

SHEKAR SATHYA, MBA, PMP, CSM

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Project and Portfolio Management ~ Leadership and Vision ~ Customer Engagement ~ Change Management ~ Process Improvements Strategic Planning ~ Stakeholder Management ~ Agile Coach ~ Budgeting ~ Benefit Analysis ~ Vendor Management

QUALIFICATIONS PROFILE

Accomplished, results-oriented and innovative IT program management professional, with broad-based experience in managing large-scale programs; backed with successful experience in system analysis, process reengineering, risk administration and technology operations within diverse industries.

Recognized for proven track record of success in directing multimillion-dollar projects, from inception to completion and delivery. Equipped with outstanding leadership skills in developing and transforming visions and plans into strategic and effective actions to drive successful goal accomplishment. Known for proactive management approach and technical aptitudes in creating and implementing creative business solutions to optimize productivity and efficiency. Communicative program manager; effective at collaborating with customers and stakeholders across business units and third-party entities to ensure timely and under-budget completion of projects in accordance with client specifications.

IMMEDIATE VALUE OFFERED

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- ☑ **Verifiable experience** in *Project Management Life Cycle* including project planning, scheduling & negotiations with the client for service level agreements / terms, project progress monitoring and delivery.
- ☑ **Domain Experience** – Extensive experience in Retail and finance domains
CPG – The Beer Store, Walmart
Retail – ADESA(B2B), Rogers Communications, BELL, AUTODATA solutions
Finance – CITCO Fund Services, CIBC, John Hancock, Scotia Bank
- ☑ **PMO office**-Charged with the initial procedures of Project management office(PMO). Identified PMO current state and conducted project/process management maturity gaps analysis. Managed team of project managers and co-ordinators.
- ☑ **Define the business case** and vision for client solutions of new projects, including identification of business needs and potential solutions. Experience in IT strategy planning, budgeting, and implementation.
- ☑ **An ardent analyst**, with a flair for adapting quickly to dynamic business environments and adopting a pragmatic approach in improvising on solutions and resolving complex business issues with customer centric approach.
- ☑ **Technology skills:**
Languages: JAVA, SQL.
Technologies: J2EE, E-commerce, AWS Cloud, Node JS, XML and HTML.
Databases: Oracle, MySQL, Informix and Microsoft SQL Server.
GUI/Tools: Rational Rose, Rational Requisite Pro, MS Visio and Microsoft Project.
Defect Tracking: Mercury Test Director 7.6/8.0 and JIRA
Testing Tools: Mercury quick test professional
Application Servers: BEA Weblogic and Tomcat 5
Operating Systems: MS DOS, Windows 2000, Windows NT, Windows 98, Windows XP, Unix and Linux.

CORE COMPETENCIES

- Business & Systems Analysis
- Project Management
- E-commerce
- Agile Methodology/Projects
- Iteration/Sprint Planning
- Incident Management
- Technology Revival & Integration
- Business Case Management
- Vendor Management
- Resources Planning
- Change & Transition Management
- Team Management & Leadership
- Budgeting/Benefit Analysis / P&L
- Industry / Market Research
- Performance Analysis
- Training & Development
- Process Improvements& Standardization
- Client Relationship Management
- Risk & Contingency Planning
- Technology Upgrades

PROFESSIONAL EXPERIENCE

Engagement Director –Clients: John Hancock, AAA, Scotia Bank, TIAA ▪ GRAPEVINE6, TORONTO, ON **2019–2020**

As Director of customer engagement for Grapevine6, a content engagement platform that uses artificial intelligence to provide content that moves sales opportunities through pipeline in a more efficiency and effective way, I'm responsible for

- Understand the client's business priorities, technology landscape, organization structure, pain points, timelines and priorities for capitalizing return on investment. Understand what success looks like to the client, how grapevine6 solution fits that need, and able to measure success against it.
- Work closely with sales on sales enablement, technology, operations and vendors to ensure excellent delivery of the solution and take ownership to keep pulse on the customer, anticipate bottle necks, make trade-offs, and take acceptable risks to maximize the benefit to customer and business.
- Plan and manage all phases of engagement to guide client relationships through multi-year engagement lifecycle.
- Manage products/APIs that are exposed including performance management, product enhancements and architectural design.

Career Highlights:

- ✓ Execute and Improve "go to market" strategy needed to deliver on the short-term and long-term revenue by demonstrating key success skills in areas of strategic account planning, value creation, relationship building and goal achievement.

Technical Program Director –Client: OLG ▪ NURUN, A PUBLICIS GROUPE COMPANY, TORONTO, ON, CANADA **2018–2018**

- Provide expert oversight to a portfolio of multimillion-dollar e-commerce projects led by multiple project managers and project coordinators for Ontario Lottery and Gaming (OLG) Corporation, from initial analysis to closure in accordance with appropriate project lifecycle methodologies
- Spearhead the smooth delivery of technology engagements through development of business case and organizational requirements

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- Collaboratively work with agency departments, from client service, strategy, user experience, creative design, development, quality assurance and other teams to ensure project success
- Identify areas for improvement in current project management processes, methods, tools and templates
- Take part in planning product launch initiatives and assisting product documentation, including product functionality guides and other support documentation
- Spearheaded PMO Governance meeting to define and maintain standards and processes, and discuss project status

Career Highlights:

- ✓ Established a standard Agile project delivery process and strategic plans for architectural, engineering and project management services that guaranteed projects delivery and attained annual revenue and expense objectives
- ✓ Ensured the fulfillment of all financial goals by determining new opportunities and effectively managing business forecasting and financial analysis activities

Senior Project Manager–Client: Walmart ▪ SAPIENTRAZORFISH, A PUBLICIS GROUPE COMPANY, TORONTO, ON, CANADA 2017–2018

- Coordinated with multiple cross-functional teams in designing and delivering high-quality products focused on supporting Walmart ecommerce’s business strategy and objectives, while working with peers, senior leaders, and stakeholders in addressing and applying mitigation plans to all program issues
- Facilitated effective training for teams regarding effective scrum ceremonies application which included grooming and Sprint planning, review and retrospective meetings
- Administered the establishment of Scrum and project management best practices, while leading the execution of roadmaps design and complex ecommerce projects and programs
- Closely worked with Product, Business and Development teams members in creating and maintaining product backlog
- Gathered and analyzed opinions of stakeholders and ensured their agreement with current scope and roadmap of the product
- Analyzed weekly key performance indicator (KPI) achievement to define effort results on return on investment (ROI)
- Initiated the implementation of all revenue attribution across all channels

Career Highlights:

- ✓ Strategically utilized Agile Scrum practices in driving significant improvements in team’s delivery commitments and capacity planning which secured green sprints and enhanced velocity by 20%
- ✓ Directed the successful deployment of complex Agile software development programs with allocated project budget of over \$10M in conjunction with two to three teams and third-party vendors

Project Manager –Clients: Jaguar, Mazda ▪ OPENLANE, AN ADESA COMPANY, TORONTO, ON, CANADA 2013–2017

- Assumed full accountability in directing strategic planning, budgeting, vendor selection and forecasting for a wide range of business-to-business (B2B) and automotive remarketing projects with budgets ranging from \$3M to \$5M
- Regularly interfaced with project team members regarding progress reporting, issues resolution and resources allocation throughout various geographies
- Safeguarded team from over-commitment and resolved backlog, defects, bugs and conflicts arising among team members

Career Highlights:

- ✓ Minimized cycle time by 20% and generated revenue increase of \$1.5M through development and application of team standards, tools and best practices
- ✓ Supervised a cross-country team of 70 professionals across California, India and Toronto offices in allocating resources and steering efforts that secured successful and timely completion of all project deliveries
- ✓ Brought significant process improvements, competitive advantage and bottom-line gains by ensuring alignment of the overall business goals with technology solutions

Consultant (Business Analyst/Project Manager) –Client: Bell ▪ CARLTON GROUP, TORONTO, ON, CANADA 2013

- Identified the business process from current and future perspective with an end-user focus, developed learning solutions, created standards for documentation and conducted training sessions
- Tacked overall project scope and progress, while ensuring alignment of project costs, performance and resource allocation with established standards
- Supported clients, users and external application users in improving information access by promoting information sharing and knowledge enhancement initiatives

Career Highlights:

- ✓ Revamped business processes and technology operations by implementing effective standardization process, compliance management techniques and information centralization methodologies
- ✓ Overcome business challenges by implementing a cost-effective technical solutions that improved development, process and governance standards
- ✓ Headed the development of the new global employee recognition e-Commerce Project with \$10M budget using new standardized management processes, which generated \$1M increase in revenue

Senior Business Consultant ▪ CITCO TECHNOLOGY MANAGEMENT AND CITCO FUND SERVICES, TORONTO, ON, CANADA 2012–2013

- Took part in consensus development with diverse agenda of technology initiatives and hedge fund projects, while leading a team of 10 professionals in securing on-time and under-budget project delivery
- Proactively participated in defining governance model, test plan and strategy for diverse phases of UAT, along with requirement gathering session to estimate project costs and identify project scopes
- Oversaw JAD sessions with investor relations, Fund investors and regulators to address conflicts with tact and ease
- Guaranteed the clear definition of all requirements, key inputs and outputs and processes for the Development Team in collaboration with subject-matter expert (SME), key stakeholders, outside vendors and testing teams
- Spearheaded the GAP Analysis Team in performing user acceptance testing (UAT), cost benefit and ROI analysis

Career Highlight:

- ✓ Pioneered the execution of strategic project initiatives that resulted to over \$3M revenue increase

Senior Consultant (Technology/Project Management) ▪ ROGERS COMMUNICATIONS INC., TORONTO, ON, CANADA 2010–2011

- Directed organization’s e-Commerce projects, while overseeing a professional team of over seven employees
- Organized and supervised workshops and requirements elicitation sessions for both the client and vendors

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- Identified all business requirements for Rogers E-Commerce, supply chain systems and Rogers activation flows (IPAD) projects in collaboration with key stakeholders and management
- Exemplified expertise in SQL scripting and Oracle during the development of Rogers.com portal

Career Highlights:

- ✓ Enhanced Rogers portal efficiency by minimizing user downtime with necessary internet packages
- ✓ Improved turnaround time and completed project in less than allocated budget through application of project management best practices and development of SAS components throughout the requirements gathering
- ✓ Initiated changes in e-Commerce retail supply chain application with various internet packages on Rogers portal

Tech Lead –Clients: Ford and Mazda ▪ AUTODATA SOLUTIONS, LONDON, ON, CANADA **2009–2010**

- Formulated *ad hoc* solutions for possible risk scenarios for automotive solutions retail projects to maintain compliance with project budget
- Headed a team of eight professionals, while performing due diligence during project estimation and resource allocation
- Managed the business operations to support and secure the completion of high-quality and cost-effective production
- Coordinated with operations and project managers and business stakeholders in the Ford's build and price supply chain e-Commerce system development throughout the JAD sessions

Career Highlights:

- ✓ Initiated an impactful transaction analysis that improved throughput on J2EE system, leading to faster response time
- ✓ Overhauled business design which enhanced the ordering cycle time for Ford vehicle online transaction

Senior Systems Analyst ▪ THE BEER STORE (RETAIL BREWERS INC.), MISSISSAUGA, ON, CANADA **2008–2009**

- Served as key liaison between Business and Development teams on various CPG projects, such as a point-of-sale (POS) system and benefits transformation project
- Generated reports based on analytical findings and executed briefings to ensure proper documentation of all activities in accordance with organizational specifications
- Thoroughly assessed program documents, test and evaluation master plans, functional and system design specification
- Conducted SWOT analysis to create strategic business plans, operational planning and marketing tactics

Career Highlights:

- ✓ Optimized efficiency of brewery products ordering process for retail stores by looping account operating capacity, projected sales and inventory levels
- ✓ Led the standardization of POS systems and performance improvement of beer store online inventory, ordering systems with post addition of 20 stores

Systems Consultant ▪ CIBC, TORONTO, ON, CANADA **2006–2008**

- Managed project schedule and task details and utilize project management tools such as reports, tracking charts, checklists, and project scheduling software.
- Oversaw project management methodology in all phases of project life cycle while managing large scale Online Banking applications.
- Identified use cases and created UML Diagrams including use cases, Activity Diagrams, Sequence diagrams using Rational Rose.
- Developed Functional Test Scripts using Mercury Test Director.
- Discussed project progress during meetings.

Career Highlights:

- ✓ Optimized the performance of online banking and small business systems with improved performance by building a SAS TECP system. Managed all aspects of gathering business requirements, data migration, analyzing workflows, and UAT.

EARLIER CAREER

Systems Consultant ▪ FILOGIX INC., TORONTO, ON, CANADA

Associate IT Business Consultant –Clients: SAP and DHL ▪ ITC INFOTECH, LONDON, ENG, UK AND BANGALORE, INDIA

Software Engineer | Business Analyst ▪ ROTARY MEC, SINGAPORE AND BANGALORE, INDIA

EDUCATION AND CREDENTIALS

Master of Business Administration (MBA), with Emphasis in Strategic, Marketing and General Management, 2015
York University-Schulich School of Business, Toronto, ON, Canada

Bachelor of Engineering, 2000
Anna University-Kongu Engineering College, ERODE, India

Project Management Professional (PMP), Project Management Institute (*Valid Until: Jun 2022*)
Certified Scrum Master (CSM), Scrum Alliance (*Valid Until: Dec 2020*)