SANTOSH JADHAV

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Result-driven professional with a verifiable track record targeting senior level assignments in **Project Management** in the **IT Industry** with an organization of repute

CORE COMPETENCIES

Project Management

Delivery Management

Solution/Code Optimization

Technology Planning

Client Engagements (Stakeholders/Business)

Debugging & Defect Management

Quality Assurance

Incident Resolution

Agile Methodology

Continuous Process Enhancement

Manpower Management

Career Highlights:
Part of pursuit team and worked with pre sales team to assess feasibility of upcoming opportunities;

Played a key role as a Delivery Anchor for entire Europe CRM Projects

Worked and collaborated with Dynamics COE (Centre of Excellence), PMCOE Infosys Teams to derive common strategic needs across the enterprise

PROFILE SUMMARY

- Currently working with HSBC as IT Project/Program Manager for ADM Core banking (HUB RPS) for EU and UK regions.
- **PMP & CSM Certified professional** with rich & extensive IT experience of **14 plus years across Manufacturing, Banking (BFSI) & Telecom domain**
- Involved into **Project/Program Management** since **Feb 2013**.
- Played a global PM role for Infosys key clients: Microsoft and HSBC with stakeholders spanned across APAC, EMEA, NA, Japan, HK/TW, Korea, Europe and UK regions.
- Followed the **project life cycle** methodology defined under the **process framework**; ensured that deadlines were met within project budgets
- Directed **planning**, **strategy development**, **leadership** and implementation & business **solution delivery**
- Led the development of core software solutions such as **Forecast Management Tool, Clarify, Global Contact, User Admin, GTAM, WEFT, Role Guide, My Readiness Mailer** for key clients like **Microsoft Corporation, Verizon, British Telecommunications** & so on
- Exposure to all aspects of project management including budgeting and cost optimization, risk assessments and control, project scope definition, calculating estimates, resourcing, cost control & so on
- As Scrum Master/Agile Lead **analysed needs**, gathered specifications and situational requirements, worked with business development personnel to create effective solutions specifically tailored to customer accounts
- Built and led **high-performing teams**; **enhanced morale** and cross-functional collaboration
- Led mid to large scale projects from initiation phase to closure
- Mentored and coached the project teams; undertook the performance appraisal for the assigned teams

PROFESSIONAL CERTIFICATIONS

- Project Management Professional (PMP)
- Certified ScrumMaster(CSM)
- MB2-700: Microsoft Dynamics CRM 2013 Applications
- MB2-703: Microsoft Dynamics CRM 2013 Customizations and Configuration
- MB2-716: Microsoft Dynamics 365 Customization and Configuration

ORGANIZATIONAL EXPERIENCE

From Feb '06 to Apr '18 with Infosys Ltd., as Project Manager

Growth Path:

Software Engineer	Feb '06 – Jun '09
Test Analyst	Jul '09 – Jun '12
Technical Test Lead	Feb '12 – Dec '14
Project Manager	Jan '15 – Apr '18

From May '18 to Sep '18 with Intense Technologies Limited as Program Manager

Since May '18 with Infosys Ltd.., as Program Manager

PRODUCT/TOOLS

- ALM Tools: Team Foundation Server, Jira & Confluence
- Project Management tools: Microsoft Project Professional (MPP) and Clarity.
- Cost Forecasting Tools : Clarity Work Bench, Discovery and Global Planning Data Model

DOMAIN/TRAININGS

- Payments Overview
- ORMB Training by Oracle/RIA.

Key Result Areas:

- Providing overall leadership to the entire project team, mapping clients' requirements, transforming requirements into stipulations and providing them best solutions within the scope of project requirements
- Developing software solutions by studying information needs, conferring with users, studying systems flow, data usage, and work processes
- Working on state-of-the-art development tools, programming techniques, and computing equipment, participating in educational opportunities, and maintaining personal networks
- Meeting deadlines and Turn-Around-Time without compromising quality norms and adhering to SLA; implementing short/long-term plans for achievement of process objectives
- Performing analysis, design, verification, demonstration and maintenance of products in a process-driven, team environment
- Supporting continuous improvement by investigating alternatives and new technologies and presenting the same for architectural review
- Liaising with stakeholders during the course of problem diagnoses, requirements gathering, detailed level design, development, system test and production implementation to ensure that optimal resolutions are achieved

Highlights:

- Received Engagement Level Feedback of 7 on 7, in 2016, for the Project titled 'Clarify' (Microsoft based client)
- Recognized with the Spot Award for outstanding contributions, in 2012 & 2014
- Awarded for Excellence in Delivery, in 2011
- Appreciated & awarded for being the Most Spirited Team, in 2010
- Monitored the coding, implementation and integration of complex software programs using technologies such as MS Dynamics products; troubleshot and debugged new or existing software programs
- Led the execution of projects and long-term reliability of the platform in a complex, globally distributed enterprise environment
- Led mid to large scale projects from initiation phase to closure
- Mentored and coached the project teams; undertook the performance appraisal for the assigned teams

ACADEMIC DETAILS

- Executive MBA (Specialization: Project Management & Finance) from Cardiff Metropolitan University (UK) in 2019
- Master of Computer Applications (MCA) from Osmania University, Hyderabad, in 2005
- Bachelor of Computer Science (BSC) from Osmania University, Hyderabad, in 2001

PERSONAL DETAILS

Date of Birth: 5th September 1981
Languages Known: English, Hindi, Telugu & Marathi
Address: Flat-901, F Wing, Kalpataru Harmony, Wakad Road, Pune, Maharashtra- 411057

ANNEXURE (Projects Undertaken)

Title: CFC UK HUB, EXUS Financial Suite, CP to HSM Israel & UK Mortgage (CIIOM)
Period: Jan'20- till date
Client: HSBC
Team Size: 25
Role: IT Project/Program Manager / Agile Lead
Description: **1)** CFC UK HUB: Enhancement of CLM utilization feed from HUB for limit misalignment reporting.
2) EXUS Financial Suite: Deploying EFS tool (EXUS financial suite) within HSBC Premises.
3) UK Mortgage (CIIOM): Change term loan to 35 years.
4) CP to HSM Israel: Upgrade processor from CP to HSM to support P9 migration- released into production
5) Wholesale HUB Ingestion to Juniper
6) Morgan Stanley, GASRA changes and Array Area Fixes UPRs
7) Brexit CR
8) CALEN HUB Changes

Responsibilities:

- Creating and Managing Project Plans.
- Preparing L0, L1, L2 & L3 estimates.
- Securing budget and Interlocking in GPDM.
- Using Clarity for Project reporting.
- Using Clarity workbench and discovery for project actuals.
- Continuously re-forecasting to check budget needs.
- Preparing and presenting project status reports to stakeholders.
- Liaison with resource managers to secure BA, DEV, Test and REM teams as project needs.
- Engaging external teams (downstream and upstream partners) for changes required and for testing.
- Measure project performance and take corrective/ preventive measures
- Managing Project Issues and dependencies to closure.
- Risk management and mitigation planning.
- Working on production data requests for testing on lower environments.
- Assessing nonfunctional, security and performance requirements by engaging various teams.
- Change management process.
- Supporting UAT and production Issues.
- Document training and Handover to L1, L2 support team priors to Go LIVE.
- Formal project closure by securing approvals from stakeholders and issuing project completion certificate.
- Documenting lessons learnt before project closure and leverage it in ongoing/upcoming projects.
- Creating Jira dashboards for project management.
- Confluence space and pages to track various project documents.
- AOP planning for budget transfer to coming years as per project needs.

Title: Revenue Cycle Management (ORMB – Oracle revenue management & billing tool)
Period: May'18- until Dec'19
Client: HSBC
Team Size: 15
Role: IT Project Manager / Agile Lead
Description: Implementation of integration pricing and billing tool (ORMB – oracle revenue management & billing tool) for Revenue Management

Responsibilities:

- Creating and Managing Project Plans.
- Continuously identifying/monitoring risks and coming up with mitigation Strategy.
- Schedule and drive Weekly IT update meetings.
- Drive discussions around development design and solutioning.
- Facilitating team to follow agile methodologies.
- Define scrum ceremonies – daily stand up meetings, sprint planning, sprint development, sprint demo, sprint backlog review meetings.

- Building dashboards in Jira for Project reporting.
- Measure Project health using various scrum metrics – velocity, commitment reliability, scope changes, and backlog health.
- Taking corrective/ preventive measure as part of Project Controlling.
- Managing multiple vendor teams to meet project goal and objective within schedule and budget.
- Liaison with product owner and business teams to prioritize sprint items and scope.

Title: Micro Loans
Period: Sep'18- until Apr'18
Client: L & T Financial Services
Team Size: 15
Role: Project Manager/LOB LEAD
Description: MERC (Micro Finance EMI Receipting Console) used for maintaining Disbursement and collection of Micro finance advanced by L&TF to their end users

Responsibilities:
- Monitoring all issues in Manage Engine and have the dashboard ready with specific queries tuned to monitor on the desktop on hourly basis.
- Taking complete ownership of driving Sev 1, Sev 2 incident calls until closure and come up with RCA.
- Respond to queries from LTFS management.
- Focus on Automation of all Health check reports and work on fine-tuning all manual work by doing checks with L1/L2 members.
- Work with LTFS Business SPOC for respective LOBs to discuss and take approvals for any new implementation/deviations/key issues etc.
- Look for ways to transfer work from L2 to L1 (follow the shift left strategy).

Title: Reliance JIO
Period: May '18 – Present
Client: Reliance
Team Size: 15
Role: Project/Program Manager
Description:
- Onboard, Dedupe and EBPP enhancements and annual maintenance for Reliance Jio customers.
Responsibilities:
- Provided overall direction, coordination, Implementation, execution, control and completion of project
- Sending out Weekly status report to senior management and stakeholders.
- Looking after quality aspects of the project- test execution report, defects summary etc.
- Planning resource management.
- Development of team with appropriate skill through knowledge transfer sessions.
- Measuring project performance against scope, schedule and cost baselines.
- Tracking project milestones.
- Continuously identifying risks and coming up with appropriate response strategy.
- Daily program management throughout the program life cycle;
- Defining the program governance (controls);
- Planning the overall program and monitoring the progress;
- Managing the program's budget;
- Managing risks and issues and taking corrective measurements;
- Coordinating the projects and their interdependencies;
- Managing and utilizing resources across projects;
- Managing stakeholders' communication;
- Aligning the deliverables (outputs) to the program's "outcome" with the aid of the business change manager
- Managing the main program documentations such as the program initiation document.

Title: Brent
Period: Aug '17 – Apr '18
Client: The London (UK) Borough of Brent (The Council)
Team Size: 15
Role: Project Manager
Description:
- The provision of a Microsoft Dynamics 365 CRM solution for Housing
- Support to Brent Council to build its own internal Microsoft Dynamics 365 CRM Capability

- The supply of Microsoft Dynamics 365 CRM specialists to develop solutions for other departments of the council

Responsibilities:
- Provided overall direction, coordination, Implementation, execution, control and completion of project
- Defined project scope goals and deliverables that support business goals in collaboration with senior management and stakeholders
- Participated in code/design and test case review meetings
- Sending out Daily status report to senior management and stakeholders.
- Looking after quality aspects of the project- test execution report, defects summary etc.
- Planning resource management.
- Development of team with appropriate skill through knowledge transfer sessions.
- Updating project plan regularly.
- Measuring project performance against scope, schedule and cost baselines.
- Tracking project milestones.
- Continuously identifying risks and coming up with appropriate response strategy.
- Escalating product defects with Microsoft and following up for closure.

Title: Clarify, Global Contact, User Admin, GTAM and WEFT
Period: Feb '13 – Jul '17
Client: Microsoft Corporation
Team Size: 15
Role: Project Manager/Program Manager
Description: Clarify is Amdocs CRM tool that is used by Microsoft end users (ROCs/RPTs) to create and manage contracts with premier customers for NA, EMEA, APAC, Japan, HK/TW and Korea regions. Global Contract is database where data for 6 regional clarify Instances is consolidated and consumed by GC downstream Partners

Responsibilities:
- Provided overall direction, coordination, Implementation, execution, control and completion of project
- Defined project scope goals and deliverables that support business goals in collaboration with senior management and stakeholders
- Directed project full scale plans and associated communication documents; effectively communicated project expectations with senior management and stakeholders in a timely and clear fashion
- Tracked and implemented the deliverables against the scope and project plan, while keeping the stakeholders up to date
- Sent out weekly engineering status reports, MBR and metrics data to Senior Management and relevant stakeholders
- Conducted team appraisals and resource evaluation while setting relevant performance metrics
- Mentored the team members while guiding them on charting out their career plan and path
- Sprint scope prioritization, planning, execution and closure
- Led engineering, build and deployment Teams
- Participated in code/design and test case review meetings

Title: Forecast Management Tool
Period: Sep '12 – Feb '13
Client: Microsoft Corporation
Team Size: 15
Role: Technical Test Lead / Functional Consultant
Description: This tool is used by Microsoft Sales Group users to forecast their revenues and take correction actions

Responsibilities:
- Requirement gathering and prepared functional specifications document
- Worked with development team to define solution as per requirements documents
- Created Master Test Plan to outline test strategy and key milestones
- Assigned tasks to team and tracked for closure
- Participated in Code Review and test case review with various stakeholders
- Sent out weekly status report to relevant stakeholders
- Estimated test efforts
- Triage bugs with development teams

Title: Role Guide and My Readiness Mailer
Period: Jan '11 – Aug '12
Client: Microsoft Corporation
Team Size: 5
Role: Test Analyst
Description: Role guide is a tool used by Microsoft to target various learning's to their employees based on their roles and other criteria's. My Readiness Mailer is a tool for sending email communications to MS Employees for courses along with due dates.

Responsibilities:

- Reviewed BRD, preparing functional specification document
- Estimated efforts for test activities
- Managed test resources, planned daily activities and monitored progress and drive to closure
- Designed Master Test Plan to outline test strategy and key milestones
- Coordinated test case and code review meetings
- Prepared and reviewed test cases
- Participated in test execution during SIT phase
- Supervised issue tracker

Title: Managers Feedback
Period: Feb '10 – Dec '10
Client: Microsoft Corporation
Team Size: 5
Role: Test Analyst
Description: Manager's Feedback is a tool used by Microsoft managers/HRs/Admin to view and give feedback to peers/managers/skip level managers. This tool has also provision to view feedback reports

Responsibilities:
- Reviewed BRD and Functional Specification Document
- Designed Master Test Plan
- Test Environment and Test Data Set up
- Prepared & reviewed test cases
- Deployed build on test servers
- Led the identification/execution of BVT, functional and regression test cases
- Sent test execution reports
- Set up of triage meetings
- Performed test execution
- Deployed build on test servers

Title: MS Space, VRU & LCC
Period: Jul '09 – Feb '10
Client: Microsoft Corporation
Team Size: 5
Role: Test Analyst
Description:
MS Space: MS Space is an integral part of the management and reporting systems used by Microsoft's Real Estate & Facilities group in maintaining Microsoft's property portfolio. The primary driver for this tool is cost savings through more efficient utilization of current and planned space.
VRU: Vehicle Registration Utility consists of the Vehicle Registration Module as well as Parking Enforcement Utility. End users (MS Employees) can register their vehicles using site http://parking. Receptionists, Security Ops, Investigators and Administrators use site http://vru for various vehicle registration and parking enforcement related activities.
LCC: A majority of Microsoft's sales are generated through the efforts of thousands of third party channel partners. All of these independent channel partners are expected and assumed to comply with terms and conditions defined in contracts, licenses and operating guidelines with Microsoft. This tool is used to make sure that Microsoft partners are in compliant by conducting regular audits

Responsibilities:
- Performed LOB tests for MS Space for Office, .NET and Security Updates; analysis of MS Space and VRU Production Issues
- Estimated test efforts
- Review/analysis of BRD and Functional Specification Documents to prepare test cases
- Designed Master Test Plan
- Test Environment and Test Data Set up
- Reviewed test cases written by team
- Deployed of build on Test Servers and test execution
- Performed identification and execution of BVT, functional and regression test cases
- Conducted bug triage meetings

Title: Treasury Scorecard
Period: Feb '08 – Dec '08
Client: Microsoft Corporation
Team Size: 5
Role: Test Engineer
Description: Treasury Scorecard is a reporting site which is using for centralized performance metric reporting. The target audience is the CFO, Treasurer, and all members of Treasury. Each month Treasury groups (TRG, CAPM, Corp. Finance, GCM, WWCS, and WOCS) post their performance against their annual commitments.

The performance of the individual groups is consolidated into a summary report. The summary report is viewed by the CFO and the Treasurer

Responsibilities:
- Analyzed business requirement document
- Designed Master Test Plan
- Prepared DSR, WSR and RTM
- Developed & executed BVT, functional and regression test cases

Title: VRZESGBA
Period: Jul '07 – Feb '08
Client: Verizon Telecommunications Plc.
Team Size: 3
Role: Developer

Responsibilities:
- Analyzed the data in flat files
- Wrote PL SQL procedures for data loading into final tables using transformation rules.
- Performed test execution

Title: XNG
Period: Mar '07 – Jul '07
Client: COLT Telecommunications Plc.
Team Size: 3
Role: Developer
Description: It is the Network Inventory Management tool through which logically networks are created. XNG stores the sites, equipment, cable, path, and segment information in it. It supports all the data voice technologies and servers that which is used by most of the CSP's. We can develop a Network Configuration for complex equipment and circuit layouts using operator supplied rules

Responsibilities:
- Worked on tickets raised by relevant stakeholders
- Prepared SLA Reports for customer and other stakeholders
- Supported production Issues

Title: AGORA
Period: Nov '06 – Feb '07
Client: British Telecommunications Plc.
Team Size: 5
Role: Developer
Description: AGORA is an attempt to move away from the Stove-pipe design into a more standards based reference model/architecture for inventory management. Agora is a database that consolidates port inventory for approximately 30 countries. Several BT systems, e.g. MTINI, need to access Agora and each other. Additionally, BT would like to provide access to these databases and systems to 3rd parties who can then utilize them in a self-service manner. Hence, there is a need for a common communications platform and protocol. Agora with the data services is addressing the need of a common information factory, which will facilitate even future acquisitions and mergers. New systems can be fed into the Agora Assembly line for information aggregation and then this information model can be exposed to BT internal and external systems through the services fabric

Responsibilities:
- Prepared test cases
- Performed Data Services testing

Title: AOL Total Care
Period: Jul '06 – Oct '06
Client: America Online Inc.
Team Size: 2
Role: Test Engineer
Description: This involves installation of AOL tool kit on various desktop systems that has different OS and software and performing compatibility testing

Responsibilities:
- Installed various operating systems on desktop & performed system testing, regression testing and compatibility testing