



KARTHIGAI PERUMAL C

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CAREER SUMMARY

SENIOR PROJECT MANAGER

- 16+ years of experience in Information Technology with over 7+ years of extensive experience in providing Business Solutions, Business and System analysis, Design, Application Development and Implementation services with Project Management hands on in domains like **Manufacturing, Telecom, Logistics and Banking financial** services.
- Salesforce certified professional with experience in Project Planning, Execution and Management, Stakeholder Communication, Risk Management, Scope and Cost management, managing teams of project leads, analysts and developers, liaising between business units and project members.
- Experienced in managing multi-site projects Fixed Price, T&M as well as Managed Services in both Waterfall and Agile- Scrum methodologies.
- Extensive experience in Business & Stakeholder requirements development, Use cases and Workflow development.
- Strong exposure in managing Salesforce, Chordiant CDM and Java Projects.
- Strong hands on experience in Salesforce.com, Lightning Aura framework, Apex, Visualforce pages, Configuration, trigger, process builder, workflow, Salesforce deployments and Integration.
- Extensive knowledge on DevOps Release management process with hands on in Copado.
- Responsible for the overall capacity planning, work allocation and program delivery.
- Experienced in Project Planning, Execution and Management, Stakeholder Communication. Highly proficient in creating/delivering on process improvement initiatives, project commitments and excellent service delivery.
- Possess excellent analytical skills, and results driven, along with can-do attitude and easy to get-along with excellent communication and interpersonal Skills.
- Sound knowledge of the standard quality processes and adherence in CMMi Level 5 framework.

ON-SITE EXPERIENCE

Have on-site experience with leading Bank in, Edinburgh, United Kingdom from Apr 2012 to April 2014 as Onsite Project Coordinator & Technical Consultant.



EXPERIENCE SUMMARY

Aug 2007 to till date **Senior Project Manager at Infosys Limited**, Chennai, India
Sep 2006 to July 2007 Software Engineer at Future Focus Infotech (Deployed to TCS)
Jan 2002 to Sep 2006 System Analyst at TCI Ltd.

TECHNICAL EXPERTISE

Project Management: SDLC concepts, Estimation, Project & Resource Planning, Monitoring, Tracking, Invoicing, Release Management, Coordination, and Client Management, Agile Scrum , Salesforce implementation

Skill set: Salesforce Lightning, Apex, Visualforce page, Sales cloud, Service cloud, Customer community, Partner Community, Web services Integration using SOAP and Rest API, SOQL, SOSL, Java, HTML and Chordiant CDM

Release Management: DevOps process with Copado.

Project Execution: Agile Scrum and waterfall methodology.

EDUCATION

B.E (EEE), Madras University, Chennai, India, 1997 – 2001.

CERTIFICATION

Salesforce Certified Sales Cloud Consultant - CERTIFICATION NUMBER: 20449997
Salesforce Certified Platform Developer 1 (PD1)- CERTIFICATION NUMBER: 17554807
Salesforce Certified Administrator (ADM201)- CERTIFICATION NUMBER: 2649319
Salesforce Certified Developer Dev401- CERTIFICATION NUMBER: 2560191
Copado Certified Administrator - CERTIFICATION NUMBER: 011992

PROJECTS

Organization: Infosys, Chennai, India
Project Name: automotive financial services – Salesforce project
Clients: Leading US Auto Major
Duration: Oct 2020 – Till Date
Role: Program manager

Working as an offshore Program manager for leading USA Vehicle manufacturing company's Customer service portal application. The application is being used for Customer Account, payment



related transactions. Application involves creating a series of custom pages, forms, and web services interfaces to deliver a new Customer Self Service Portal utilizing the SFDC infrastructure and CRM platform. This is currently being migrated to Salesforce Lightning Aura platform

Organization: Infosys, Chennai, India
Project Name: Manufacturing
Clients: Leading Europe/US Manufacturing Platform,
Duration: Apr 2015 – Oct 2020
Role: Senior Project Manager

Worked as a Program manager for Salescloud implementation. The objective of the program is to implement Salesforce Sales Cloud for KPS Sales Organization and provide key features – User Management, Products, Account & Contacts Management, Opportunity & Lead Management and Reporting. Migrate the Master data - Accounts, Contacts & Products from the existing C4C Application.

Responsibilities:

- Setting up Project Processes, Communication plan.
- Managing day to day project management activities.
- Scheduling daily meetings, status calls both in person as well as over tele-conferencing with Client & Offshore team.
- Raise and Resolve all the risks/issues/dependencies in the project for timely completion.
- Creating process improvements documents, Educating development/testing team with the processes.
- Release management during production implementation.
- Status and Metrics Reporting to senior management and Client business partners.
- Raise, escalate and track project issues and risks.
- Prepare and present weekly status reports.
- Monitor and track project deliverables in timely fashion.
- Timesheets, Billing and invoicing.
- Proposals and business development activities.

Organization: Infosys Limited, India
Project Name: Banking and Financial Services Project
Client: Leading UK Bank
Duration: January 2012 – March 2015
Role: Technology Lead

Worked in one of the leading banks in United Kingdom and neighboring countries which caters all financial lines of retail and corporate business.

**Project Abstract:**

SEPA (Single European Payment Area) – is a mandatory program brought in by the UK regulatory body to carry out all domestic and international transaction in a single EURO currency. The activities currently carried out as a part of this engagement include management of maintenance and enhancement projects across various technologies namely Mainframes & Java technologies.

Responsibilities:

- Interaction with the Client analysts and technical team in order to understand the requirements to enhance the performance of the bank's current collections system.
- Managing day to day technical delivery activities.
- Scheduling daily meetings, status calls both in person as well as over tele-conferencing with Client & Offshore team.
- Raise and Resolve all the risks/issues/dependencies in the project for timely completion.
- Creating process improvements documents, Educating development/testing team with the processes.
- Release management during production implementation.
- Prepare and present weekly status reports.
- Proposals and business development activities.

PERSONAL DOSSIER

Present Address : S17, B-Block, Ashok Manor Ruby apartments, Krishna Nagar 6th street, Tambaram west, Chennai-45.

Passport : Available valid up to 2031

DoB : 16th March 1980

References : Available on request