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| **Summary** |

* Successfully shipped high quality releases for McAfee endpoint platform products in On-Premises and SaaS model
* 12 Years of experience delivering products in **Cybersecurity**, **CRM & Volume Licensing** domains, specializing in **Program Management**, **Project Management**, **Solution Design**, **Business Analysis and Risk Management**
* Engineering delivery process transformation leading to predictable high-quality releases within budget
* Proven track record in successfully **leading virtual cross functional teams** to deliver business critical products which is deployed to 70+ Million endpoints across all industry sectors
* Seasoned in **Requirements Gathering, Cost Estimation, Scheduling, Managing Budgets, Solution Design, Risk Management, Release Management & Change Management**
* 3+ years of experience in **Managing Development, Testing and Support** of Siebel applications using **ITIL** framework involving **Change, Release, Problem & Incident Management**
* PMP – PMI Certified Project Manager

**Functional Domains** – Cybersecurity, Customer Relationship Management, Volume Licensing, Manufacturing

**Methodologies** – Agile (SCRUM), Pattern Based Engineering, ITIL V3, Waterfall

**Technology –** C++, Java, Kafka, MQTT, Microservices, Containers, Siebel, Database, AWS, SaaS,

**Tools** - Microsoft Project, Visio, SharePoint, JIRA, Confluence, Bugzilla, Team Foundation, Siebel, ClearQuest, ClearCase, Remedy, PowerBI, Gantt Charts

**Regulations:** GDPR,FedRamp

**Database** - Oracle, Microsoft SQL

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| **Education** |

* **Master of Science** in Software Engineering at BITS Pilani, India (2003-2007)
* **Bachelor of Computer Application** at Bangalore University, India (2000-2003)

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| **Work Experience** |

**Company: McAfee** (Aug 2017 to Dec 2019, Portland OR)

**Technical Program Manager (Endpoint Platform Products)**

* + Successfully **shipped high quality releases** of endpoint platform products providing a great value add to customers and MVISION products
	+ Collaborated with Product Management, Architects & Engineering Managers in creation of Business, Architectural and Engineering Plan and presented to execs to **ensure investment in areas of strategic importance**
	+ Steered programs to **deliver with predictable and measurable outcomes**
	+ Led Globalization, Marketing, Information Development, Knowledge Management, Security Incident response teams to deliver on time with every Product release
	+ Collaborated with Product Managers and Engineering Team elicit/document Privacy aspects of the new features and collaborated with Legal Team to ensure compliance or identify changes to be implemented.
	+ Ensured that each product satisfied release criteria such as **Secure Development, GDPR Compliance, Trade/Export Compliance and Privacy reviews** are met
	+ Led products to be compliant with the European union’s legislation of **GDPR** (General Data Protection Regulation) and currently leading teams to be **FedRamp** compliant by Feb 2020
	+ Program planning including requirements intake, prioritization, estimation, planning & commitment were systematically driven by me to ensure predictability and alignment
	+ Successfully executed external validations such Public/Private Beta and Early Access to improve product quality and customer experience.

**Microsoft (Consulting)** (Feb 2013 to July 2017, Redmond WA)

**Technical Project Manager (ECIT, Volume Licensing Applications)**

* Transformed Microsoft’s Data Operations group from traditional development model to **Continuous Delivery** thereby significantly **reducing Time to Market** of Azure Products
	+ **Delivered multiple Product launches** for Volume Licensing’s entitlement applications through Data Configurations
* Delivered **multiple BI reports** to provide Product Launch delivery insights using Power BI enabling business to focus on high ROI projects
* Delivered tools for planning Microsoft’s Product Launches, Automated Capacity Planning, identification of operational efficiencies & to increase maturity across all the teams in Volume Licensing group
	+ Led multiple projects to improve launch planning, drive efficiencies, enable capacity planning, enable structured transition from engineering, define process to manage metadata across the group
	+ Defined Patterns & Operationalized the Pattern Based Engineering concept for compliance projects to maximize re-use, reduce efforts & time to market; Successfully **delivered 5 projects impacting 30+ applications**
	+ Collaborated with Solution Delivery Manager, Release Management & Operations within Microsoft to deliver projects initiated by business
	+ Responsible for **Analyzing Requirements, System Analysis, developing functional specifications & collaborating with Development & Quality Assurance** teams to implement the projects

**Pitney Bowes (Consulting) (**May 2009 to Jan 2013, Stamford, CT)

**Technical Project Manager (CRM Suite of Applications)**

* Responsible for Scheduling, Estimation, Budgeting, Defining Requirements, Developing Functional Specifications, Planning, Tracking & execution of multiple parallel Siebel CRM Projects
* Steered requirement workshops with different CRM business units to identify and define business requirements for Siebel Contact Center, Sales and Field Service Groups
* Solution Architecture, High Level Design & test plan/strategy of multiple Siebel CRM complex Projects
* Delivered an initiative to improve productivity of Siebel users and to **improve customer satisfaction**. Productivity loss was reduced by **80%**
* Collaborated with **Business, PMO, L3 Teams and Infrastructure teams** to implement infrastructure changes in Production environments without any downtime for critical customer facing systems
* Steered **CCB meeting** for Siebel projects and represented Siebel in enterprise change control board meetings
* Successfully completedQuarterly & Yearly external project audits
* Efficiently integrated vendor engineering plans from Avaya/Service Power/Antenna and managed dependencies to deliver CRM projects on time

**Project Lead** **(CRM Suite of Applications)** **(May 2004 to May 2009, India)**

* Led a group of 8 Siebel CRM technical consultants to design, develop and deploy multiple modules of a new implementation of a Sales Application in Siebel
* Successfully designed and implemented Automation of Quote State Management, Approval/Validation Engine, Activity & Order Entry & Sales Compensation Modules in Siebel
* Managed functional testing team and performance testing team to plan, prepare and test applications from functionality and scalability point of view using Win Runner and Load Runner
* Conducted Design Reviews, Configuration Review, Code Review, Test Case Review for all the
* Prepared Deployment Plan, Migration checklists and Rollback Plan

**Affiliations**: Project Management Institute