Subraya Hegde
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Seasoned Project Management professional with 18+ years of experience managing projects of all sizes and types, developing key deliverables, tracking milestones and driving project success. Commitment and dedication to various client projects helped in securing customer satisfaction score (ELF) of 7 out of 7, for majority of the projects handled. Along with that, the proposed new ideas and solutions led to the top-line growth of 15% consecutively for 5 quarters.

Skillset Summary

Program/Project Management | Agile Scrum | Requirements Analysis | Estimations | Budgeting | Strategic Planning | Scheduling | Tracking | Project Delivery | Resource Planning | Team Building & Engagement | Customer Focus and Engagement | Process Improvement | Relationship Building | Negotiations | Stakeholder Management | Risk Identification, Analysis & Mitigation | Training | Proposals & POV | Tech Savvy | Innovation | Strategic Thinking | Multi-tasking | Regulatory Compliance

Professional Experience

Currently working as a Sr. Project Manager for Infosys Ltd, Bangalore, India (Mar-2012 to present)

Project Manager / Scrum Master (FKC, Edgeverve, India)   **04/2023 - Present**

Description: Finacle Knowledge Center (FKC) is SharePoint based portal, wherein all Finacle banking products (multiple products with multiple versions) can be published. The current system comprises of 1.1 TB of data consisting of Manuals, Release Notes, API guides, Data Dictionary, ERD and Videos. The scope is to – Implement the same functionality for both intranet (Finacle) and internet (Banks) users in Sitecore XP 10.3, Migrate the SP content to Sitecore and host the solution on Azure PaaS.

Responsibilities/Achievements:
- Played the role of PM cum Scrum Master for a team of 14 with accountability of scoping and planning, scheduling/tracking, design and review of user stories, client interactions, risk mitigations, SIT, UAT support and bug fixing etc.
- Implemented agile scrum for a team (most of them are juniors) and re-usability of code/components resulted in 15% increase in team productivity.
- Collaborated with cross-functional teams (including ISG and UX) to define project scope, objectives, and deliverables with stringent milestones.
- Apart from above, have managed a portfolio of AU based client projects with a cumulative revenue of $900K (per quarter) involving multiple development and support projects in digital domain – with core responsibilities being overall account management, resourcing and escalations management, mentoring PMs/Leads. Achieved a 95% customer retention rate through excellent project execution and ongoing support services.
- Spearheaded to keep an up-to-date repository with Value Design team, which resulted in 50% reusability of the content and solutioning for new proposals, boosting huge productivity gains.

Technologies Involved: Sitecore XP 10.3, jquery, JavaScript, html/css, RWD, C#, Visual Studio.Net, Azure Paas

Scrum Master (VI Backend & Mobile App, Assurant, USA)   **10/2021 – 01/2023**

Description: It's a Vehicle Inspection (VI) system to check and process the accident claims. The system consists of Node.js based backend (for Admin to create/modify/view inspections, shops management, TPA Integrations, reports) and a Flutter based Android/iOS mobile app for the insured users.

Responsibilities/Achievements:

- Played the role of SM (mainly UI/mobile/middleware developers and testers) for a team of size 9.
- Mentoring developers and troubleshooting technical issues during development and rollouts
- Participated in client discussions and demos after every sprint
- Conducted peer-to-peer and code review sessions within the development team.
- Implemented project management best practices, resulting in a 15% reduction in delivery timeline
- In parallel, have managed a portfolio of AU based client projects with a cumulative revenue of $600K (per quarter) involving many development and support projects in digital domain. And, played a key role as Recruitment POC for the delivery unit (Inducted 50+ laterals for the DU within 2 quarters, with a success rate of 25%)

Technologies Involved: Flutter, Node.js, JavaScript, Visual Studio Code, AWS, GitHub, Jira

Digital Project Manager (MembersWorld, Bupa Global, UK)   **01/2020 - 08/2021**

Description: This is a cross-platform Mobile app (Xamarin based) to manage details of individual's healthcare plan, get pre-authorization request for treatments, submit/track/view claims, apply for a second medical opinion, GVC (Global Virtual Care) - access to 24-hour live webchat service, Facility Finders, etc.

Responsibilities/Achievements:
- Played the role of Digital PM for a team of size 11. Designed and reviewed User stories
- Collaborated with product owner (PO) to define requirements and prioritize feature development.
- Led the team in Backlog grooming, sprint panning and retrospectives, And, performed functional and technical reviews of all artifacts, presented team velocity reports.
- Developed strong cross-functional relationships with clients and stakeholders across different levels of the business. Also, secured a CSAT score of 7 consecutively for 4 quarters.
- Implemented automated testing processes, reducing the number of software defects by 30%.
- Successfully launched a customer-facing mobile app, resulting in a 20% increase in user engagement, with a Play Store rating of 4.3.
- Exceeded expectations in capability building: 70+ talents got certified in 1 calendar year from the DU for digital interactions skillsets (ex. react.js/vue/angular, react native/android/flutter/Kotlin).

Technologies Involved: Microsoft.Net, Xamarin, C#, Visual Studio.Net. Azure Devops, GitHub

Project Manager (NGIS, Northwestern Mutual, USA)   **05/2017 - 11/2019**

Description: NM had a legacy system with limitations and New Generation Illustration System (NGIS) has been established as a modern, web-based interface and will be used by FRs to illustrate various Insurance products to their new prospects. Team size: 8

Responsibilities/Achievements:
- Involved in req analysis, planning/scoping, technical discussions and client interfacing
- Defined and applied industry best practices for UI development and web development
- Implemented UI reusable assets (Angular, react), resulting in a 15% improvement in productivity.
- Collaborated with cross-functional teams resulting securing a CSAT score of 7.
- Liaised with Architects and Tech Leads for the baselining of artifacts like coding standards, best practices and checklists for latest UI technologies including react.js. This exercise helped us in boosting customer confidence and resulted in getting 4 more projects from the same client.

Technologies Involved: Node.js, npm, react.js, redux, Jasmine, vs code, javascript, responsive web design (RWD), TDD, github, postman

Project Manager (Barclays Local Insight, Barclays, UK)   **04/2015 - 03/2017**

Description: Barclays Local Insight (BLI) project is initiative by Barclays as community responsibility. Any internet user can open this website and search for various insights (matrix) related to particular postal code, constituency, city or entire UK. Team size: 8

Responsibilities/Achievements:
- Involved in requirements gathering, planning/scoping, technical discussions and client interactions and demos
- Leading a team of 8 UI developers at offshore
- Conduct peer-to-peer and code review sessions within the development teams

Technologies Involved: html5/css3, javascript, jquery, angularjs, angular 2, typescript, D3Js, bootstrap, SASS and grunt, github, RWD, vs code, postman

Project Manager – VOC, Harley Davidson, USA   **05/2012 - 01/2015**

Responsibilities/Achievements:
- For the Virtual Operations Center (VOC) product, led/instituted the team during product evangelization, conducted orientation programs for users (100+, mostly from L1 and L2 community) and involved in the successful roll-out of 4 modules (KT System, KM Academy, IM and SLA modules)

Technologies Involved: SharePoint, ASP.Net, C#, javascript, html/css

Tools and Technical Skills
- MS Project, MS Office, Visio, BugZilla, Windows, Linux, Ubuntu
- Microsoft.Net, C# and VB.Net, WCF, dotnet core, WebAPI, mvc, core java/j2ee, oracle, sql server, NoSQL (MongoDB), Eclipse, vss/tfs, apache2, mysql, php and sitecore, headless CMS (Sanity, Contentful, etc.), wordpress, unix/bash Shell, soap/xml, json, ajax, jquery, javascript, node.js, react.js/next.js, vue.js, angular, typescript, ES6, restful api, graphql, android, nunit, eslint, jasmine, Basics of docker, microservices, messaging & queue systems, devops(CI/CD), OpenAI chatgpt and fundamentals of AWS and Azure cloud
- Domain knowledge: Banking & Financial Services, Insurance, HealthCare, Retail, Education

Previous Employments
- Project Manager, Tech Mahindra Ltd. Pune, India (04/2005 to 12/2009)
- Project Lead, Cyient (Infotech Enterprises), Hyderabad, India (02/2002 to 02/2005)
- Programmer Analyst, Concio Inc, CA, USA (01/2000 to 10/2001)

Education, Trainings and Awards
- BE (Electronics & Communications) – BVB College of Engineering, Hubli, Karnataka
- ITIL Foundation Course and Brainbench ASP Certified
- Inspire (Pride) award - Infosys Ltd. (09/2015), Best Team award - Tech Mahindra Ltd (06/2009), Employee of the Month award - Infotech Enterprises Ltd. (04/2004)