**Manoj Kumar Prakasam**

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**Experience Summary**

Experienced IT executive with around 19+ years of experience in industry. Developing skills in Technology Management, Technical Program Management, Project Management, Delivery Management, Business development and Customer relationship management from 10+ years.

Successfully managed global IT service delivery teams across geographical locations. I am a solutions-driven manager of value-adding programs powering global growth.

Extensive work experience in HealthCare, Banking, Education, Insurance, Financial, etc., industries. Lead international, cross-functional teams in delivering strategic initiatives proven to improve systems and processes

***Skills***

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| Program Management Skills: | * Business & IT Alignment * Governance Implementations Operations Management * Change Management * Portfolio Management | * Process Improvement * Risk Mitigation * Resource & Delivery Management * Vendor Management * Scrum Master |
| Project Management Skills: | * MS Project, MS Office, Smart sheet, Lucid Charts, JIRA, SAFe, Kanban, Agile and Waterfall methodologies, G Suite, One Confluence | |
| Technology Skills: | * Okta, API, Azure, AWS Cloud Services, Cassandra, SSMS, SSRS, SQL, Red Gate Tools, ActiveBatch, Enterprise Architect, Database CI, GitHub, Bitbucket, Java, JavaScript, Jenkins, Bamboo, Tableau, SharePoint 2010, Alfresco 5.x, Lotus Notes Domino, Oracle, SQL, DevOps, Redgate Tools (Db CI/CD) | |

**Work History**

**CAQH | Washington, DC (Remote)**

*Sr. Technology Project Manager, 06/2021 to Current*

* Executing Projects by managing the Engineering, QA and DevOps team of 12 personnel involved for 2 products for CAQH
* Develop a project plan detailing schedules, executing, controlling, and closing of the project. Resources and costs management
* Managing the budgeting for the projects and providing budget burn down/dashboards for executives. Also, Managing the JIRA for all responsible Epics of Data management program
* Managing Technology, teams, budgets, and deadlines across multiple portfolios and disciplines. Responsible for Technology delivery of COB Smart and EnrollHub products that transform the healthcare industry.
* Accountable and responsible for Technology delivery of two major product Software Systems with $20 million dollars in annual revenues for CAQH.
* Solutions include COB Smart and EnrollHub together with saving more than $1 billion dollars in United States healthcare administrative costs every year
* Driving scalable and resilient solution to automatically getting accurate COB information decreases costs and increases payment integrity for 200 million unique patients.
* Providing a voice to business, strategic direction, managing internal technology managers, and liaise/interface with all technology vendors.
* Collaborated with business stakeholders to successfully build and launch the CAQH solutions.
* Lead a $15M portfolio to manage technology delivery, integrations, scope, time, cost, quality, people, communications, risks, and procurement.
* Responsible to tracking project risks and dependencies and taking mitigation to ensure projects stay on schedule and within budget.
* Managed CI/CD environment implementation by creating multiple environments (create VMs, configure VMs, create branches) using Redgate Flyway
* Technical Debts: Automation of all the production support tasks to reduce the manual effort and add value to business and end users
* Managed, Designed and implemented Okta MFA for products at CAQH. Configured Okta MFA for applications to Okta such as Okta push, Okta verify, SMS authentication and security questions
* Implemented SSO for the Health Plans subscribed for COB application SSO. Installed and integrated Okta access gateway for securing the access to on-perm appications and protecting organization hybrid cloud infrastructure. Integrated Splunk for Okta logs.
* Lead the API development team for the COB application by leveraging the Okta custom authorization server. This is potential value adding for the clients to get the data for the automated process integration.

**D.A. Davidson Companies (Investment Banking) | Iris Software Inc | Denver, CO (Remote)**

*Sr. Technical Project Manager / SRE , 03/2020 to 06/2021*

* Managing a Data Engineering and DevOps team of 6 personnel in a Data Management program for D. A. Davidson Companies
* Develop a project plan detailing schedules, executing, controlling, and closing of the project. Responsible for database development delivery, managing the resources and costs
* Managing the budgeting for the projects and providing budget burn down/dashboards for executives. Also, Managing the JIRA for all responsible Epics of Data management program
* Responsible to tracking project risks and dependencies and taking mitigation to ensure projects stay on schedule and within budget.
* Developed the communication plan to be used during the entire project, outlining appropriate levels of communication for each phase
* Data Engineering:
  + Implemeted database CI/CD using the Redgate tools – Used Redgate SQL Change Automation to implement continuous ntegration and release management processes to Microsoft SQL Server databases
  + Converting all the SQL jobs to SProc and automating the Unit test cases using Redgate SQL Test
* Developing SSRS reports per new reporting standards for all the Wealth Management and Asset Management applications
* Technical Debts: Automation of all the production support tasks to reduce the manual effort and add value to business and end users
* Active Batch: Implementation of the ActiveBatch for conversion of all the SQL jobs / schedules and orchestrate it from ActiveBatch
* Tableau Development – Developing projects/dashboards for the stakeholders. Managing user onboarding and processing support requests

**Pearson Inc., | Cognizant Technology Solutions | Centennial, CO**

*Sr. Technical Project Manager, 10/2017 to 03/2020*

* Managed 3 teams including AWS Cloud team in a program of 23 personnel for Pearson Activity Framework (Hub), Tableau development, Rio, Hub and AWS Cost Optimization projects
  + PAF Hub: Java application with AWS Cloud infrastructure. For 4 products the item attempts, results and assignment details of a students are being stored and managed by my team
  + Tableau: Tableau development with AWS Cloud Infra – Developing projects/dashboards across Pearson. User onboarding and processing access requests
  + RIO: Developing the API contracts for composite layer/micro services to ingest the content (consume the message and ingest for the title) and to calculate the student, section, class and chapter level proficiency for the RIO UI based on the student Diagnostic test result and produce the proficiency to UI
* Liaising with business partners and key stakeholders to define program portfolio management approach, scope, budget and timeline and reviewing with IRB board to get approval to proceed development
* Develop a project plan detailing schedules, executing, controlling, and closing of the project. Responsible for delivering the scope, managing the resources and costs. Also, managing the budgeting for the projects and providing budget review/dashboards for executives
* Built a strong strategic relationship cross-functionally with the Engineering team and Business owners
* Identify and assess project risk, build appropriate mitigation plans into the overall project initiatives
* Developing detailed business/functional requirements and managing the change management registers, RACI
* Built the communication plan to be used during the entire project, outlining appropriate levels of communication for each phase
* Piloted an asset management inventory for all projects associated with the program to consolidate the reusable components
* Certify business requirements are fully defined and achieved at the end of the project’s completion
* Reliable record of success in Program and Project Management, with an ability to recognize business objectives, foresee solutions, develop approaches, estimate resources and complete projects on time within budget, and ensuring effective risk mitigation

**Pearson Inc., | Cognizant Technology Solutions | Hoboken, NJ**

*Technical Project Manager, 05/2015 to 09/2017*

* Managed 2 teams of 17 personnel for Alfresco Development and Alfresco migration (Re-engineering applications & data migration) projects
* Handled more than 30+ stakeholders across 10+ line of business. Built a strong strategic relationship cross-functionally with the Engineering team and Business owners
* Developed and migrated 100+ applications and migrated 450TB content to cloud. Executed a complex data center migration plan. Played as the communication hub and activity center for all project related tasks and issue resolution
* Develop a project plan detailing schedules, executing, controlling, and closing of the project. Responsible for delivering the scope, managing the resources and costs
* Identify and assess project risk, build appropriate mitigation plans into the overall project initiatives
* Piloted an asset management inventory for all projects associated with the program to consolidate the reusable components
* Certify business requirements are fully defined and achieved at the end of the project’s completion
* KPI Dashboards: Built KPI dashboards that improved the accuracy, transparency and compliance of financial reporting and planning for numerous client businesses
* DevOps: Retired obsolete apps, established scalable platforms supporting business growth and strengthened information security
* Business Benefits/Process Mapping: Saved Pearson company $4.2M annually after migrating 450TB of legacy application data and applications across globe to Alfresco cloud (S3 & AWS services) and by decommissioning the legacy applications/servers

**Horizon Blue Cross Blue Shield of New Jersey | Cognizant Technology Solutions | Newark, NJ**

*Technical Project Manager, 05/2013 to 04/2015*

* Responsible for managing migration program revenue of $5+ million with services being delivered with a team size of 40; am also responsible for
* Coordinated 50+ stakeholders to re-engineering and data migration of 300+ Lotus Notes applications to SharePoint 2010. Built a strong strategic relationship cross-functionally with the Engineering team and Business owners
* Develop a project plan detailing schedules, executing, controlling, and closing of the project. Responsible for delivering the scope, managing the resources and costs
* Developed risk analysis and mitigation/migration strategies. Conducted an asset management inventory for all devices associated with the move
* Delivered as per the plan and have not defaulted on Service Level Agreements and received good feedback from customer on first time right resolution of migration and production support
* Negotiated and facilitated timely sign-off on Contract documents as appropriate including invoice payments and maximize revenues
* Have successfully identified Program’s success factors and delivered with the help of my team and by appropriately mitigating the risks
* Mentored and coached Project Managers and Team Leads who are working under me
* Contributed to the pre-sales team in the areas of effort estimation, project planning and developing responses for request for proposals. Have also participated in solution presentation to the prospective customers in conjunction with sales and solutions team

**World Bank | Cognizant Technology Solutions | Washington, DC**

*IT Project Manager, 02/2013 to 04/2013*

* Develop a project plan detailing schedules, executing, controlling, and closing of the project. Responsible for delivering the scope, managing the resources and costs
* Implemented project management controls on assigned projects to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectation
* Developed risk analysis and mitigation/migration strategies. Conducted an asset management inventory for all devices associated with the move
* Resource Planning, Gathering System specifications/ Requirements pertaining to specific application development and migration projects
* Managing the MS Project plan, Sprint planning and Executing the daily triage calls
* Creating architectural approach document for development of new .Net applications and migration of legacy applications
* Involved in Analyzing, Estimation, Designing and Developing the asset for data migration

**Previous Experience:**

**IT Project Manager** at Cognizant Technology Solutions, Chennai | 06/2011 to 01/2013

**Project Lead** at Cognizant Technology Solutions, Chennai | 02/2010 to 05/2011

**Senior Software Engineer** at Wipro Technologies | 03/2007 to 02/2010

**Software Engineer** at Infotech Global India, Pvt, Ltd., Bangalore | 01/2006 to 03/2007

**Associate Engineer** at Rass Technologies, Bangalore | 07/2004 to 01/2006

**Education**

**MBA** in Systems Management from University of Madras

**B.E.,** in Computer Science and Engineering from University of Madras

***Certifications***: IBM Lotus Notes Domino Developer, Brain Bench HTML and Internal Certifications

**Accomplishments**

* **Customer Applause** for maintaining 7/7 **CSAT** in Engagement management at Iris Software Inc. in 2021
* 2019 **Above and Beyond Award** winner at Pearson Account for delivering critical projects
* 2017 **Above and Beyond Award** winner for Pearson Account for completing huge migration program
* Received CMP PCC **Applause** award in 2014 contribution towards Sales and Asset management
* Won the **“ASP Innovation Award 2012”** under **Market Facing** category for **Lotus Notes Data Extraction/Migration Tool** this tool dev is driven by me and team and it’s a best practice for COE
* Won third prize in **“PCC Asset Hunt 2012”** for **Lotus Notes Data Extraction/Migration Tool**
* **“Employee of the Month Award”** for March 2011 for **developing and** **supporting** applications for **WellPoint** at **Cognizant Technology Solutions.**
* **“Encore Award”** for Recognition of **Outstanding Performance** in **Applied Materials** at **Wipro Technologies**
* **“Encore Award”** for Maintaining **CSAT** with 4.5 and above rating in overall **Applied Materials** at **Wipro Technologies**
* **“Best Employee of the Quarter Award”** for successfully **developing and supporting** applications at **Infotech Global India Ltd**

**Work Authorization:** USC