#### RESUME

#### Murali Gajam

Project Manager/Project Lead/Scrum Master

**Contact Address:**

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**Summary:**

* Strong development Project Manager/Project Lead/Technical Lead/Scrum Master with overall 16 years of IT experience.
* Has extensive Microsoft.NET technology experience and worked on large enterprise applications in Manufacturing, Insurance, HR, Payroll and Utility segments.
* Involved in the Agile Scrum, DevOps, Waterfall, V-Model development SDLC projects execution.
* Worked on Distributed applications such as N-Tier architecture, web based application, windows based and client server applications etc...
* Possess above 5 years of experience as Project Manager/Technical Manager/Project Lead/Technical Lead for complex projects involving multiple modules.
* Proven project management, people management and customer interaction skills. Proven excellent quality deliverables (zero issues in the production).
* Onsite experience at Toronto, Canada responsible for existing projects road map and new projects ownership (requirements analysis, KT sessions, and interactions with clients/managers/leads, understanding business) and managed to execute same by India teams at offshore center. Responsible for managing and gaining complete ownership of the product as a part of business value chain of organization.
* Agile DevOps, Scrum, CMMI level 5 processes compliance, adherence
* Certified Scrum Master(CSM)

**Employment History:**

|  |  |  |
| --- | --- | --- |
| **Period** | **Organization** | **Position** |
| Apr-2012 to Till Date | Infosys Technologies Ltd(Website:www.infosys.com),Hyderabad | Project Manager/Project Lead |
| Mar-2006 to Mar -2012 | Automatic Data Processing Pvt. Ltd. (ADP Website: www.adp.com), Hyderabad | Project Lead |
| Mar-2004 to Feb-2006 | Hewlett Packard Global Delivery India Center (HP-GDIC, Website: www.hp.com), Bangalore | Senior Software Engineer |
| Aug-2000 To Feb -2004 | Visual Soft Technologies Ltd. [Website: www.visualsoft-tech.com], Hyderabad | Programmer |

**Educational Profile:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Period** | **Qualification** | **University/College** | **Percentage** |
| April 2000 | B.Tech (ECE) | Nagarjuna University, Vijayawada | 78.33% |
| April 1996 | Intermediate | Adarsha Junior College,Ongole | 90.2% |
| March 1994 | S.S.C | Sri Vivekananda School from Nalgonda | 86.6% |

## Certifications:

* Microsoft Certified Solution Developer **(MCSD.NET)** for Microsoft.NET Technologies
* Certified ScrumMaster(**CSM**)

## Skill Set:

|  |  |
| --- | --- |
| Microsoft.NET Framework (1.1, 2.0, 3.5,4.0,4.5) | ASP.NET, VB.NET, C#.NET, ADO.NET, Remoting, Web Services, WCF, AJAX.NET,Silverlight,ASP.NET MVC 5 |
| Databases | SQL Server 7.0/2000/2005/2008, Oracle 7.3, and MS-Access. |
| Languages | VB 6.0, XML, XSL, HTML, DHTML and CSS. |
| Technologies | Web Services, Remoting, COM, COM+, DCOM, ADO2.7, SOAP, WSDL, UDDI, MTS,IIS, BizTalk server and SharePoint portal server. |
| Tools | VisualStudio .Net-2003/2005/2008, Visual Interdev 6.0, NUNIT 2.0, JASMIN Framework, NDOC, Business Object Broker(BOB) |
| Scripting | ASP, JavaScript, AngularJS, JQUERY,ReactJS,NodeJS and VBScript. |
| Platforms | Windows 95/98/NT 4.00/2000/XP/2003/Visa/7/10 |
| Configuration Management | Visual Source Safe, WinCVS, Sareena Dimensions, Team foundation server,VSTS,VSO |

**PROJECTS PROFILE:**

**Projects worked in Infosys Ltd. (From Apr-2012 to Till Date)**

**Assignment #14:**

**Title : Partner Sales Experience (PSX)**

**Position** : Project Manager, Project Lead

**Team size :** 20

**Software :** C#, HTML, jQuery, MVC, ASP.NET, ADO.NET, WCF, LINQ, ASP.NET, Entity Framework, Visual Studio 2008/2010,SQL Server 2008, SQL Server 2012,Internet Information Services (IIS)

**Role & Responsibilities:**

Program Management, People Management, Schedule/Resource/project planning, Onsite Coordination, Estimation, Quality Management, Requirement Gathering and Analysis, preparing functional specifications, Impact Analysis, monitor and tracking the assigned tasks, coordination with different teams, prepare and share the status reports, prioritize the scope and tickets, Knowledge management and train the resources with the help of leads

**Client :** MICROSOFT, USA

**Duration :** Aug-2014 to Till Date

**Description :**

Partner Sales Experience (PSX) is a pipeline management tool for Partners to share opportunities with Microsoft. The goal of PSX is to simplify how Microsoft and Partners work together on opportunities. PSX delivers an innovative, agile Partner pipeline management experience, built entirely on Microsoft technologies

Key benefits of PSX for partners:

• Receive financial incentives for your pipeline creation efforts

• Promotes co-selling with Microsoft to help you close more deals faster

• Enables you to reach advanced competencies in the Microsoft Partner Network

• Visibility to leads shared by Microsoft

• Ability to request partner incentives for eligible incentives

PSX application is developed in Microsoft Visual Studio 2010 using Silverlight, MVC framework, jQuery, Windows Communication Foundation, LINQ, Microsoft SQL Server 2012, Microsoft SQL Integration Services 2008 and BizTalk Sever 2009. The project involves end to end development of Graphical User Interface for user interaction, middle tier for implementing business rules using WCF and LINQ, backend for data storage using SQL Server, data integration with various upstream and downstream systems using SQL Integration Services and BizTalk Server. .

**Assignment #13:**

**Title : Configuration Services Online**

**Position** : Technical Lead, Scrum Master & Dell Account Manager

**Team size :** 10

**Software :** ASP.NET MVC, TFS, .Net framework 3.5, C#.NET, MS VisualStudio.NET 2012, ASP.NET, AJAX.NET, WCF, REST API

**Role & Responsibilities:**

* Involved as a Technical Manager/Lead and performing the following roles
  + Requirements analysis, Estimations
  + POC’s development for contributing to Design and Development
  + Technical Design
  + Coding & Unit Testing, Code Reviews, Automated & Manual Unit Testing(DIT)
  + System Integration Testing, Performance Testing development support
  + Leading of .Net senior developers for tasks planning and execution
  + Managing, tracking the project continuously for meeting scheduled targets, deliverables and getting assigned/correct quality of deliverables.
  + Managing project status reports, project dashboards which depict the resource utilization and project utilization etc...
  + Invoice management, Resource tracking for all Infosys onboarding resources at DELL INDIA

**Client :** DELL, USA

**Duration :** Aug-2013 to Jul-2014

**Description :**

The overall vision is to transform the Global Configuration Services (GCS) set of regional process and applications into a single Global process which supports NDBM, Configuration Services on FGAs at a 2nd Touch facility.

The overall vision is also to restructure the manner in which Configuration Services takes customer requests and turns that into services that can be ordered.

This project aims to unify and simplify the experience of a customer when engaging and interacting with GCS. It will:

* Unify customer facing tool access into one location with one login / authentication.
* Improve customer visibility to service set-up progress
* Clarify when inputs are expected from the customer
* Provide a clear contact path should the customer require assistance with configuration services set-up.
* Provide a foundational platform for future customer facing capability (e.g. Image Uploader, Standard Asset Reporting, Customer Self-Service, etc.)

CS Online will be the Single landing (IT application) page for multiple existing customer facing tooling, while allowing a single sign- on authentication to pass to or be received by various existing IT applications. To provide a single validation check for identifying customers identity.

**Assignment #12:**

**Title : R-APDRP IT Implementation**

**Position** : Project Manager

**Team size :** 40

**Software :** Oracle Utility for Customer Care & Billing (CC&B)

**Role & Responsibilities:**

* Involved as a Project Manager and performing the following roles
  + Managing, tracking the project continuously for meeting scheduled targets, deliverables and getting assigned/correct quality of deliverables.
  + Implementation of CMMI level processes and achieving towards Level 5, coordinate with quality for audits by SQA and closure on non-compliance items.
  + Technical Manager for CCB development track items (CCB version upgrade, CCB Data archival, Automation).
  + Implemented Change Management Cycle into the Project for CCB Module and enhanced support for other modules.
  + Managing project status reports, project dashboards which depict the resource utilization and project utilization etc...
  + Generation and base lining of MSR’s and MTR’s.
  + Manage L2 activities (batch operations, incident management)
  + Appraisals and achievement of team members are effectively managed.
  + Effectively planned cross module trainings within project and team members are equipped to handle multiple modules thus reducing risks for the project

**Client :** BESCOM – RAPDRP Karnataka

**Duration :** Apr-2012 to Jul-2013

**Description :**

This project aims to implement single solution desired for all 5 ESCOMs covering over 100 SDO’s under BESCOM, MESCOM, CESC, GESCOM and HESCOM. Each ESCOM project will be treated individually by Infosys with an overall guidance and support from the office of the Chairman (ESCOMs) to maintain commonality across ESCOMs. It aims DGPS based GIS survey in the identified towns. AMR Implementation for DTs and HT customers. It aims to establishment of LAN, MPLS, and VPN in the identified towns and Customer Call Center per ESCOM with a toll free number. After pilots, all remaining sites in each ESCOM will go-live.

This project aims to the below goals.

1) Establish a baseline for measurement of AT&C losses.

2) Reduce AT&C losses significantly

3) Improve operational efficiency through IT enablement

4) Improve customer satisfaction

CCB application enables the end-users to do Metering, Billing & Collection Management activities. This in turn enables the users to track and monitor the AT&C losses.

**Projects worked in ADP Ltd. (From Mar-2006 to Till Date)**

**Assignment #11:**

**Title :** Client Import Utility (CIU)

**Position** : Project Lead

**Team size :** 3

**Software :** .Net framework 3.5, C#.NET, MS VisualStudio.NET 2008, MS SQL Server 2000, Subversion, ASP.NET, AJAX.NET, Windows Service, Threading

**Role & Responsibilities:**

* Involving as a Project Leader role and managing, tracking the project continuously for meeting scheduled targets of deliverables and getting assigned/correct quality of deliverables.
* Managing team members of assigned tasks for completion.
* Analyzing and solving issues of assigned tasks of team members.
* Involving in the performance appraisals of team members.
* Managing code and design reviews of deliverables for getting quality of code and design without any deviations.
* Managing project status reports, project dashboards which depict the resource utilization and project utilization etc...
* Managing all applicable processes to complain with CMMI Level 5 and SQA Audit requirements.
* Involving in the understanding requirements, preparing design and writing coding of assigned tasks.
* Responsible for technical and project leadership for project.

**Client :** ADP Canada

**Duration :** Jan-2010 to Mar-2012

**Description :**

Client Import Utility is a tool for importing data into the different applications such as pay@work, people@work and Benefits. All data operations (insert/update/delete) can be done through CIU for people@work, pay@work and Benefits applications. Whatever functionalities are possible through User Interface of people@work, pay@work and Benefits applications, all these operations can be done through CIU. This tool takes file as input and currently .txt, csv, .xls file formats are supported as input files. Once the file is given to the tool and it process the data through threas, and pushes data into these 3 applications.

**Releases:**

* + CIU Version 3
  + CIU 4.17
  + CIU Phase 2

**Assignment #10**

**Title :** People@work

**Position** : Project Lead

**Team size :** 7

**Software :** C#.NET 2.0, MS VisualStudio.NET 2005, MS SQLServer 2000, Subversion, ASP, ASP.NET 2.0 , AJAX, ASP.NET ATLAS, BizTalk Server 2004.

**Role & Responsibilities:**

* Involving as a Project Leader role and managing, tracking the project continuously for meeting scheduled targets of deliverables and getting assigned/correct quality of deliverables.
* Managing team members of assigned tasks for completion.
* Analyzing and solving issues of assigned tasks of team members.
* Involving in the performance appraisals of team members.
* Managing code and design reviews of deliverables for getting quality of code and design without any deviations.
* Managing project status reports, project dashboards which depict the resource utilization and project utilization etc...
* Managing all applicable processes to complain with CMMI Level 5 and SQA Audit requirements.
* Involving in the understanding requirements, preparing design and writing coding of assigned tasks.

**Client :** ADP Canada

**Duration :** Mar-2006 to Mar-2012

**Description :**

People@work is a Human Resource based application. It manages adding, editing data of all employees of company and managing all companies. Also stored data can be analyzed based on different format of reports like resource report and cost report etc…It involves all modules related to HR from start to end like from the hiring an employee to the terminating the employee of the company.

**Releases:**

* + people@work CSR Global Access
  + people@work vista compatibility
  + people@work windows 7, IE8 compatibility
  + Forzani employee number generation
  + SPI Data masking
  + IIS6 migration
  + people@work productions PL’s and Incident’s support

**Projects worked in Hewlett Packard GDIC. (From Mar-2004 to Feb-2006)**

**Assignment #9**

**Title :** MAP 2.0 and 3.0

**Position** : Senior software engineer

**Team size :** 30

**Software :** C#.NET, MS VisualStudio.NET-2003, MS SQLServer-2000, Business Object Broker (BOB), Rational Rose, Merant Serena Dimensions, Windows XP,NUNIT-2.0,NDOC,FXCOP, MS Visual Source Safe-6.0.

**Role :**

* Handling analysis and understanding of designs such as High Level Design (HLD), Low Level Design (LLD) and supported design documents.
* Handling analysis and understanding of Use case documents, UML diagrams such as Sequence diagrams and Activity diagrams etc…
* Handling of Code and Unit Test (CUT) phase.
* Handling of writing nunit scripts for each component for unit testing.
* Handling of fixing of bugs in system testing phase.
* Handling of Reviews of code and design according to process standards.
* Worked for both projects such as MAP 2.0 and MAP 3.0.

**Client :** PGGM, Netherlands

**Duration :** Aug-2004 to Feb-2006

**Description :**

The MAP project undertakes to transform all the legacy systems in PGGM in a phase’s manner into a single platform- .Net. PGGM are rewriting applications in the .Net framework in about 20 releases – MAP 1 to 20. Currently there are about 300 users. The project involved migration of data from existing legacy applications via BRS, RBT, PRAS systems.

MAP application is built as a multi-tiered distributed application with side by side integration with legacy application included. MAP architecture is involves latest technologies like Object Relation Mapping at Data Access Layer, Business Rule Engine at the Business Domain layer and Dynamic Discovery Pattern at the Business Interaction layer. MAP also uses lot of industry standards design patterns and home grown design patterns.

MAP application is build using C#, Visual Studio.NET 2003, MS SQL Server, Business Object Broker (BOB), Rational Rose case tool for UML designs, use case creation and Merat Serena Dimensions for source control, life cycle management.

MAP development follows new trends in the industry like religious Unit Testing, automated system tests, frequent incremental releases to the customer and daily builds which includes the source code build, running all unit tests, Code sanity checking with FxCop, documentation built using NDoc and dashboard which shows the daily project health status.

In MAP 2.0 there are so many modules exists like WAO, FVP, VV and PVWAO etc...In MAP 30 there are so many modules exists like VPS, BPP and Arbeidvershouding etc…

## Assignment #8

**Title :** TDBANK POC

**Position** : Senior software engineer

**Team size :** 6

**Software :** MSSQLServer 2000, Windows 2003, VB, ASP, HTML and JavaScript.

**Role :** Application Consultant and Testing

**Client :** TD BANK, CANADA

**Duration :** May-2004 to Jul-2004

**Description :**

TD BANK POC is a migration project. It migrates applications from WINDOWS NT 4.0 to WINDOWS SERVER 2003. There were 3 applications such as Foreign Exchange (FX), Problem In and Solution Out (PISO) and Datamart migrated from Windows NT 4.0 to Windows Server 2003.

## Assignment #7

**Title :** Project Assistant (PA)

**Position** : Senior software engineer

**Team size :** 10

**Software :** Windows 2000, IIS 5.0, ASP.NET, VB.NET, HTML, DHTML, JavaScript And MSSQLServer 2000, VisualStudio.NET 2003, Visual Source Safe 6.0

**Role :**

* Handling of analysis and understanding of existing system.
* Handling of analysis, code and unit test of enhancements of existing system.
* Handling of knowledge Transfer, bug fixing of system.

**Client :** HP GDIC

**Duration :** Mar-2004 to Apr-2004

**Description :**

Project Assistant is an intranet multi-portal for managing the project related information, travel and advance details of employees. PA exposes web services for portals like project manager, developer, SQA, project timesheets, review workflow and generating control charts. Project Assistant is integrated with Project Assistant Mail support (PAMS) to reduce the effort involved in managing the project, which runs as a .NET windows service. The system also generates management information reports like resource utilization, schedule variance, effort variance, defect analysis etc...

**Projects worked in Visual Soft Technologies Ltd. (From Aug-2000 to Feb-2004)**

## Assignment #6

**Title :** ZOCAS Member Management System

**Position** : Programmer

**Team size :** 10

**Software :** SQL Server 2000, Windows 2000, IIS Server, C#.NET, ASP.NET.

**Role :** Designing GUI, Coding and Unit Testing

**Client :** OrgConsult Inc.., Norway (www.orgconsult.no)

**Duration :** May–2003 to Feb-2004.

**Description :**

Zocas Member Management system developed to cater the needs of member organizations present in Scandinavian countries. The member organizations in Scandinavian countries provide various services like Insurance, advertisement, newspaper,

lottery, secure employment, financial & social interests, training courses, campaigns, research,

recruitment, travel reservations, magazines, legal advises, call centers, opinion polls, educational packages,reports,articles,books,registration for conferences to small companies, unions, travel agencies, research centers etc..To facilitate various activities carried out in the process of offering the services, OrgConsult is providing an automated enterprise solution called ZOCAS. ZOCAS is built on a component-based concept based on object-oriented technology.

Member is an entity that registers for membership in a member organization. These entities can either be an individual or a company. They pay money for a certain period of time and get above services from the member organizations. As Zocas will be a system for such member organizations generic interface will be provided to integrate with different systems.

## Assignment #5

**Title :** TALLAN CAA

**Position** : Programmer

**Team size :** 6

**Software :** SQL Server 2000, Windows 2000, IIS Server, C#.NET, ASP.NET.

**Role :** Designing GUI, Coding and Testing

**Client :** Tallan.com, USA.

**Duration :** Mar–2003 to Apr-2003

**Description :**

This application will be an integrated component of the Tallán Intranet and will be used by the travel department to track the various corporate apartments used by consultants in the field. It will allow the travel administrator to view, enter, and modify apartment information and assign employees to apartments. In addition, search functionality will enable users to find apartments and apartment assignments.

**Assignment #4**

**Title :** Cianbro Wellness Tracking System

**Position** : Programmer

**Team size :** 10

**Role :** Designing GUI, coding and testing.

**Software :** Visual Basic 6.0, ASP, SQL Server, IIS 5.0

**Client :** Cianbro Inc., USA

**Duration :** Jan-2002 to Feb-2003.

## Description :

The purpose of the Wellness Tracking System is to provide the process and data infrastructure for Cianbro’s Wellness Program.The goal is to provide the Participants in the Program and the Wellness Staff with a tool that handles the record keeping and administrative aspects of the Wellness Program and allows them to focus on health issues. Wellness Staff to implement the clinical aspects of the Wellness Program. This firm consists of Clinicians, Health Educators, and clerical staff that helps Wellness Program Participants identify ways that they can improve their health. These Clinicians, Health Educators, and Clerical Staff together form the Wellness Staff. The Wellness Staff also Follows-up with Participants to gauge their success in improving their health.

This provides to improve the health of their Employees and Dependents.Aside from the obvious benefit to the Employees and Dependents, there are important financial benefits to Cianbro.Healthier employees don’t require as many medical services, and thus cost Cianbro less in medical insurance expenses. Healthier employees also miss fewer days of work, are more productive, and thus help Cianbro manage their labor costs. These cost savings are so significant that Cianbro gives Employees a financial incentive (the Payroll Credit) as a reward for participating in the Wellness Program.

Cianbro provides optional medical insurance coverage to their Employees and to their Employees’ Dependents. Cianbro contracts with a Claims Processor to provide administrative support for the medical insurance plan.

**Assignment #3**

**Title :** VisualSoftProject (Project Management Tool)

**Position** : Programmer

**Team size :** 50

**Role :** Design, coding and testing.

**Software :** Visual Basic 6.0, ASP, Oracle, SQL Server, IIS 5.0

**Client :** Visual Soft Technologies Ltd.,

**Duration :** Jun 2001 to Dec 2002 (18 months)

## Description :

VisualSoftProject is a web based Project Management tool helps to optimize the key business processes of Professional Services Companies as well as IT Companies. It includes Project Plan, Resource Management, Collaboration, Time and Expense Management, Document Management, Executive Reporting with seamless integration and supporting tools.

Projects Module facilitates to create projects, schedule tasks with detailed planning using Grid and Gantt chart. Resource Management maintains and manages resource directory and attributes. Collaboration provides intelligent messaging system, mail options such as POP Mail, auto responders, block Address to manage communications.

### Time and Expense Management module provides effective way of task reporting and expenses billing with approval strategies of defined workflow. It helps to track and manage Time and Expenses of resources. Also increase profits by capturing additional billable hours.

Document Management facilitates to Publish files, maintain file history. Reporting module facilitates to review Project status, accelerate revenue by controlling costs, streamline and monitor project to meet deadlines. Issue Management provides Issue tracking enables project teams to identify and manage issues.

**Assignment #2**

**Title :** Visual Soft eOffice

**Position** : Programmer

**Team size :** 10

**Role :** Designing GUI, coding and testing.

**Software :** Visual Basic 6.0, ASP, SQL Server, IIS 5.0

**Client :** Visual Soft Technologies Ltd.,

**Duration :** Jan 2001 to May 2001(5 months)

## Description :

For any distributed organization, communication with clients, businesses or employees across the globe and across time zones is a major challenge. Business in the e-millennium requires effective online collaborations, facilities like e-mail, project management, document and content management. It comes as an ASP solution for centralizing your distributed office. These rentable supporting services are an affordable alternative to the traditional hosted-software solutions, which are costly to acquire and complex to use. It provides features such as Timesheet submissions in weekly and daily basis, Approval documents in defined workflow manner etc…

**Assignment #1**

**Title :** Visual Soft bug Tracker

**Position** : Programmer

**Team size :** 6

**Role :** Designing GUI, coding and testing.

**Software :** Visual Basic 6.0, ASP, SQL Server, IIS 5.0

**Client :** Visual Soft Technologies Ltd.,

**Duration :** Aug 2000 to Dec 2000(4 months)

## Description :

VisualSoft’s bug Tracker is a powerful, easy-to-use Web-based, bug reporting and defect tracking system. It helps you manage bugs throughout the product life cycle. Whether you are a developer, tester, or an Administrator, helps in effectively removing the defects. It allows you to track defects in the various versions of a software product. All submitted bugs are automatically tracked from initial report through resolution, with multiple views by project, status, assignee, and priority. In addition, it offers extensive reporting capabilities, as well as the ability to perform statistical analysis of bug reports and resolutions.

Bugs module provides features such as raising bugs, submitting bugs, resolve the assigned bugs etc... Knowledge Base Module provides features such as adding completed bugs and its phases, creating own articles. Reports modules provides generating bug report based on priority, bugtitle, description etc...

**PERSONAL DETAILS:**

|  |  |
| --- | --- |
| Full Name | Murali Gajam |
| Father Name | Ramulu Gajam |
| Date of Birth | 25-07-1978 |
| Sex | Male |
| Email | murali.gajam@gmail.com |
| Languages | English, Telugu and Hindi |
| Contact Number | +91 9948405844 |
| Marital Status | Married |
| Nationality | Indian |
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**Place:** Hyderabad

**Date:**

Signature of candidate

(**MURALI GAJAM**)