

Sanmeet Singh, CSM, CSPO

Cell: (678).237.3520 (preferred) Email: sanmeetsingh89@gmail.com

Seasoned Technology/Engineering Manager, Certified Scrum Master, Product/Portfolio Owner

Key Management Skills – RESULTS-DRIVEN TECHNOLOGY MANAGER AND SCRUM MASTER with experience enhancing business performance, improving operating procedures, and exceeding client expectations. Specializing in driving, evolving, adapting and teaching best practices for multiple business verticals and technology platforms. Expertise lies in analyzing data to define and translate requirements, communicate across teams to provide creative, immediate and long-term solutions, and strategically align resources to projects to provide high quality assurance and on-time, to-spec deliverables.

Key Technical Skills – Seasoned enterprise level technical project manager specializing in Custom software development, systems engineering initiatives, Migrations/Integrations, Enterprise wide implementations, database development projects, business strategy and roadmap creation, building Enterprise web-based applications, ERP systems, Microsoft development technologies and architecture

Total Years of Experience – 8+ years

DOMAIN COMPETENCIES		
SDLC (Waterfall, Prototyping, Incremental, Iterative)	PMI, AGILE (XP {Pair Programming, TDD, Continuous Integration} & SCRUM)	Client Relations & Stakeholder Management
E2E Software Delivery Lifecycle Management	Information & Intellectual Property Management	Cross functional supervision, Prototyping, Usability Studies
Mergers & Acquisitions Process Re-Engineering	Supplier Management RFI/RFP/Contract Negotiations/Reviews	Business Strategy & Consulting

Skill Matrix:

<u>Industry Experience</u>	
<u>Industry Discipline</u>	<u>Experience/Exposure</u>
IT Infrastructure/Operations, IT Service Delivery	+8 years
Cloud Based Platform Integration (AWS, DynamoDB)	+ 4 years
Systems & Process Re-engineering, migration of legacy applications	+4 years
ERP application development and enhancements, enterprise wide information systems, CRM	+ 4 years
Onshore/Offshore delivery models	+4 years
Web development, HTML5.0, PHP, Web Product Catalogue Management, SEM (search engine marketing), A/B testing, market promotions, Volume Analysis	+5 years
Vendor Management, Contracts, SOWs, RFP/RFIs, SLAs, Negotiations, KPIs	+4 years
Transitions, Acquisitions, Mergers	+3 years
<u>Process Methodologies</u>	
<u>Methodology</u>	<u>Experience/Exposure</u>
PMI, PMBOK®, SDLC, Waterfall, Iterative	+4 years
AGILE (SAFe, Scrum, Kanban, Extreme Programming, Rational Unified Process)	+4 years
Information Technology Infrastructure Library (ITIL V2~v3), SIPs	+5 years
<u>Technical Systems & Applications</u>	
<u>Technology/Application</u>	<u>Experience/Exposure</u>
MS Office (MS Project{03, 07, 10}; Microsoft SharePoint; Visio; PowerPoint; Word, SQL Server)	+4 years
PM Information Systems: Planview, Altassian JIRA, Confluence, Alfresco, Fileaid, Target Process	+4 years

Sanmeet Singh, CSM, CSPO

Cell: (678).237.3520 (preferred) Email: sanmeetsingh89@gmail.com



Seasoned Technology/Engineering Manager, Certified Scrum Master, Product/Portfolio Owner

Current Functional Area – IT Systems Software Program Management, Technical Product Management, Service based Architecture governance and SDLC management, AGILE (XP {Pair Programming, TDD, Continuous Integration} & SCRUM), ITIL (V2.0 & V3.0), Software Systems Concept Development, Software Requirements Analysis (Technical & Functional), System Design, Software test readiness, Performance, Integration & System testing.

Summary of Experience

- 8+ years of experience in Software Development Lifecycle Process with concentration in Software Systems Concept Development, Software Requirements Analysis (Technical & Functional), System Design, Software test readiness, Performance, Integration & System testing.
- Senior Level Manager with experience in the Information Technology industry with specific concentration in the areas of Business to Consumer (B2C), Business to Business (B2B), Enterprise Applications, software, web product development industries.
- Responsible for providing architecture leadership and strategy for the integration, middleware, monitoring, and application domains. Created project implementation designs against corporate standards and verified implementation meets the corporate architecture standards.
- Designed, developed, and validated solution prototypes in a variety of lab environments as well as certified the accuracy and viability of designs and implementations.
- Expert in the business side of program and vendor management; strategy, enterprise portfolio management, capital planning, acquisition, communication and performance improvement.
- 8 years of experience in application/software analysis, design, development, implementation, 3rd party and system integration, programming, release management, system security, and testing.
- Experienced in leading high performance teams in rapidly changing matrixed environments, as well as successfully establishing, motivating, mentoring, and retaining a strong team.
- Business management experience, which includes budgeting, forecasting, business modeling, professional service, product development and pre/post technical sales consulting.
- Deep understanding of various applications managed services and varied database design techniques to provide technical leadership on the overall architecture whilst maintaining the integrity of the enterprise level system architecture within application development
- Facilitated the execution of new initiative risk assessments including: developed detailed process maps, risk and control identification, risk measurement, control gap analysis, risk treatment, risk monitoring and reporting, and risk assessment summary report development for Business Unit and Executive Management

SUMMARY OF TRAINING & CERTIFICATIONS:

- CERTIFIED SCRUM MASTER 
- CERTIFIED PRODUCT OWNER (CSPO) 
- SAFe® Scrum Master (SSM)
- Software Development Lifecycle Methodology Training
- ITIL Foundation Certification, V3

Sanmeet Singh, CSM, CSPO

Cell: (678).237.3520 (preferred) Email: sanmeetsingh89@gmail.com

Seasoned Technology/Engineering Manager, Certified Scrum Master, Product/Portfolio Owner

SUMMARY OF TECHNOLOGY SERVICE LINE SKILLS:

- **Application Management Services:** Provide complete operations services for application management, custom development, and business process outsourcing for clients. Develop the post implementation go-live support environment, construct the transition plan from the project team to the support team, and support and maintain the client applications and technology infrastructure
- **Information Management:** Plan, design, and implement solutions that deliver and analyze information efficiently for competitive advantage
- **Emerging Solutions Technologies:** Build new practices that differentiate, complement, and augment an organization's existing offerings in the enterprise application and ECommerce arenas.
- **Systems Integration:** Provide Technology Solution Development and Integration across the SDLC including requirements, functional specs, design, custom development, integration, testing, and deployment. Maintain a strong focus on structuring, managing, and implementing complex technical solutions, process optimization, and business operations knowledge to achieve significant and measurable business value
- **Technology Strategy & Architecture:** Deliver Technology Advisory and Implementation solutions that extract and maximize business value from IT investments. This includes architecture, engineering, and operations services for the IT strategy, innovation, operations, and infrastructure required to deliver efficient and effective platforms fundamental to business success

WORK EXPERIENCE

July 2018 – Present: Priority Payments Systems

Designation – Product Manager/Product Delivery Manager

Location: Alpharetta, GA

- Product Owner for 2 highly visible and critical to revenue products within the organization namely CPX (Commercial Solution Suite) and MX Merchant (consolidated merchant payment ecosystem). Both CPX & MX Merchant are highly dynamic and feature rich custom-built payment ecosystems.
- Responsible for reviewing company objectives and initiatives to facilitate creation and management of tactical short term vision statements as well as strategic outlook and roadmaps.
- Lead & Manage a 30+ member cross-functional team of engineers, QAs and UX designers to develop features and fix product defects.
- As a Scrum Master for 2 separate teams, identify changes required to accelerate development and remove major impediments. Facilitated Scrum of Scrums calls following AGILE process.
- Conduct JAD sessions and research sessions with critical stakeholders and management teams to iron out blockers, manage SPRINT velocity and estimations effectively, thus ensuring a healthy SPRINT.
- Communicate team status/progress via Release/SPRINT burn down charts, story acceptance rate.
- Bring in Agile best practices such as continuous integration, code/design reviews, transparency, accountability, JIRA tracking, product visioning, self-management, empowerment and role training.
- Conduct system studies and coordinate with project teams on requirement mapping, system design and integration, implementation etc.
- Work closely with QA to develop use cases, review test cases and track feature bugs. Lead triage on product bugs and feature requests.
- Responsible to anticipate, identify, eliminate and / or mitigate business risks and to implement actions to achieved the project objectives. Accountable to enhance, improve and validate the existing Portfolio management procedures and processes.

Sanmeet Singh, CSM, CSPO

Cell: (678).237.3520 (preferred) Email: sanmeetsingh89@gmail.com

Seasoned Technology/Engineering Manager, Certified Scrum Master, Product/Portfolio Owner

- Managing the end-to-end software development life cycle, software developers, vendors, internal and external resources and stakeholders, project managed the development of business case, financial justification, business requirements, functional and technical requirements, project development plans, project schedule and approval process across the multiple project phases.
- Participate in technical design reviews, functional specification and requirement reviews and peer reviews; contributes to development of project estimates, scheduling, test plans and product reviews.
- Create project status reports and dashboards for business units, executives, and stakeholders.
- Responsible for ongoing client satisfaction and managing peer-level client relationships to include; client expectations managing, communications, negotiations, escalation, and feedback.
- Construct and deliver demonstrated product prototype presentations to potential Enterprise and Commercial Executive Management Teams.
- Incorporate project updates into master project reports, analyzed and reported variance within MS-Excel and MS-PowerPoint presentations.
- Heavy interaction with front and back office technology groups to specifically ensure tight integration between product processors, customer master systems, etc.
- Ensuring that the impact to related systems as a result of change in requirements or compliance measures is taken into consideration in the change management process prior to implementation.
- Function as the primary liaison between the business line, product, and marketing, operations, training & technical areas, throughout the project cycle. .

Feb 2017 – June 2018: Callrail

Designation- Product Manager/Owner

Location: Atlanta, GA

- Led management of complex programs and structured enterprise build and release management policies by introducing and standardizing use of iterative release version control systems both for SDLC and AGILE methodology projects. Also developed and led Software/Application Release Readiness, User Acceptance Testing (UAT), Stress tests, Performance & Compatibility Test Planning
- Defined roadmap and prioritization of backlog to meet the vision in a timely manner to meet market and customer demands.
- Organized and facilitated overall Release & Sprint Planning – including daily stand up's, reviews/demos and retrospectives.
- Assumed ownership of full product life-cycle from ideation through to post-launch analysis and revenue success.
- Provided leadership, direction, strategy and vision in the areas of technology and product development to facilitate and enable growth and agility.
- Guided the development of ongoing enhancements, creation and prioritization of user stores with the agile teams.
- Own and drive backlog grooming and management create acceptance criteria for testing and delivery.
- Creating product vision; guiding strategy from conception to profitability.
- Identifying strategic markets, compiling competitive analysis, and defining products.
- Designer of Customer Invoicing feature for agencies; enables custom pricing plans, direct customer usage billing, and track and record the financial side of their call tracking operations.
- Designed & executed V2 HubSpot integration.
- Extract potential areas of growth and business relationship expansion and lead projects for transitioning them into the current business held with the customer.
- Act as liaison between the stakeholder and the supplier to determine if optimal approach to meeting validated business requirements

Sanmeet Singh, CSM, CSPO

Cell: (678).237.3520 (preferred) Email: sanmeetsingh89@gmail.com

Seasoned Technology/Engineering Manager, Certified Scrum Master, Product/Portfolio Owner

- Develop detailed project integration plans, work plans, schedules, resource plans and status reports in support of the overall strategic rationale and financial goals to support acquisitions and mergers from a Sourcing perspective
- Closely engage with technical Software development teams, Enterprise Application Software Quality Assurance teams, and Business Intelligence teams to gauge and mitigate any process calibration issues
- Identified and made recommendations for improvement to existing IT processes and procedures on all aspects of Software Development Lifecycle Methodology(SDLC) namely, Software Systems Concept Development, Software Requirements Analysis (Technical & Functional), System Design, Software test readiness, Performance, Integration & System testing.
- End to end Communication management w.r.t providing initial business requirements & customization recommendations to clients, detailed Project Plans & work assignments collaborating internal, external & client resources, making GO/NO GO decisions & approvals, providing detailed status reports & strategic corporate meetings
- Design major Milestone arrival checklist & monitoring Scope creep across Development & Testing environments
- Account relationship management and maintenance throughout the life of the professional services sales cycle

Aug 2015 to Feb 2017: Mehar Enterprises LLC

Designation- Web Services Tech Leader/Service Line Owner

Location: Atlanta, GA, USA

- Product responsibility for e-commerce portal - Created Amazon MWS integration for e-commerce websites to help business increase selling efficiency, reduce labor requirements, and improve response time to customers.
- Created a Price Check feature that communicated between e-commerce website and Amazon seller account.
- Translated business requirements into functional and technical requirements for end-to-end web solutions serving global clientele.
- Created process flows, diagrams, epics and user stories ranging from 60-100 per project, determined upon scope from project stakeholders.
- Provided clients with AWS, Cloud Technology and CRM technology solutions; develop product strategies determined from client team meetings and identifying initial project requirements.
- Analyzed efforts to promote agile methodologies through the full systems development life cycle (SDLC).
- Managed client deliverables through leadership, training, collaboration and education of offshore and domestic resources in all verticals required for project completion.
- Identified and consolidated platforms systems to develop a standard set of technology across all departments, reducing costs and complexities, while optimizing resource efficiency.
- Deeply involved in design, planning and execution of the migration plan(s) to migrate/decommission all application instances and servers as well as track and report on all instances scheduled for migration.
- Engage with technology teams and resource managers to work through balancing execution migration scope and production support activities whilst ensuring both are well-coordinated and key milestone dates met.
- Efficiently manage and baseline resource allocation across multiple teams in Innotas and ensure effort hours assigned to resources across the board are in line with budget.
- Responsible for prioritizing migration scope that meets product lifecycle and revenue realization demands.
- Facilitate handoff and turnover of migrated scope to MVR Operations stakeholders and key users.
- Generate, track and update the overall engineering schedule using Microsoft project. Provide Product Management & business stakeholders with a single point of contact for status on engineering issues.
- Manage technical activities including System Requirements Specifications (SRS), technical document review, attendance of all impacted groups at design review meetings, code merge activities as well as deployment of code to QC environments by way of standard code turnover procedures.

Sanmeet Singh, CSM, CSPO

Cell: (678).237.3520 (preferred) Email: sanmeetsingh89@gmail.com

Seasoned Technology/Engineering Manager, Certified Scrum Master, Product/Portfolio Owner

- Responsible for ensuring customer requirements are understood, maintained, traced, and accounted for in all phases of the design process and verified during the qualifications tests.
- Provide direction for the development, design, and systems integration from definition phase through implementation of the Software Development Process
- Responsible to anticipate, identify, eliminate and/or mitigate business risks and to implement actions to achieved the project objectives. Accountable to enhance, improve and validate the existing Portfolio management procedures and processes.
- Develop teamwork and cooperation, apply sophisticated communication and negotiating skills, conduct meetings, develop schedules and communicate with stakeholders at all levels
- Manage the end-to-end software development life cycle, all migration milestones, business requirements, functional and technical requirements, project development plans, project schedule and approval process across the multiple project phases
- Work closely with technical Software development teams, Enterprise Application Software Quality Assurance teams, and Business Intelligence teams to gauge and mitigate any process calibration issues

Mar 2011 to Aug 2015: Sahni Enterprises LLC

Designation- e-Commerce Technology Manager

Location: Atlanta, GA, USA

- Managed the e-commerce Content Management/Tool, Development, User Experience Design teams and Interactive Marketing Schemes/Methods.
- Principal in the design, development and selling of the company's flagship software/applications from conception, beta-testing and product launch to leading national mobile/wireless carriers.
- Developed industry strategic marketing plans; support proposal development to ensure superior client satisfaction for implementing systems.
- Involved in the full product life cycle of development Release Management, through product feature/function capabilities, to product trials, product documentation, and product launch.
- Provided executive and technical leadership to personnel for systems operations, engineering, development, testing activities within the company to attain goals and objectives.
- Evaluated, selected and managed teams of developers, testers, technical writers, and project managers comprised of joint venture partners and 3rd party consultants.
- Management of project plans, schedules, Statement of Works (SOW), Cost Analysis, Business Process Re-engineering and Business Case Study Presentations.
- Responsible for the, coding, delivery, design, development, implementation, planning and release management of software engineering projects on time and the full product life cycle across various departments in client-server and legacy data environment.
- Overhauled sales resource availability by converting forms and documents into an online database accessible for all company associates.
- Consolidated and streamlined outsourced IT processes by acquiring full management of in-house server, 5 websites, digital marketing responsibilities, and CRM processes
- Transitioned company products and services into online store platforms to increase sales and promote agile methodologies

References available on Request