

AMARTYA BANERJEE

Senior Project Manager/Program Manager



Professional Summary

Senior Program/Technology Manager with 12.5 years of global experience in having proficiency in disparate technologies, product and industry domain.

Seeking a challenging position requiring demonstrated skills as Program Manager and/or Scrum Master that leverage customer with quality product/projects utilizing my experience and problem-solving skills in the available technologies and significant contribution to the growth of the organization and myself.

Work History

SS&C EZE – Senior Project Manager/Program Manager

Hyderabad, Telangana

07/2019 – Current

- Managing program with multiple scrum teams (18 teams, 122 members) and leading Hyderabad program initiatives by leading a team of 7 scrum masters/project managers.
- Managing Big Room Planning, managing upstream and down-stream deliverables and dependencies through multiple teams.
- Tracking of all team/program level metrics, planning, forecasting, budgeting and improvement initiatives.
- Running successfully Program Increments/Sprints and tracking all risks and dependencies through program board.
- Setup meaningful dashboards for executives to get a quick walkthrough of program status.
- Successfully implemented initiatives to minimize spillovers.
- Very successful in handling team level conflicts and role conflicts arising in large programs.
- Conduct sessions with new joiners and lateral hires to train them on Agile Framework with Scrum, Kanban, etc.
- Excellent dashboards on Confluence, Power BI, JIRA to keep track of overall program.

Polycom R&D India Pvt Ltd – Lead Engineer

Hyderabad, Telangana

05/2015 – 06/2019

- Managing a multiple scrum teams of **7-9 engineers** engaging them in a highly efficient and motivated environment.

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Professional Skills

Technical Skills

- **Communication Protocols:** VoIP Protocol SIP, MSPL, ISUP, Basic H323 and ISDN, RTP/RTCP, HTTP
- **Networking Protocols:** TCP/IP, SSL/TLS, UDP, DHCP, DNS, 802.1x, 802.1q, RADIUS, DIAMETER, NAT, STUN,TURN
- **IOT's:** Broadsoft Server, Metaswitch, Genband, Skype for Business
- **Call Centre/ACD:** Broadsoft/Cisco, 8x8, ShoreTel
- **Audio & Video Codec:** H263, H264, Opus, Siren, G722, AMR-WB, AMR, Audio conferencing, Video Conferencing, IVR
- **Enterprise Network Management Tools:** Element Management System(EMS) and Network Management System(NMS)
- **Database:** MySQL, postgres.
- **Operating Systems:** Solaris, Linux(RHEL and Ubuntu), Windows
- **Scripting:** Shell, awk, Python
- **Tools:** Sipp, Spectra, IXIA, T2000k, Spirent
- **Load Balancer:** HAProxy version1.6
- **Defect Management:** Bugzilla, HP QC, HP ALM, ClearQuest and JIRA

- Member of **Agile transformation** team in Polycom to have successfully migrated to Scrum model from waterfall. Implemented Agile as a culture rather than a process.
- Great experience in other Agile engineering practices **KANBAN, TDD**.
- Helped scrum teams eliminate impediments during Critical phases.
- Partnered in Managing, Designing and Development of Software Application using **Agile, Iterative & Incremental**.
- Facilitated various **agile ceremonies** every release viz., Kickoff, Backlog grooming, Sprint Planning, Story pointing, Daily Stand-up and Retrospective with stakeholders. Presented **incremental data** at Scrum of Scrums
- Reporting & analysis of meaningful **agile matrices** to various stakeholders. [Burndown charts, Variances, Team Velocity, etc.]
- Utilized Agile Scrum practices to help the team increase their velocity by 63% within the first year of Agile adoption
- Removed team impediments on a daily basis to allow the team to deliver the sprint goals and deliverables.
- Facilitated team and cross-team Retrospectives to build good working relationships among the 12 agile teams.
- Collaborated with members of the Product, Business and Engineering Teams to develop and maintain Product Backlogs.
- Liaison with Product Owner to organize product backlogs, tech debts and other features, prioritize work and maintain timelines.
- Worked with the Scrum Team and the Product Owner to negotiate the minimum viable product for delivery
- Constant professional upgrade through professional networks, case studies of successful business and other professional workshops.
- **ACHIEVEMENTS:**
 - Star Award in Dec 2015(USD 250), Apr 2017 (USD 400), Nov 2017 (USD 250) and Feb 2019 (USD 250) from QA and Dev Director in Polycom.

Motorola Solutions - Lead Systems Engineer

Bengaluru, KA

04/2011 - 05/2015

- Lead a team of 6 Engineers successfully for 3 major releases and 5 maintenance release
- Reviewed and scoped release strategy for effective and efficient delivery.
- Implemented KANBAN Agile Method and was on transformation stage, I participated as Scrum Master.
- Prepared project scope, time estimation and resource selection.
- Enforced Kanban principles as a scrum master that resulted in reduction of Cycle time by 20% thus increasing team's throughput in less than 8 weeks.

Management Skills

- Resource planning
- Project management
- Group presentations
- Planning and implementation
- Agile methodology
- Budgeting, AOR and CapEx
- Team leadership
- Excellent communication skills
- Risk Analysis and mitigation
- Certified Scrum Master
- Experienced and Trained Product Owner
- KANBAN Board

Education

2002

De Nobili School - C.M.R.I.

Dhanbad, JH

Xth

Affiliated to CISCE, New Delhi.

2004

De Nobili School - C.M.R.I.

Dhanbad, JH

XIIth

Affiliated to CISCE, New Delhi.

2008

Asansol Engineering College (AEC)

Asansol, WB

B-TECH:

Certifications

- SAFe® Agilist
- Certified Scrum Master (CSM)
- CCNA - Part 1
- ISTQB Foundation(CFTL)

Trainings

- 2018 - SAFe® Agilist

- Enabled improvement in team delivery commitments and capacity planning for sprints by identifying & tracking hidden tasks that increased customer satisfaction.
- Facilitated Agile adoption Retrospective for the organization with the leadership and guided teams with outcome resulting in enhanced performance.
- Removed obstacle for the team by escalating an issue to leadership resulting in early delivery of customer issue solution. Customer provided positive feedback.
- Coached new team members which resulted in early delivery of project and reduced process waste caused by lack of common understanding.
- Validated customer requirements, provided inputs and completed UAT before customer delivery.
- **ACHEIVEMENTS:**
 - High-Five (Peer to Peer recognition award) received in Motorola Solutions for KANBAN and Agile coaching(10 Awards)
 - Moments Award in Motorola Solutions (USD 750) for solving complex issue in live network (Complete Network Outage).

Wipro Limited - Project Engineer

Bengaluru, KA

01/2009 - 04/2011

- Wrote test design, created test bed and setup of lab according to specification.
- Wrote and reviewed documentations.
- Executed testing of various new as well as regression features of 1511EMS/NMS.
- Performed Validation of End to end voice/data/Ethernet traffic testing on 1511MAX.
- Wrote protocols, qualification documents, test plans and test reports for quality assurance purposes.
- Reviewed test plans and procedures to ensure adequate coverage of system requirements.
- Analyzed test results and prepared system-level evaluation reports to verify and validate system performance.
- **ACHIEVEMENTS:**
 - Two Feather in My Cap Awards from BU Delivery Head for resolving complex memory loss in EMS/NMS system and for reporting 50+ issues in 1st 2 weeks of testing (early bug detection) resulting in reduction of GTM.

- 2017 – Agile Product Management process – Company provided
- 2017 – Scrum Based Product Owner(Company Internal Training)
- 2016 - ISO 9001: 2015 Awareness & QMS overview training
- 2016 - ISO 9001: 2015 Awareness & QMS overview training
- 2015 – PMP Certification training program
- 2012 – QMS Training