** KRISHNA, PMP®, PRINCE 2®, MSP®**

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# Career Objective

Being in Information Technology Project Management roles for the last 12 years, I am passionate about delivering excellent Project Management services. Now I am seeking for a new challenge as Program Manager/Senior Project Manager/Head of Business Systems.

# Professional Synopsis

* **12 Years** of **Information Technology** **Project Management** experience
* **20 plus years of Information Technology** experience
* Delivered **30 plus Medium** to **large scale initiatives** ranging from **US $200K to US $5M** leveraging PMI, PRINCE2 Project Management best practices
* Expert in **delivery of Cloud based solutions** in **SaaS** model and private hosting
* **Technical know-how** on Application development platforms, enterprise application integration, data integration and middleware’s.
* Worked with industries such as **Telecom, Airline, Manufacturing,** **Investment Banking, Islamic Banking, Retail Banking, Real-Estate, Construction, Shipping, Software** and **Public-Sector**
* Managed and delivered **multiple major projects from inception to closure** (i.e. enterprise resource planning(ERP), customer relationship management (CRM), enterprise content management (ECM), Mobile applications, business process development and re-engineering, cyber security assessment, data centre setup and commissioning, core banking, Islamic banking, internet banking, mobile banking, anti-money laundering, customer profiling, global treasury management)
* Worked extensively on **Run the business/Grow the business** initiatives which included new solutions implementations, existing solution migration/transformations and integration between existing solutions
* Experienced in **PMO setup**, **IT processes, policies, procedures** and **templates development**
* Experienced in **Remote/Virtual project management**

# Areas of Expertise

**PROJECT MANAGEMENT • PROGRAM management • Delivery Management**

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| **Business Analysis** | **Scope-Approach Consensus Building** | **Process Modelling** |
| **Clear Communication and Reporting** | **Strategic Project to Business Alignment** | **Global Team / Virtual Team Coordination** |
| **P & L Responsibility** | **Conflict Management** | **Enterprise-wide Implementations**  |
| **CAPEX / OPEX Management**  | **Risk & Issue Management**  | **Contract Management** |
| **Scope Management** | **Recruitment and Training** | **Vendor Management** |
| **Integrated Change Management** | **IT strategy Planning and Development** | **Stakeholder Management** |
| **RFI/RFP Lifecycle Management** | **Standard SDLC, AGILE & SCRUM**  | **Matrix Environment Resource Management** |

# Career Experience

**PROJECT MANAGER**

United Arab Shipping Company – Dubai, UAE, Middle East May 2015 to Present

United Arab Shipping Company (UASC) is a global shipping company based in the Middle East. Founded in 1976, UASC has more than 185 offices around the world. The company is the largest container shipping line in the Middle East region and adjacent markets, covering over 240 ports and destinations worldwide.

**Key Responsibilities**

* Ensure effective cross-functional teamwork among project team members including both internal and external ancillary services.
* Monitor project schedule and scope to ensure both remain on track. Initiate and implement appropriate actions.
* Proactively engage in both quality assurance and risk management activities to ensure project deliverables are met according to UASC requirements.
* Ensure all assigned Programs/Projects are in sync with IT Strategic Planning and operational objectives.
* Managed project teams of 70 cross-functional, multi-disciplinary project team professionals and resolved conflicts resulting in well-functioning teams.
* Prepared project goals, determined priorities, and prepared project plans.
* Prepare business case, help business units in approval process, project management plan, process development, RFP’s, vendor evaluation’s and scoring, Weekly status reporting (RAG reports, reporting through PPM and regular project status meetings) and RAID logs.
* Oversaw project scope to ensure adherence to all Service Level Agreements (SLAs).
* Addressed cross-functional issue/risk identification, documentation and mitigation planning.
* Provided assistance and guidance to other Project Managers and Business Analysts.
* Balanced multiple implementations simultaneously (between 4-8 projects concurrently).
* Monitor project schedule and scope to ensure both remain on track. Initiate and implement appropriate actions.
* Proactively engage in both quality assurance and risk management activities to ensure project deliverables are met according to UASC requirements.
* Accountable for budget and financial management of projects from their inception to closure. Proactively identify out of scope activities and execute necessary change orders.
* Collaborate with accounts payable and global procurement services to initiate periodical invoicing.
* Managed suppliers from RFP phase till project closure and handover to support team.
* Build and maintain relationships with internal (Business process owners, users) and external (vendors) to ensure flawless project delivery.
* Contribute to Information Technology Roadmap and Process Improvement.
* Ensure that all staff allocated to assigned project(s) adheres to professional standards (PMO Standards, policies and Procedures), governance and SOPs.
* Prepare go-live checklist and co-ordinate with all stakeholders.
* Arrange for adequate training for business user’s pre-implementation.
* Lead promote to production activities on all projects.
* Work closely with Service Desk Manager to ensure appropriate support mechanisms and processes are in place for post-production support.
* Facilitated and maintained communications between multiple work groups, including customers, vendors, and technical and functional staff ensuring increased awareness of project status of all stakeholders.
* Form Steering Committee, project teams and conduct project meetings as and when required.

**Key Achievements**

* Played a key role in implementing CA Clarity Project and Portfolio Management system (PPM).
* Improved organizational collaboration by implementing SharePoint based Intranet.
* Reduced Enterprise-wide training and travel costs by 80% through implementation of communication and collaboration platform Microsoft Lync (Skype for Business).
* Implemented SharePoint 2013 Intranet roll-out for 3,000 users, Office 365 Global Roll-out, Global Cash Management System – Treasury, Security Information and Event Management (SIEM), Cyber Security Assessment and Automatic Identification System.

**Reason for Leaving**: Being made redundant as UASC is merging with Hapag Lloyd

**SENIOR PROJECT MANAGER**

Zerone Consulting Pvt Ltd, Cochin, Kerala, India Dec 2014 to May 2015

 

Zerone is an agile software development company based out of Kochi, Kerala, India. Zerone creates innovative software applications and products that enable their customers to compete and win in their marketplace. All Zerone processes are optimized to foster customer delight.

**Key Responsibilities**

* Streamlined team processes to improve KPI’s and accuracy to meet service request deadlines.
* Wrote requirements after discussions with stakeholders and met with developers daily to determine project progress and remove roadblocks for upcoming tasks.
* Created project management process documents, client communication documents and trained new project managers on the processes and procedures for the client-facing projects.
* Managed project teams of 5 to 15 cross-functional, multi-disciplinary project team professionals.
* Facilitated and maintained communications between multiple work groups, including customers, technical and functional staff ensuring increased awareness of project status of all stakeholders.
* Managed teams and resolved conflicts resulting in well-functioning teams.
* Managed Application development using Agile methodology.
* Developed and documented Project Management best practices for use companywide.
* Managed Project Managers, Business Analysts, System Architects, Test Teams, Hardware Teams, Development Leads, Release, Production QA, and Maintenance Resources.

**Key Achievements**

* Developed and implemented Invoice Delivery System (IDS) for Invoice processing and EDI conversion for a client in Canada. The project was delivered on time.
* Improved client relationship’s by 80% and that resulted in incoming repeat business.
* The project delivery and quality improved by 70% after implementing new processes.

**Reason for Leaving**: Re-located to UAE

**PROJECT MANAGER**

Trakhees, Dubai, UAE (6 Months Contract - Deputed by Microsystems) Nov-2013 to Apr-2014

Trakhees – Ports, Customs and Free zone Corporation (PCFC) is deemed the regulatory arm of Ports, Customs and Free Zone Corporation in Dubai and the agency responsible for licensing and regulating business in special development zones and areas.

**Key Responsibilities**

* Developed and maintained all project plans and tracked schedule milestones/deliverables for software development team.
* Identified key stakeholders and created detail project schedule, Gantt chart, critical path, etc.
* Manage project status report, issues, action items, risks, change log, internal and external dependencies, etc.
* Managed risk analysis, mitigation plans and maintained status reports.
* Maintain work off plans for e-Government application issue/action items; participated in design reviews, project scope adjustments, release planning, and software delivery.
* Coordinated Software Release Management activities and related teams for design/test walk-through
* Track deliverables/milestones; conducted weekly status meeting; resolved technical/resource issues
* Developed, maintained, and tracked budget, performance objectives, and goals
* Prepared business process models, defined milestone deliverables, and established critical success factors.
* Performed follow up on issues and action items towards resolution.
* Regularly monitor and report on project progress.
* Facilitated project status meetings, requirements and design discussions, and defect status reviews.
* Coordinated project and accountability ensuring business project deliverables are achieved.
* Ensured process designs are in line with business requirements.

**Key Achievements**

* Delivered e-government solution (Mobile and Web applications) at Trakhees to provide various services to its Customers through Web and Mobile channels developed using .NET and JAVA.
* Established and maintained good working relationships with customer, which resulted in repeat business.

**Reason for Leaving**: Contract Ends

**PROJECT MANAGER**

Summit Solutions, Dubai, UAE Mar 2012 to Sep-2013

 Summit solutions is a software solution provider based in Dubai, UAE, specialising in providing Corporate Performance Management solutions.

**Key responsibilities and Achievements**

* Implemented Corporate Performance Management System for major clients in UAE such as MAF group, Philip Morris and Emirates group.
* Managed Sales and Professional services team effectively to deliver projects on schedule, within budget, Scope and with quality.
* Increased productivity and performance of Sales team by implementing Sales force CRM.

**Reason for Leaving:** Layoff due to lack of business

**TECHNICAL INFRASTRUCTURE PROJECT MANAGER**

Credit Suisse, Singapore (1 Year 7 Months Contract – Deputed by Encora) Aug-2010 to Feb-2012

Founded in 1856, Credit Suisse have a global reach with operations in about 50 countries and 47,170 employees from over 150 different nations. Credit Suisse is a financial institution based out of Switzerland.

**Key responsibilities and Achievements**

* Delivered fit-out of Private Banking facility in Taiwan including Data Centre setup and commissioning, server rooms, communications, Banking applications and network infrastructure for 200 seats.
* Implemented technical infrastructure at Changi Business Park office for 400 seats (i.e. Servers, Network cabling, Server rooms, Access Control and Communications).
* Roll-out of security log collector on 1400 windows servers and setup of log-logic infrastructure for server log monitoring and analysis.

**Reason for Leaving:** Contract Ends

**PROJECT MANAGER**

Quality International Qatar, Doha, Qatar Mar-2009 to July-2010

Quality International Qatar is a real-estate development management company, manages Barwa (Qatar’s leading Real Estate Company) projects.

**Key responsibilities and achievements**

* Implemented Primavera Risk Analyser
* Rolled-out Argus developer (Real-estate development pro-forma software)
* Deployed Microsoft Great Plains Finance and Payroll module
* Implemented Microsoft Dynamics CRM 4.0 with Call Centre integration
* Led Development and roll-out of SharePoint 2007 Intranet with HR workflow solution

**Reason for Leaving:** I was made redundant as QIQ merged with QPM

**PROJECT MANAGER**

MODE Holdings WLL (Mobile Money Services), Manama, Bahrain Jul-2007-Dec-2008

 MODE Holdings W.L.L is a professional group based in Bahrain with strong client base in the Middle East and Africa. MODE was established with the primary objective of offering high quality integrated delivery channel services & IT consultancy to potential organizations in Africa and Middle East countries, which seek to develop Mobile Banking/Money initiatives.

**Key responsibilities and achievements**

* Developed and implemented Business Processes for all business segments
* Set-up and commissioning of new Data Centre (Live and DR)
* led Zain Wallet Mobile Banking and Internet Banking implementation

**Reason for Leaving:** Was seeking a new challenge

**PROJECT MANAGER**

Gulf Finance House (Investment Bank), Manama, Bahrain Sep-2004 to Jun-2007

Gulf Finance House, is an Islamic investment bank with headquarters in Bahrain Financial Harbour, Bahrain. GFH’s innovative approach to Islamic investment banking services has been recognised internationally for over a decade.

**Key responsibilities and achievements**

* Contribute to IT strategy development and Process Improvement
* Form IT Steering Committee/Project board and chair meetings as and when required.
* Manage assigned audit points and work closely with all support departments such as Legal, Internal Audit and procurement
* Roll-out of Islamic Banking Solution (i-Mal from PATH Solutions) - started Q3 2004, delivered Q1 2005 (US$ 4 M).
* Deployment of Enterprise Content Management (Documentum) - started Q2 2006, delivered Q2 2007 ($1.2M).
* Setup centralised document imaging facility to scan bank documents with appropriate metadata.
* Managed development of Client/Prospect Management System which interfaces with Core Banking, CIF module.
* Implemented eRoom (an EMC product) for project collaboration, SharePoint Intranet, Track IT-Helpdesk system and Teammate audit management system

**Reason for Leaving:** Was seeking a new challenge.

**SENIOR BUSINESS ANALYST**

 Ministry of Finance, Riyadh, Saudi Arabia (6 Months Contract – Deputed by CSC) Jan-2004 to Jun 2004

**BUSINESS ANALYST**

 Arab National Bank, Saudi Arabia (2 years 6 months Contract – Deputed by KnowledgeNet) Apr-2001 to Dec 2003

**TESTING TEAM LEAD**

 **** Banque Saudi Franci, Saudi Arabia (8 months Contract – Deputed by KnowledgeNet) Aug-2000 to Mar-2001

**SOFTWARE CONSULTANT**

 National Bank of Dubai, Dubai, UAE (1 year 2 months’ contract – Deputed by Orient) May-1999 to Jun-2000

**SOFTWARE CONSULTANT**

Mercator, Emirates Airline, Dubai, UAE (1 year 8 months’ contract – Deputed by Orient) Sep-1997 to Apr-1999

**SOFTWARE DEVELOPER/SYSTEMS ANALYST**

 Softek WLL, Manama, Bahrain Dec-1993 to May 1997

# Education and Training

**EDUCATION**

* Bachelor of Science (Physics) from Mahatma Gandhi University, India
* Diploma in Computer Programming from Computer Standards, India
* Diploma in Computer Science and Engineering from Luna Institute of Engineering Technology, India

**TRAININGS**

* Managing Successful Programs (MSP)
* Project Management Professional (PMP)
* Prince 2 Foundation
* Microsoft SharePoint Server 2010
* Microsoft Dynamics CRM
* Microsoft Great Plains
* Microsoft Dynamics AX 2012
* Documentum Planning, Readiness & Deployment
* Information Technology Infrastructure Library (ITIL)
* IMAL Islamic Banking