



Results driven and highly Analytical Program and Delivery Manager with 20+ years leading global rollouts, digital transformation and enterprise software delivery across sectors. Recognised for spearheading Agile and Lean practices and achieving measurable results. Technically focussed and adept at aligning business and cross-functional teams to achieve strategic objectives, fostering a culture of innovation, with experience of working with the demands of C-level executives.

Core Competencies

- Digital Transformation Leadership
- Agile Scrum & Kanban Practices
- Global IT Rollout Expertise
- Stakeholder & Vendor Management
- Risk & Change Management
- Budgeting & Financial Planning
- IT Infra Cybersecurity Compliance
- CI/CD Initiatives

Industries & Clients

- **Automotive:** JLR, Nissan
- **eCommerce:** Dyson, Palm Leaf
- **Telecom:** Orange UK, giffgaff UK, Meteor IE, Telstra AU
- **Logistics:** TNT, Loomis
- **Government:** FCA, MoD
- **Insurance:** Tokio Marine Kiln

Education

- Executive MBA from WBS, Warwick Business School, UK
- Bachelor of Engineering from Bangalore University, India

Certifications

- MSP Practitioner: 2016
- Agile Scrum Master: 2014
- PRINCE2 Practitioner: 2010
- Azure Fundamentals: In Progress

Technical Skills

- **PM Tools:** Jira, Confluence, Trello, MS Project, Smartsheet
- **eCommerce:** Shopify, Adobe Commerce, Google Analytics
- **CRM:** Salesforce, AgileCRM
- **Databases:** SQL, MongoDB, Oracle
- **Cloud Platforms:** AWS, Azure
- **Ops Monitor:** New-Relic, Akamai

Key Achievements

Program Leadership

- **Global Rollout:** Spearheaded the transition of Dyson's on-premises platform to Adobe Commerce Cloud, launching 30+ markets globally in 18 months, reducing costs by 30%, and improving uptime to 99.9%.
- **Managing Global Stakeholders:** Delivered Jaguar Land Rover's first Salesforce CRM, aligning stakeholders across India, Japan, and Singapore for business processes achieving a successful global rollout within 6 months.
- **Agile Coaching:** Coached business stakeholders and cross-functional teams on the principles of Lean Development / Agile using informative Games and industry-standard practices.
- **Global Delivery Management:** Established and orchestrated a team for **Meteor** (an Irish telecom provider). Through strategic collaboration and high-quality delivery, expanded engagement by 15x in just six months.

Operational Leadership

- **Designing the TOM:** Directed the strategic design and implementation of TOM for the Defence Recruitment system of MoD, reducing the Hypercare period from 12 months to 6, and improving stakeholder confidence.
- **Non-Profit Experience:** Led the Salesforce team at Great Ormond Street Hospital Children's Charity (GOSHCC) to deliver an Opportunities Management system within 3 months, enhancing fundraising operations reducing Time-To-market.
- **Transition Management:** Transitioned-In a sophisticated suite of Track-&-Trace application for a Cash-In-Transit client, developed over 3 years by a third-party vendor, to my team in a record 3 months saving £500k every year to the client.

PM Skills

Project & Program Management Expertise

- Apply a tailored approach for projects and programs with different aims - Revenue Enhancement, Cost Savings, or Regulatory projects.
- Experienced in Risk Management with a focus on identifying, assessing and implementing strategies to mitigate risks for project continuity and compliance.
- Proficient in Project finances, Change Management, Contracts and Invoicing.
- Hands-on with creating Project Roadmaps, Plans, RFP Response and SoW.

Technical & Agile Methodologies

- Strong Knowledge and understanding of Infrastructure, Security & Compliance.
- Certified in Agile Scrum, Deep understanding of Lean and SAFe principles.
- Exceptional analytical, reasoning, and problem-solving skills, enabling effective project navigation from conception to successful launch.
- Coached many teams in Agile ways of working to achieve higher productivity.

Stakeholder & Team Leadership

- Practical experience of working with Distributed Agile teams in Global locations.
- Foster open and 1-2-1 communication to proactively identify risks & issues.
- Mentored Tech & QA Leads / Project Managers / Scrum Masters to drive successful project outcomes.

Professional Work Experience

Platform Delivery Lead | Dyson Technologies | Malmesbury, UK | Jan' 21- Oct' 24

As the Platform Delivery Lead for technology operations across the EMEA and APAC region, I kick-started the Magento DevOps Team from ground-up to take over AWS operations and nurtured them to improve the stability, security, reliability, and performance of the public-facing eCommerce Stores.

- Managed the Build and DevOps team to improve CI/CD Pipelines to enhance and measure productivity gains.
- Developed a compelling business case for migrating on-premises operations to Adobe Cloud.
- Collaborated with Stakeholders viz. Product Owner, Solution Architect, Market Representatives and Vendors to secure approvals and define the Project Roadmap.
- Spearheaded five cross-functional teams over two years to migrate Dyson's eCommerce system to Adobe Commerce Cloud, enabling seamless operations across 30+ global markets.
- Led QA and Cyber Security teams in executing Pen-Tests and performance testing, reducing security vulnerabilities by 98% and improving application response times 3x.

Highlights: The strategy reduced Infra cost by 30% and increased uptime from 95% to 99.9% by automating deployments.

Tech Stack: AWS, Adobe Commerce Cloud, Akamai WAF, Fastly CDN, SAP CRM, Atlassian

Project Manager | Financial Conduct Authority (FCA) | London, UK | 2018 - 2019

Digital Regulatory Reporting (DRR): Delivered a Proof of Concept for DRR Phase 2, collaborating with consultants from 8 British banks, FCA, and the Bank of England. The aim was to show how technology could make it easier for regulated firms to meet their reporting requirements to FCA.

- Facilitated cross-functional teams to improve compliance and streamline reporting processes.

Office 365 Migration: Managed the delivery of Microsoft 365 Suite of applications and replacement of OpenText KMS by SharePoint for all employees at FCA.

Software Delivery Manager | Capita, MoD, Netcompany | Reading, UK | 2017 - 2018

Defence Recruitment System: Directed the strategic design and implementation of a governance framework for the Ministry of Defence, driving substantial process and performance improvements.

- Directed the implementation of a governance framework for the Ministry of Defence, enhancing delivery quality through strict QA processes.
- Promoted innovation and operational excellence by fostering a collaborative environment among DevOps, UX, and Business Analysts.

Highlights: Improved the delivery quality by ensuring no defect slippage to production by ensuring stricter QA process and "Right first time" approach to improve stakeholder confidence and elevate user experience.

Tech Stack: Custom Web Development using .net, Atlassian JIRA & Confluence, Internal Finance Tools

Sr Consultant (Technology Application Delivery) | Deloitte | London, UK | Jul-2016 to Aug-2017

- Facilitated the delivery of the Leads and Opportunities management system on Salesforce for Great Ormond Hospital Charity, whilst reporting to the CEO and CFO to provide weekly updates on project success, finance and user adoption.
- Facilitated the delivery of a web configurator and order management system for Nissan built with Adobe AEM.
- Pioneered the agile scrum methodologies whilst working with cross-functional teams to boost efficiency.
- Constantly worked to improve ways of working for scrum teams and ensured greater collaboration between the delivery partners, business and technical teams.

Highlight: Steered the Salesforce team to deliver GOSHCC's replacement CRM on Salesforce within 3 months.

Tech Stack: Salesforce Commerce Cloud, Atlassian JIRA & Confluence, Microsoft 365

Professional Work Experience

Portfolio Delivery Manager (Salesforce & Dynamics CRM) | NTT DATA / Jaguar Land Rover | 2015 - 2016

Spearheaded the Design, Build and Global Rollout of Jaguar Land Rover's first Salesforce CRM to manage Leads and the sale of its Cars across India, Singapore and Japan.

- Collaborated with the Product Manager to prioritise features, accelerating time-to-market.
- Aligned stakeholder expectations across India, Japan, and Singapore to unify goals and vision.
- Conducted workshops to define Epics, User Stories, and Acceptance Criteria; translated business vision into a process framework adopted by senior users globally.
- Coached teams, clients, and end-users in Agile practices, ensuring high-quality delivery.
- Championed JIRA, Confluence, and test management tools, enhancing project transparency.

Highlights: Recognised by the customer for delivering successfully under pressure, launching 28 Centres across India within 5 months, and expertly managing user expectations. They subsequently awarded to continue implementation in Sub-Saharan Africa and Latin America.

Project Manager (Claims Management System) | NTT DATA / RJ Kiln – London Markets | 2012 – 2013

As the **Project Manager** reporting to the Head of Delivery, I managed multiple teams for software development projects for this insurance client. The most prominent of them were **a)** the development of a new cloud-based **Claims Workflow Management** System that replaced manual procedures and **b)** the Development of **SAP BI reports** for Actuaries.

The project involved onsite and offshore Distributed Agile teams and an outsourced vendor delivering an off-the-shelf product requiring client-specific configurations. I was instrumental in moving the project from Inception to UAT sign-off, ready for Operations acceptance.

In this role, I interacted with Business Users, PMO, BA, Architecture, Operations, Quality Assurance and the Service Desk while managing the deliveries from the external vendor as well as an internal Java and ETL development team.

Further Experience

- Project Manager | giffgaff – Mobile Virtual Network Operator / NTT DATA | Uxbridge, UK | 2013 – 2014
- Software Development Manager | Loomis / NTT DATA | Warwick, UK | 2011 – 2012
- Delivery Lead & Client Partner | TNT Express ICS (Track & Trace System) | Ashby-de-la-Zouch, UK | 2010 – 2011
- Project Manager | Orange PCS UK (Now EE) | Bristol, UK | 2008 - 2010
- Meteor Telecom, Ireland | Offshore Delivery Manager | Bangalore, India | 2006 – 2008
- Telstra Australia | Build & Release Manager | Melbourne, Australia | 2005 – 2006
- J2EE Software Developer | Multiple Clients | Bangalore, India; Bristol, UK | 2000 – 2005

Other Interests

During the challenging COVID-19 pandemic market lull, I took on the challenge of developing two new brands.

- I Create (www.icreate.art) An art and craft brand to support student artists in their creative journey.
- Palm Leaf (www.palmleaf.uk) Tackle plastic pollution with a Compostable party tableware made with plant.

SHCA: As a Trustee of this Faith charity with a community of more than 500 members, I am at the forefront of celebrating cultural and religious events across the year. As a volunteer, I provide my technical consultancy to grow the organisation and manage its Azure Infrastructure as well as administer Microsoft 365.

