Designed reconciliation workflows to align transactions between Doordash and Family Dollar systems.
* **POS System Enhancement**:
  + Oversaw Family Dollar POS updates to manage MPF Tax exemption logic.
* **Store Rollout Strategy**:
  + Partnered with Store Operations to identify pilot stores and scale rollout across **7,600+ stores** nationwide.
  + Collaborated on the development and release of **training materials** for store associates.
  + Supported press release coordination and finalization of the media list with Doordash and Family Dollar communications teams.
* **Testing & Quality Assurance**:
  + Worked with Family Dollar and Doordash QA teams to define test strategy, develop test cases, and execute a **step-by-step testing schedule** for go-live readiness.

**Engineering Project Manager**

**Apple Inc.** | *Feb 2024 – Oct 2024*  
[www.apple.com](https://www.apple.com)

**Program: Prism – Global Contact Center Support Application**

Prism is a homegrown Apple application used globally by Retail Customer Care Specialists to provide support to Apple Store customers via **voice, video, chat, and task management**. The application is divided into three key sections:

1. **Left Pane** – Facilitates voice/video calls, chats, and task queues.
2. **Middle Pane** – Hosts integrated Apple tools (e.g., Order Info, iSell) to assist with query resolution and supports screen sharing.
3. **Right Pane** – Displays ongoing engagement/conversation history and allows for **chat and voice call transfers**.

**Technologies & Tools:**

1. **Tech Stack**: Swift (UI), Apple JDK (Backend), Xcode IDE, Xcode Cloud (Deployment)
2. **Tools**: Radar (User Story Management), Quip (Documentation), Composer (Notifications), iCal, iMail, Numbers, Keynote

**Key Enhancements Delivered:**

1. **AI Chatbot Integration with Prism** – Integrated an AI-powered chatbot within the **Prism** contact center platform to automate initial customer interactions, leveraging natural language processing (NLP) to interpret intent and **intelligently route queries** to the appropriate specialist or support channel, significantly improving response times and reducing agent workload.
2. **Notification Center** – Enabled Prism Admins to compose and send targeted messages to selected Customer Care Specialists.
3. **XBU Chat Transfer** – Added functionality to transfer chats outside the Retail Customer Care Business Unit.
4. **AUX Status on OS Menu Bar** – Integrated specialist availability indicators (Available, Break, Unavailable) directly into the OS menu bar.

**Roles & Responsibilities:**

1. Led **end-to-end project planning**, scope definition, and solution design in coordination with multiple engineering PMs, product managers, and cross-functional groups.
2. Facilitated collaboration across **InfoSec, Legal, Business Development, Finance, Tax, and Accounting** to ensure timely project delivery.
3. Supported **bug fixes and parallel initiatives** across multiple Apple business units.
4. Managed **cross-functional dependencies** to prevent scope conflicts and delivery delays.
5. Collaborated closely with the **UX team** to plan and deliver high-fidelity comps on time.
6. Mentored team members on **SCRUM principles**, facilitated agile ceremonies, and ensured proper implementation of Scrum practices.
7. Provided **regular leadership updates**, including status reporting, risk management, and stakeholder alignment.

**Sr. Technical Program Manager**

**Sam’s Club (Walmart)** | *Apr 2023 – Feb 2024*  
[www.samsclub.com](https://www.samsclub.com)

**Program: Event Central – Marketing Lifecycle Management Platform**

**Event Central** is an enterprise-grade platform developed by Sam’s Club to manage the end-to-end lifecycle of marketing events. It allows the marketing team to input key data such as **item details**, **images**, **funding breakdowns**, **replenishment and finance plans**, and supports **workflow-based approvals**.

Once approved, the system pushes finalized event data and creative assets to multiple downstream systems, including:

1. **ISB (Instant Savings Book)** for printed promotions
2. **eCommerce platforms (web & mobile)** for publishing deals and discounts

**Technologies & Tools:**

Figma, React, Java, Cosmos DB

Confluence, JIRA

**Role & Responsibilities:**

1. Led full **program lifecycle management**—including project scoping, effort estimation, capacity planning, timeline development, and execution.
2. Participated in **architecture and low-level design reviews**, aligning technical plans with enterprise and marketing objectives.
3. Collaborated across **Scrum Masters, Product Managers, Project Managers**, and cross-functional teams including **InfoSec, Business Development, Finance, Tax, Legal**, and **Accounting** to deliver a scalable, workflow-driven platform.
4. Provided regular **status updates** to senior stakeholders, including **Directors and SVP-level leadership**

**Agile Leadership & Coaching:**

1. Mentored teams on **Agile/Scrum practices**, with a focus on high performance and delivery maturity.
2. Guided the team in writing effective **Epics, User Stories, and Sub-tasks** using JIRA.
3. Defined **MVPs, release plans, and product roadmaps**, aligning features with business goals.
4. Facilitated **sprint planning**, backlog refinement, and other agile ceremonies.
5. Identified and mentored potential Scrum Masters from within the team to support long-term agile scaling.

**Sr. Technical Program Manager**

**7-Eleven**, Dallas, TX | *Sep 2018 – Apr 2023*  
[www.7-eleven.com](https://www.7-eleven.com)

**Program: Digital Transformation Initiatives**

As part of the **Digital Transformation team**, led multiple agile projects ranging from **$0.5M to $10M**, focused on building customer-facing digital solutions, modernizing store infrastructure, enabling omnichannel experiences, and driving enterprise data strategy.

**Key Responsibilities**

1. Led end-to-end project planning including scope definition, effort estimation, capacity planning, timeline development, and delivery tracking.
2. Collaborated with stakeholders across **Legal, Marketing, Finance, Accounting, InfoSec, and Business Development** to align technical and operational needs.
3. Participated in **architecture and low-level design reviews**, ensuring scalable and secure solutions.
4. Facilitated **customer research and competitor analysis** to inform product strategy and positioning.
5. Managed multiple cross-functional teams, **Scrum Masters, Project Managers, Product Managers**, and vendor resources.
6. Provided regular updates to **Directors and Senior VPs**.
7. Oversaw **staffing, vendor recruitment**, and resource onboarding across onshore and offshore teams.
8. Managed vendors including **McCon (JF Petroleum)** for deployment of DEX controllers in 2000+ stores, and **BBPOS (Hong Kong)** for hardware manufacturing.

**Key Programs & Project Highlights**

**1. Dispenser Experience (DEX)**  
Designed and deployed a custom **forecourt controller (hardware + software)** enabling digital fuel payments, EMV compliance, cloud-based support, and loyalty features across 2,000+ stores.

**2. Fuel Loyalty**  
Enabled real-time fuel price rollbacks via the **7Rewards app** and pump screen, integrating with loyalty services and payment gateways.

**3. Car Wash Module**  
Developed functionality within the **7Rewards app** to allow customers to purchase and activate car washes directly via mobile.

**4. Digital Wallet**  
Launched a **secure digital wallet** within 7Rewards to allow users to preload funds and make in-app purchases across products and services.

**5. Digital Payment Unification & Fraud Prevention** – Unified all digital product payments under a single platform and implemented fraud prevention controls using **Stripe Radar's AI-powered risk assessment engine**. Leveraged Stripe’s machine learning models to intelligently flag suspicious transactions, helping to proactively mitigate **credit card fraud**, **account takeovers**, and **refund abuse**. Integrated additional 3rd-party APIs to enhance visibility and reinforce fraud detection accuracy.

**6. 7NOW – eCommerce Platform** –Led the development of **7NOW**, a customer-facing web and mobile application enabling on-demand order, delivery, and pickup from local 7-Eleven stores. Included a store-facing app for real-time order fulfillment and delivery coordination. Integrated **AI-driven product recommendations** and **personalized deals** to tailor user experiences and boost conversion rates. Implemented **Stripe Radar’s AI-based fraud prevention** to proactively detect and mitigate high-risk transactions, including potential **card fraud**, **account takeovers**, and **refund abuse**.

**7. Salesforce Marketing Cloud (SFMC)**  
Set up and configured SFMC to support **push notifications, SMS**, and **email campaigns**. Built customer journeys and integrated with event-driven data sources.

**8. Data Engineering & Data Lake Setup**  
Delivered Python APIs and ETL pipelines to ingest business data (bulk & incremental loads) into **Azure Data Lake** using **Databricks**, integrated **3rd-party event/weather APIs** for **inventory forecasting**, and visualized in **Power BI**.

**9. MDM Implementation (Profisee)**  
Configured **Profisee MDM** for customer data mastering. Led API development for golden record creation, bulk data ingestion, and daily sync processes.

**Program: 7-Eleven Marketplace**

Led development of multi-sided platform enabling **on-demand delivery/pickup** from restaurants, convenience stores, and local merchants:

1. **Customer App** for order placement
2. **Merchant App** for onboarding and fulfillment
3. **Admin Tool** for internal business operations

**Technologies & Tools**

1. **Framework:** Spring Boot (Java 17)
2. **Backend**: Microservices, REST APIs
3. **Languages & Frameworks**: Java, Python, C++, Spring Boot
4. **Mobile**: Android Studio, iOS Dev Kit
5. **Search**: ElasticSearch
6. **Data Sync**: Webhooks, FTP from Olo
7. **Mobile**: iOS Dev Kit, Android Studio
8. **Infrastructure**: Kubernetes (container management), Redis (caching)
9. **CI/CD**: GitLab, Jenkins
10. **Project Management**: JIRA, Confluence
11. **Payments & Aggregators**: Stripe, Olo
12. **Cloud & Infra**: AWS Lambda, Azure, Kubernetes, Redis
13. **Data**: Aurora DB, MongoDB, Profisee MDM, Databricks
14. **Marketing & Messaging**: Salesforce Marketing Cloud, MixPanel
15. **CI/CD & DevOps**: GitLab, Jenkins
16. **PM Tools**: JIRA, Confluence, Smartsheet  
    **UI Design**: Figma

**Lead Project Manager – Agile**

**AT&T**, Dallas, TX | *May 2016 – Aug 2018*  
[www.att.com](https://www.att.com)

**Program Summary**

Led multiple Agile projects with budgets ranging from **$0.5M to $1.5M**, focused on the **integration of applications into the Halo B platform**, development of the **Common Service Interface (CSI)**, **Big Data initiatives**, and **Chief Security Office (CSO)** projects.

**Key Responsibilities**

1. Managed all aspects of project planning including **scope definition**, **effort estimation**, **capacity planning**, and **release scheduling**.
2. Engaged technical and cross-functional teams early to ensure **pre-kickoff readiness** (resources, hardware/software, and funding), and led formal project kickoff activities.
3. Oversaw **end-to-end project execution**, including planning, communication, risk mitigation, budget forecasting, and progress reporting.
4. Led multiple Scrum teams and **mentored Scrum Masters** to maintain Agile discipline. Facilitated **Scrum of Scrums**, removed team impediments, and worked closely with the **Release Train Engineer** to meet program-level delivery goals.
5. Directed **cross-functional dependency management**, ensuring changes to shared components across teams were synchronized to avoid delivery disruptions.
6. Collaborated with UX teams to plan and deliver **comprehensive screen designs (comps)** on schedule.
7. Participated in **architecture reviews**, and supported teams in resolving **Sonar code violations**, improving **unit test coverage**, and conducting **performance testing**, **penetration testing**, and **production deployments**.

**DevOps & CI/CD Coordination**

Worked closely with the **CI/CD (DevOps)** team to streamline and support automation and deployment practices:

1. Provisioned **Dev, QA, and Staging environments**.
2. Coordinated **SVN branching strategy** (development and release branches).
3. Scheduled and managed **code merges**, resolving conflicts as needed.
4. Oversaw **SonarQube** configuration and ensured regular code quality reviews and issue resolution.
5. Maintained **Maven POM dependencies** to align with development needs.
6. Planned and monitored **Jenkins job schedules** for automated builds and deployments.
7. Ensured development of **automated regression testing scripts** using **ADP**, maximizing test coverage prior to release.

**Agile Program & Compliance Tools**

1. Managed all project tracking in **Prism** according to the **Agile T-Process**, including budget forecasting, delivery planning, and tracking of user stories and defects via **TDP**.
2. Updated program-level visibility through **Project 360**, tracked hardware/software needs via **VPMO**, and resource allocations through **CMPM**.

**SAFe Scrum Master**

**Walmart**, Bentonville, AR | *Oct 2015 – Apr 2016*  
[www.walmart.com](https://www.walmart.com)

**Role & Responsibilities**

As a **SAFe Scrum Master**, supported two Scrum teams in improving delivery efficiency, product quality, and agile maturity.

1. Conducted **root cause analysis** on low team productivity, identifying insufficient backlog grooming as a key issue.
2. **Coached and mentored** teams on Agile/Scrum best practices, improving sprint planning, story writing, and team collaboration.
3. Worked closely with **Product Owners (POs), Product Analysts (PAs)**, and **SMEs** to ensure a well-defined and prioritized backlog, minimizing time spent on functional discovery during development.
4. Facilitated better collaboration between business and technology teams, helping streamline delivery workflows and significantly improve team performance.

**Scrum Master Activities & Contributions**

1. Supported **Program Increment (PI) planning** in collaboration with Product Owners and Release Train Engineers (RTEs).
2. Led **backlog grooming** and refinement sessions, ensuring well-documented stories with clear acceptance criteria.
3. Facilitated **daily stand-ups**, tracked impediments, and worked across teams to resolve blockers in a timely manner.
4. Collaborated with technical teams to address:
   * **Sonar code violations**
   * **Unit test coverage**
   * **Performance testing issues**
   * **Production deployment readiness**
   * **Security and penetration testing**
5. Conducted **sprint retrospectives** to foster continuous improvement in team productivity, code quality, and cross-functional collaboration.
6. Supported POs in **sprint demos**, showcasing working increments to stakeholders.
7. Tracked **feature progress and completion**; maintained reporting in **Clarity PPM** for weekly status updates.
8. Partnered with the **Program Manager** for project planning and status reporting.

**DevOps & CI/CD Support**

* Assisted DevOps team in optimizing **CI/CD pipelines** to accelerate delivery and improve deployment quality.
  + Prepared **Dev, QA, and Staging environments**.
  + Planned and managed **SVN branching strategy** (development and release branches).
  + Scheduled and resolved **code merges**, addressing conflicts proactively.
  + Ensured timely development of **automated test scripts** to maximize regression test coverage.

**Technologies & Tools:**

1. **Backend & APIs**: .NET 4.5, ASP.NET MVC, ASP.NET Web API
2. **Frontend**: AngularJS with Bootstrap
3. **Databases**: Informix
4. **Testing Tools**: KARMA (Angular Unit Testing), MSTest (C#), QTP/UFT (End-to-End), LISA (Web Service Testing), LoadRunner, AppScan (Security Testing)
5. **Code Quality & Repositories**: SONAR, FXCOP, GIT
6. **Project & Agile Tools**: LeanKit, Clarity PPM

**Agile Project Manager / Scrum Master**

**AT&T**, Dallas, TX | *Feb 2014 – June 2015*   
[www.att.com](https://www.att.com)

**Role & Responsibilities**

Led development teams responsible for **Billing** and **Map & Maintenance** applications, overseeing the full project lifecycle in a **Scrum/Agile environment**. Worked cross-functionally with product, UX, and technical teams to deliver high-quality software iterations on schedule.

**Agile Project & Team Leadership**

1. Managed technical teams through all phases of SDLC: **analysis, design, development, testing, and integration**.
2. Coached and mentored teams in **Scrum principles** and best practices.
3. Facilitated **Iteration Zero** and **Release Planning**, allocating stories across sprints and defining clear deliverables.
4. Led **Story Grooming** sessions to ensure each story met **INVEST** criteria, with clear acceptance criteria and right-sized effort.
5. Supported **Iteration Planning**, breaking down user stories into technical tasks and facilitating effort estimation.
6. Ensured **JUnit test coverage** and promoted a **test-driven development** mindset within the team.
7. Monitored **code quality via SonarQube** and drove **continuous integration** practices.
8. Conducted **daily stand-ups**, tracked and resolved impediments to maintain team velocity.
9. Worked with Product Owners to **negotiate sprint scope**, schedule demos, and maintain a healthy backlog.
10. Conducted **sprint retrospectives** and implemented action items to continuously improve team performance.

**Cross-Functional Coordination**

1. Collaborated with external teams such as **Billing and Inventory** to align API delivery and data dependencies.
2. Planned and coordinated changes on **shared components** to avoid delivery conflicts.
3. Worked with the **UX team** to ensure timely delivery of **comprehensive screen designs (comps)**.
4. Engaged CI teams to manage **code merges**, validate deployable artifacts, and demonstrate potentially shippable increments.

**Stakeholder & Program Management**

1. Provided **status updates**, facilitated **issue and risk resolution**, and managed scope expectations with business stakeholders.
2. Worked closely with the **Sr. Technical Director** to plan release schedules and align deliverables to program timelines.
3. Contributed to program-level reporting and resource tracking in **PRISM**.

**Project Planning & Governance**

1. Gathered business requirements, defined scope, estimated efforts, and conducted **capacity planning**.
2. Developed **release schedules**, aligned development with **ITUP stages**, and provided inputs for program-level roadmap planning.

**Technologies & Tools:**

1. **Platforms & Tools**: WebLogic 10.3.5, Oracle JDK 1.6.0\_29, Java 6, JSP, Eclipse 4.3
2. **Frameworks**: ATG 10.2
3. **Build & CI**: Maven, JUnit, SonarQube
4. **Agile Tools**: Rally

**Agile Coach / Scrum Master – Senior Project Management Consultant**

**Baker Hughes**, Houston, TX | *Jun 2013 – Jan 2014*   
[www.bakerhughes.com](http://www.bakerhughes.com)

**Role & Responsibilities**

Engaged with **IT PMO leadership** to drive an **organization-wide Agile transformation**, focusing on process enablement, team training, pilot execution, and tool adoption.

1. Partnered with **senior management** to coach business and technical groups on Agile principles and practices.
2. Led the transition from **Waterfall to Agile**, recommending process and tooling changes to support the new delivery model.
3. Served as **Scrum Master** for multiple **pilot Agile projects**, demonstrating full lifecycle execution using Scrum.
4. Mentored cross-functional teams on core Scrum ceremonies: **story estimation, sprint planning, daily stand-ups, retrospectives**, and **increment demos**.
5. Identified and trained **team members to become Scrum Masters** and coached business stakeholders stepping into the **Product Owner** role.
6. Guided business partners in writing **effective user stories**, prioritizing backlogs, and understanding how to manage changing requirements within the Agile framework.
7. Collaborated with teams to translate traditional **PDM processes into Agile practices**, adjusting governance accordingly.
8. Assessed and selected projects suitable for Agile delivery, leading initial planning and sprint execution.
9. Provided **enterprise-level status reporting** to demonstrate Agile progress and adoption maturity across the organization.

**Agile Enablement & Tooling**

1. Administered and configured **Rally** (Agile Central) to support team workflows and reporting.
2. Delivered **Rally training sessions** to development, QA, and business teams.
3. Developed an **onsite-offshore agile delivery model** to support distributed team collaboration.

**Technologies & Tools:**

1. **Languages & Frameworks**: ASP.NET, C#, J2EE
2. **Databases & Tools**: MS SQL Server, SSIS, Oracle
3. **Middleware**: IBM WebSphere (ESB)
4. **Project & Agile Tools**: Rally, SharePoint, Clarity 13, PowerPoint

**Senior Project Management Consultant**

**New Jersey Manufacturers Insurance Group (NJM)**, Trenton, NJ | *Sep 2012 – May 2013 (0.9 years)*  
[www.njm.com](http://www.njm.com)

**Project: Policy Services Portfolio – Homeowner & Auto Insurance**

Served as a **Senior Agile Project Manager / Scrum Master**, working closely with NJM's **PMO**, **business stakeholders**, and **portfolio managers** to lead multiple initiatives within the **Policy Services Portfolio**, spanning homeowner and auto insurance platforms.

**Key Responsibilities**

1. Managed cross-functional technical teams across the full SDLC: **requirements analysis, design, development, testing**, and **system integration**.
2. Collaborated with business teams to define **release roadmaps**, create and refine **user stories**, and establish **clear acceptance criteria**.
3. Guided development teams in **story estimation**, **technical task breakdown**, and **sprint planning**.
4. Facilitated all core Scrum ceremonies including **pre-planning, sprint planning, daily stand-ups, sprint reviews (demos), and retrospectives**.
5. Proactively addressed impediments by working directly with stakeholders across departments.
6. Focused on **continuous improvement**, mentoring teams to increase sprint productivity and uphold Agile discipline.
7. Provided **formal Agile/Scrum training** to new teams transitioning into Agile delivery.
8. Coordinated resource planning with **Business Analysts, Technical Leads, and QA Leads**, ensuring alignment of timelines, effort estimates, and deliverables.
9. Maintained focus on **scope control, schedule adherence**, and **risk mitigation**, while ensuring effective communication across stakeholders (Sponsors, Legal, Compliance, QA, Dev Leads).
10. Worked with the **Data Warehouse team** to update **data extract mappings**, enhance integration points, and modify ETL scripts and reporting layers.

**Technologies & Tools:**

1. **Mainframe & Legacy**: COBOL, CICS, VSAM, DB2
2. **Web & Middleware**: ASP.NET, C#, J2EE, IBM WebSphere (ESB)
3. **Databases & ETL**: MS SQL Server, Oracle, SSIS, SAS, Informatica
4. **Project & Reporting Tools**: SharePoint, MS Project 2010, Plainview, OpenView

**Project Manager**  
*CCH Wolters Kluwer (WK), Chicago, IL | Dec 2011 – Aug 2012*  
*Website:* [*Wolters Kluwer*](http://www.wolterskluwer.com)

**Role & Responsibilities**  
Managed a team of 12 across two major projects, providing management support to offices in over 45 countries and customers in 147 countries. Led eCommerce projects as part of Wolters Kluwer, a global leader in providing professional information, software, and services in Legal, Business, Tax, Accounting, Finance, Audit, Risk Management, Compliance, and Healthcare.

**E-Commerce Project Leadership & Management**

1. **CCH Canada eStore Integration:** Led the seamless migration of CCH Canada’s legacy systems to Wolters Kluwer’s integrated eStore platform after its acquisition. Managed the integration of middleware to link CCH Canada’s back-end product database with Wolters Kluwer’s eCommerce platform, and facilitated the smooth migration of customer profiles and transaction history into the new system.
2. **Law & Business eStore Stabilization:** Directed the stabilization efforts of the Law & Business eStore after its integration into the broader eCommerce platform. Addressed and resolved critical issues related to the customer journey, including order processing, payment gateway integration, and user experience optimization to enhance customer satisfaction.
3. Oversaw eCommerce project timelines, ensuring deliverables were met on schedule, and led budget management efforts to stay within forecasted costs.
4. Directed daily SCRUM meetings, sprint planning, backlog grooming, and sprint demos, ensuring continuous progress and alignment with the business goals.
5. Managed all phases of the eCommerce SDLC: from design, development, and testing to integration and deployment of updates to the eStore platform.

**Cross-Functional Coordination**

1. Collaborated with eCommerce teams, business stakeholders, and technical experts to define user stories, acceptance criteria, and sprint plans specifically geared towards enhancing the online shopping experience.
2. Coordinated with System Analysts and Technical Leads to ensure timely delivery of eCommerce features, such as payment processing, product catalog management, and integration with inventory systems.
3. Worked closely with the UX team to refine the online storefront, ensuring the user interface (UI) was intuitive and optimized for conversion rates.

**Stakeholder & Communication Management**

1. Managed key stakeholder communications, providing detailed project status updates, risk management, and budget tracking to ensure transparency and alignment with business objectives.
2. Collaborated with senior management to forecast project milestones, identify bottlenecks, and resolve issues that could affect the eCommerce platform’s performance.
3. Maintained accurate project documentation, ensuring that eCommerce project requirements, user stories, and technical specifications were clearly defined and accessible to all stakeholders.

**Technologies & Tools:**  
C#, .NET, BizTalk, MS SQL Server, Oracle, SSIS, IBM WebSphere Commerce Suite (WCS), JIRA

**Technical Project Manager / Agile Project Manager - Healthcare Payer**  
*Hallmark Services Corporation (HSC), Naperville, IL | Dec 2008 – Nov 2011*  
*Website:* [*HSC*](http://www.hscil.com)

**Project(s):** System 80 Application Maintenance and Enhancement (HSC - BlueCross BlueShield)

**Role & Responsibilities**  
Supervised multiple cross-functional projects across various business areas, including New Business, Underwriting, Policy Administration, and Correspondence. Led projects focused on healthcare reforms such as dependent age increase, no policy denial, and elimination of pre-existing condition exclusions. Managed the ICD-9 to ICD-10 conversion and other healthcare-related changes. Supported System 80 applications used to administer Health Insurance products for individuals under age 65 in Illinois, Texas, New Mexico, and Oklahoma. Enhanced System 80 modules that handled functions like submission, underwriting, approval/rejection of insurance applications, billing, plan management, payment collection, claim investigation, product setup, member management, and system integrations.

**Healthcare & Application Enhancement Projects**

1. Led the enhancement and support of the **Customer Portal Web Application**, enabling features like Online Quote, Customer Self-Service, and New Application submission.
2. Supported System 80 applications to accommodate ongoing healthcare reforms and ensure compliance.
3. Directed technical teams through all SDLC phases, including analysis, design, development, testing, and integration.
4. Organized and coordinated knowledge transfer sessions using the ASSET methodology to ensure smooth transitions for team members.
5. Worked closely with the Data Warehouse team to enhance integration points, update data extract mappings, and modify reporting scripts for improved data handling and reporting accuracy.

**Project & Team Leadership**

1. Led a 12-member technical team, providing guidance and oversight throughout all project phases.
2. Coordinated project activities with offshore teams, ensuring alignment and timely delivery of deliverables.
3. Facilitated technical discussions, reviewed deliverables, and managed customer interactions to ensure all project requirements were met.
4. Provided regular status reports to internal and external stakeholders, tracking progress, risks, and budget adherence.
5. Participated in steering committee meetings to provide updates and resolve issues as they arose.

**Cross-Functional Coordination**

1. Worked closely with business users and offshore teams to align technical deliverables with business needs and ensure smooth project execution.
2. Managed project coordination with internal stakeholders, ensuring alignment across business and technical teams.

**Technologies & Tools:**  
Solaris 8, Acu COBOL, Shell Scripts, Perl, ASP.Net, C#, MS-SQL Server, JAVA, J2EE (ESB), Informatica, MS Project 2007, Cherwell, PM Smart

**Project Manager**  
*EMC, Bengaluru, India (Client of HCL Technologies, India) | 2007 – 2008*

**Project(s):** Computer Associates (CA) eTrust Deployment

**Role & Responsibilities**  
Managed the deployment and integration of the **eTrust Access Control** system across high-risk servers in the data center, providing a critical layer of security protection for Windows, UNIX, and Linux servers. Oversaw the deployment process and ensured successful implementation of security measures across multiple platforms.

**Project Leadership & Management**

1. Deployed CA’s **eTrust Access Control** on **1800 servers** across various environments (Windows, UNIX, and Linux).
2. Managed a cross-functional project team consisting of 6 offshore members in India and 2 members in the United States.
3. Coordinated with approximately **100 internal customers** to ensure their requirements were met and provide ongoing support.
4. Tracked project issues, communicated updates across teams, and ensured the project schedule was maintained.
5. Recruited and onboarded new team members, ensuring they received proper orientation and training to meet project requirements.

**Cross-Functional Coordination**

1. Engaged with internal customers across multiple geographical locations to ensure smooth communication and delivery.
2. Ensured all project activities aligned with the overall objectives of securing enterprise IT infrastructure.

**Technical Environment(s):**  
UNIX, Linux, Windows