|  |
| --- |
| **SHANMUGANAND SIVARAMAN PMP, ITIL V3, CSM, Green Belt**  230 Perth Dr, Dublin, OH 43017 |

**SENIOR IT PROJECT MANAGER / SCRUM MASTER**

A seasoned IT Leader with more than 16 years of experience in managing Enterprise IT Projects (PMP) and Service delivery (ITSM) implementations across the globe. Experience includes successfully carrying out major Fortune 100 financial clients IT transformation initiatives by leading multiple projects US customer location and back-office using global delivery model. Hands-on experience in adopting traditional SDLC, Agile Scrum (CSM), ITIL V3 and Lean Six Sigma Methodologies for large scale IT solution implementation.

**Professional Affiliations:**   
• Certified PMP since 2009 and with more than 8 years of Project Management experience  
• Certified Green Belt in Lean Six Sigma Implementation of Service Delivery Excellence  
• Certified Scrum Master with hands on experience in leading Agile teams  
• Certified ITIL Leader with multiple years of leading Global Operations Team  
• Master of Business Administration (PGDBA) in IT Systems

**Professional Experience :**

**1. May’16 to Current** Client: **American International Group, Inc. (AIG), Charlotte, NC**

Role:  **Senior IT Project Manager/Scrum Master**

Continued working on the **Enterprise Identity and Access Management** Security Platform for AIG. Working on enhancing the platform capabilities for **Multi-Language Support**, Secure **Application Program Interface** (API) Support together with **on-boarding** of new Application Customers as part deployment to production. The Platform is going through an Iterative and Incremental Improvements using **Agile Scrum Methodology** for which I play the role of the Scrum Master guiding through the process and tool adoption of JIRA/Confluence. One major release has successfully gone live and 3 applications have been on-boarded already. Currently I am working on release of the next set of applications deployments to Production.

**Key Tools Used:** JIRA & Confluence, Adobe Experience Manager (AEM/CQ25), CA Siteminder, Radiant Logic VDS

**2. Oct’15 to May’16** Client: **American International Group, Inc. (AIG), Charlotte, NC**

Role: **Senior IT Project Manager**

Worked as Senior IT Project Manager for an **Enterprise Identity and Access Management Security Utility** Platform for AIG. This platform is proposed to unify 200+ web applications which have disparate login and authentication mechanism. This will have a common security footprint for consumer and commercial users within AIG. This is being implemented using latest industry tools which include **Adobe Experience Manager** (AEM/CQ5), Radiant Logic Virtual Directory Service (VDS), **RSA Adaptive Authentication** (AA) and CA **Siteminder**. My role is to lead it as a Delivery Manager and Technical Analyst working with the customer and HCL development team on successfully delivering Release Scope. This project involves a combination of traditional SDLC and Agile Scrum methodology. My active role in this project includes **recovering project from a crisis situation in Nov’15 to successful go-live in Apr’16.**

**Key Tools Used:** Ms Project, HP PPM, JIRA/Confluence, Adobe AEM, CA Siteminder, Radiant Logic VDS, Oracle 12c

**3. Feb’15 to Oct’15** Client: **American International Group, Inc. (AIG), New York City**

Role: **IT Service Delivery Manager**

Worked as **IT Service Delivery Transformation Leader** for a large Fortune 100 financial client based in New York City. The role involved leading and providing organizational change management (OCM) with a team of HCL industry experts who would be in a position to evaluate the current state Production Services offered within a large group within AIG. Based on the evaluation the need was to create best in class industry leading **ITIL** and **Lean Six Sigma based BAU** (Business as Usual) process and define an operating model that enables continuous improvement through best practice governance, controls, metrics and reporting. A total of **24 applications** teams transitioned to this new setup which included full adoption to **Incident, Problem, Change Management, Service Request, CMDB process in ServiceNow** & SharePoint 2013.

**Key Tools / Process Used**: HP PPMC, Ms Project, ServiceNow, ITIL Framework, SharePoint 2013, Lean Six Sigma

**4. Dec’13 to Nov’14** Client: **Procter & Gamble, Co. (P&G), Cincinnati, Ohio**

Role: **Project Delivery Manager**

As part of the **Next Generation Trade Funds ERP Project for P&G**, I was responsible for leading the project initiative involving both application and infrastructure components. The project involved evaluation of different future technology choices and mapping customer business process working together with different vendors The discovery phase was managed using **Agile Scrum** methodology where I played the role of Scrum Master and the Execution phase was managed using traditional **SDLC** process where I played the role of a Project Manager.

* As a Scrum Master I coached teams on core **agile principles of collaboration, prioritization**, **team accountability** and visibility and ensured consistent application of scrum methodologies
* Facilitating **sprint planning, daily stand-up meetings, reviews, retrospectives, team velocity, Sprint release planning** and demos.
* Helped **resolve impediments** and focused team to work towards the product vision and sprint goals.
* Responsible for **time-boxed sprint planning** and execution, coached Team to become **Self-organized**.

The peak team size was a max of 7 members for the Discovery phase who were collocated and 25 members for Execution phase spread across the globe. This was a $500K project for the discovery phase, followed by $2.5million for the execution phase spread over a period of 18 months.   
**Key Tools / Process Used:** HP Service Anywhere / Manager, Rallydev, Oracle CRM/OBIEE, Info Powercenter

**4. Jan’13 to Nov’13** Client: **Procter & Gamble, Co. (P&G), Cincinnati, Ohio**

Role: **Project Manager**

This project was all about migration of traditional HP infrastructure to Oracle Exadata based Infrastructure for all Production and Non-Production instance of Trade Funds ERP Application. This project involved a pure infrastructure migration right from Data Center setup, Physical to Virtualization (P2V) to Disaster Recovery Setup. With this the customer business value was an improved system which provided 4 times better performance when compared to the traditional IT infrastructure.

* My role in the Project is to develop and continually update **detailed project management plans**
* Ensure that the project outcome reflects the **goals of the client** by constantly working with the Customer Business Analysts and the client to **define/refine the project scope**.
* Facilitate the gathering of information required to estimate **project cost, resources, time and deliverables**.
* Establish, schedule, and **facilitate regular status meetings** with project personnel.
* Manage project scope by ensuring any changes to scope are documented and approved with **project change request** process.

This project was a $1.3 Million spread over a 12 months period. The team size was 18 members with 3 Tech Leaders, 9 Developers and 2 Testers who were involved through the difference phases of the project. The project was implemented well within Cost, Scope, Schedule, and Quality (CSSQ) and with Zero Defects.

**Key Tools/ Process Used**: Ms Project, HP PPM, Oracle 11i, Exadata, Informatica Powercenter ETL

**5. Nov’10 to Dec’12** Client: **Procter & Gamble, Co. (P&G), Cincinnati, Ohio**

Role: **Service Delivery Manager**

As a Delivery Manager responsible for leading IT Service of a large Trade Funds Management (TFM) ERP Implementation globally for prestigious HP’s client Procter & Gamble Co. HP provides End to End IT Services for P&G’s business deployment of TFM in 55 countries across the globe. Lead a multifunctional team across the globe in strategically guiding the customer from a Business Value of a seamless Defect free Production Deployment and Ongoing Uninterrupted Service Stabilization at an affordable price point. This includes managing Operations which include Incident, Problem, Change together with IT Security Audit Compliance for both external/Internal agencies.

* As a Service Delivery Manager responsible for managing a $6 million service offering across 55 countries for HP and P&G with a team of 150 individuals spread across delivery centers.
* This involve managing uniform ITIL based support structure of Service Design (SLM, Availability), Service Transition (Change, Release) and Service Operations (Incident, Problem & Request) modules.
* From a service that was having several issues to start and within a 2 year span took it to a Zero Defect state which was trend setter for the others to follow.

Received HP's prestigious "Passion for Customer" award for the phenomenal turnaround of TFM Operations achieving Zero Service Interruptions in 2013. This also meant that HP won a multi-year contract with the client.

**Key Tools / Process Used:** HP Service Manager, ITIL, CMDB, Lean Six Sigma, Siebel 7.8.x platform, OBIEE

**6. Dec’09 to Nov’10** Client: **Procter & Gamble, London, UK**

Role: **Service Level Manager**

Based on the success of the Asia TFM roll-out, I played the role of EMEA Service Level Manager responsible for Support Operations of P&G TFM System’s Deployment in selective customer base in EMEA. My team’s role was instrumental in working with the customer and application team for each market deployment with clear Release to Operations (R2O) Planning and Execution. Key Tools: HP Service Anywhere / Manager, ITIL & Oracle Siebel 7.8.x

**7. May’07 to Dec’09** Client: **Procter & Gamble, Chennai, India**

Role: **Asia** **Service Level Manager**

Service Level Manager responsible for leading Support Operations of P&G’s Trade Funds Management ERP System’s for small customer base in Asia. Post Production Application stabilization was a big part of my team’s responsibility in leading a multi-vendor environment to customer business success. With this deployment Procter & Gamble was able to see the business value of centralized Trade Funds Management Operations

**8. Aug’03 to May’07** Client: **HPIT, Munich, Germany & Bangalore, India**

Role: **Lead Siebel Consultant**

Worked as Lead Solution consultant with the HP Architecture team in Germany on Application Design and Development. Participated in leading a JAD session with the users on coming up with clear functional and technical design document for development with a team of professionals. Key Tools Used: Oracle CRM Siebel & OBIEE

**9. May’02 to Jul’03** Client: **Brooks Tolia, UK , Chennai, India**

Role: **Senior Programmer**

Worked as Programmer on new Retail eCommerce site for UK based company based on martial arts equipment with integration with online payment solution of a local UK bank. Key Tools Used: Linux, Apache, MySQL, PHP

**Technical Expertise:**

**Technologies:** Oracle ERP/CRM/BI/DB, Siebel, OBIEE, Oracle 11i, Adobe AEM/CQ5, CA Siteminder, Informatica

**Tools:** MS Project, SharePoint, HP PPMC, JIRA, Confluence, ALM, HP Service Anywhere / Manager, ServiceNow

**Education**

* **Bachelor of Engineering (BE)** in Mechanical Engineering, Madras University, India – 1994 - 1998
* **Master of Business Administration (PGDBA)** in Systems**,** Loyola Institute of Business Administration (LIBA), India 1998 - 2000