

Sayantan Dutt

IT Program Manager

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SUMMARY

Highly motivated and result oriented professional with 15+ years of IT experience in building, optimizing and implementing successful programs. Agile enthusiast, skilled in delivering large-scale projects on time and on budget. Proven history of successful work with cross-functional teams by effectively collaborating, facilitating, leading and coaching multiple Scrum teams.

SKILLS

Technology: Python 3.7.4, Veeva PromoMats (SAAS), Veeva MedComms (SAAS), VB.Net, C#, VB 6.0, HTML, XML

Database: Oracle, MS SQL Server

Tools/Utilities: Jupyter Notebook, JIRA, Confluence, Zephyr, HP ALM, ITSM, ServiceNow

Microsoft Office package: Microsoft Visio, Project Professional, Word, Excel, PowerPoint, Access

WORK EXPERIENCE

TATA CONSULTANCY SERVICES LTD.

11/2006 - Present

Program Manager

11/2020 – present

Client: **Kingfisher Plc, Kolkata India**

Key Responsibilities:

- Managed an annual program budget of \$4M+.
- Oversaw program changes from inception to successful implementation, resulting in an increase in customer satisfaction by 5%.
- Streamlined project management methodologies and communication, which increased delivery efficiency by 80%.
- Provided accurate reporting on program status to steering committees, stakeholder groups and executive leadership encompassing budget estimation, scheduling and resource planning.
- Conducted formal/informal coaching and mentorship to 20+ team members regarding effective project planning and project management best practices.
- Fostered a culture of robust and comprehensive documentation, thus reducing cycle time by 10% over 6 months.

Agile Project Manager / Scrum Master

04/2019 – 10/2020

Client: **Genuine Parts Company Inc., Atlanta USA**

Key Responsibilities:

- Led 4 Product team's transition to Agile development in 2 months.
- Scrum Master for 4 geographically distributed teams, managed strategic planning, backlog grooming and TDD implementation.
- Product ownership - Created comprehensive user stories and prioritized them for all sprint planning meetings.
- Implemented DevOps model for successful product releases and operations management, thus increasing productivity by 20%.
- Achieved a velocity increase of 35% in 8 sprints with detailed capacity planning, sprint planning and tracking for 3 scrum teams of total 18 members, spread across 2 countries.
- Implemented and Enforced Kanban usage, cutting operational cycle time by 20%.
- Removed impediments and protected team members from interruptions and distractions to maximize productivity.
- Conducted Agile ceremonies (Sprint Planning, Backlog grooming, Daily Stand-up, Sprint Review and Sprint Retrospective) with scrum teams and other stakeholders.

Scrum Master*11/2016 – 03/2019*Client: **Johnson & Johnson Services Inc, Raritan USA**

Key Responsibilities:

- Led the launch of the Veeva Vault iMedical Review portal for J&J Commercial IT Copy-Approval division and maintained 3 year long delivery and release for J&J Commercial.
- Managed Development and QA team of 12 resources (Technical Leads, developers, analysts and testers).
- Coached a cross functional team of 12 resources to deliver quality products in an Agile environment which led to over \$1.5M in revenue for the year of 2017/2018.
- Utilized Agile Scrum practices to help the team increase their velocity by 27% 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.
- Conducted Agile ceremonies (Sprint Planning, Backlog grooming, Daily Stand-up, Sprint Review and Sprint Retrospective) with scrum teams.

Technical Lead*11/2006 – 10/2016*Client: **Johnson & Johnson Services Inc, Malvern USA / Kolkata India**

Key Responsibilities:

- Conducted system requirement analysis and developed detailed designs for Lab Informatics suite of applications (CP LIMS, OpenLab ECM, Mosaic eLab Inventory)
- Used best practices and coding standards using VB.Net, C# and PL/SQL.
- Conducted peer-reviews and led code reviews and provided feedback.
- Developed, maintained, troubleshooted, enhanced and documented components developed by self and others as per the requirements and detailed design.
- Conducted thorough unit testing and integration testing for the whole system
- Managed a technical team of 8 members during all phases of the project.
- Investigated and managed technical issues for Johnson & Johnson's Lab Informatics system. Bug fixes and enhancements led to efficiency improvements of up to 20%.
- Led initiative to implement service improvements via automation of application health monitoring and reporting, resulting in \$110K annual savings.
- Documented and standardized web deployment and post deployment procedures, reducing deployment cycle by 10%.
- Worked with change management and transition teams to implement training of new systems and processes.

WEB DEVELOPMENT COMPANY*06/2006 – 10/2006***Web Developer**Client: **PricewaterhouseCoopers, Kolkata India**

Key Responsibilities:

- Maintained and enhanced existing web applications and all integrated systems utilizing ASP.Net, C# and XML.
- Maintained existing database-driven web interfaces for rapid file transfer and data communication using SQL Server 2008.
- Tested and deployed applications and integrated systems .

GREENWAVE TECHNOLOGIES INDIA PVT. LTD.*06/2005 – 05/2006*

Software Developer

Client: **Discovery Alliance LLC, Kolkata India**

Key Responsibilities:

- Designed and documented technical solutions based on business requirements.
- Developed web UI and back-end code and packaged codebase for application deployment.
- Designed custom reports to cater to specific customer needs.

EURIDITE SOLUTIONS PVT. LTD.

12/2004 – 05/2005

Programmer

Client: **ESPL ERP, Kolkata India**

Key Responsibilities:

- Participated in requirements analysis.
- Wrote clean, scalable code using .NET / Oracle.
- Test and deploy applications and systems

EDUCATION

2003 – 2006

Masters of Business Administration, West Bengal University of Technology

2000 - 2003

Bachelors of Information Technology, Manipal Academy of Higher Education

CERTIFICATIONS

2020

IBM –Data Science Specialization, IBM/Coursera

2015

Certified Scrum Master, Scrumalliance.org

2010

ITIL Foundation V3, EXIN