NARAYAN PADMANABHAN

CONTACT

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Work Authorization: US Citizen

HIGHLIGHTS

- Project and portfolio management
- Technical architecture design
- Software development lifecycle
- Application integration
- Application version upgrade
- Project management
- Resource management
- Stakeholder communication
- Requirements gathering
- Technical documentation
- Solution architecture
- Technical leadership
- Team collaboration
- Agile methodologies
- Troubleshooting and problem-solving
- Vendor management

SOFT SKILLS

- Teamwork Leadership
- Creative Thinking
- Professionalism & Discretion
- Organizational Communication
- Collaboration
- Strong Interpersonal Skills

ENHANCEMENTS/ CERTIFICATIONS

- HP Accredited Integration Specialist
- ServiceNow Certified Implementation Specialist – Strategic Portfolio Management
- ServiceNow Certified Implementation Specialist – IT Service Management
- ServiceNow Certified Application Developer
- ServiceNow Certified System Administrator
- AWS Certified Solutions Architect - Associate (SAA)
- Open Group TOGAF 9.2 Certified
- Microsoft Certified: Azure Fundamentals
- Google Cloud Digital Leader
- Oracle Certified Associate (Developer)
- ITIL Foundation Certified

Solution Architecture| Project Management| PPM & Service Now

EXPERIENCE

SUMMARY

Experienced professional with a strong background in and **Technical Architecture** and end-to-end **Project Implementation** with specialized expertise in **Project and Portfolio Management**, **IT Service Management, Change and Deployment Management**. Demonstrated success in meeting diverse client requirements across Retail, Health Care, and Insurance sectors through strategic planning, design, and seamless deployment of technology solutions.

Proven track record includes conducting product demostrations, facilitating requirement workshops with client stakeholders, overseeing the technical requirement phase, and effectively communicating system design specifications to project delivery teams. Proficient in effort & cost estimation, application upgrade and data migration, , integration methods, and application best practices to ensure seamless project execution.

In addition to serving as a Solution Consultant directly engaging with customers, currently fulfilling the role of HP PPM Practice Lead at my current organization. Responsible for overseeing multiple regional projects within the PPM portfolio, maintaining ongoing communication with project teams to provide guidance, offer technical solutions, and conduct technical interviews for new hires

KEY DIFFRENTIATOR

- Project and Portfolio Management Practice Lead
- Experience in Application Support, Development, Upgrade and Integration
- Work with teams on new Request for Proposal (RFP)/ Statement of Work (SOW)
- Designing technical solutions that meet business requirements
- Collaborating with customers, business analysts, technical teams and other stakeholders to identify technical requirements
- Developing detailed technical architecture plans and documentation
- Work with IT Auditors/ Governance teams to ensure the system compliance
- Providing guidance and oversight to development teams
- Troubleshooting technical issues and providing solutions
- Project and Resource management

EDUCATION

- B.Tech. (Information Technology) from Cochin University

TECHNICAL SKILLS

- Project and Portfolio Management Configurations and Customizations in HP PPM/ OpenText PPM
- HP Accredited Integration Specialist
- PPM Change/Deployment Management integration with Oracle EBS
- ServiceNow Admin/ support activities
- ServiceNow Certified Implementation Specialist – Strategic Portfolio Management
- AWS Certified Solutions Architect - Associate (SAA)
- Integration of PPM with third party tools like ServiceNow, QC, uCMDB & RCM
- PPM Application version Upgrade Specialist
- Formulation of Reports and Portlets in HP PPM using PL/SQL
- PPM Application Performance Troubleshooting
- Broadcom Harvest, HP QC and Azure Devops Admin

Apr'14 – till date with Cognizant US Corp, Dallas as Technical Architect/ Project Manager

Recent Projects: PPM Deployment Management Integration with ServiceNow Change Management for Oracle EBS Suite, , PPM Instance Support and Enhancements, Deployment Management solution for Oracle EBS Cloud suite, PPM and Harvest DC Migration, PPM Application version Upgrade, Oracle EBS Suite Deployment Management Solution in PPM, PPM Documentation Archival Solution, PPM Application Upgrade and Change Management Process

Responsibilities:

- Served as a Technical Architect and worked on functional/ technical design for Change Management Process
- Acted as the following:
o Deployment Management Solution designer for Oracle EBS suite by using Object Migrator/ Custom Object types
o SME for PPM version upgrade
o Integration Specialist for HP PPM with other tools like ServiceNow, Oracle EBS
o Application Redesign based on Infrastructure migration.
o Project Manager / Resource Manager for Application support team
o Audit POC to work with internal/ External Auditors on Financially Significant Applications
- Rendered excellent support to Admin for ServiceNow , Harvest, QC, Azure DevOps
- Involved in end-to-end project management activities including planning, effort, design, scope, estimation, resource coordination and project delivery
- Organized managerial and technical interviews to recruit associates to the team
- Mentored the team in HP PPM technical design and development based on client's requirements
- Accountable for management requirement gathering workshops with key Stakeholders
- Liaised with the clients and vertical teams on RFP/ SOW Submission and offered an excellent recommendation to HP PPM Best Practices to the client

Highlights:
- Successfully performed automation of Change and Deployment Management for Oracle EBS Suite was accomplished utilizing PPM (Deployment Management), Harvest (Code Repository), and ServiceNow (Change Management) tools. This involved upgrading from the obsolete ITG 6.0 version to the latest
- Merit of upgrading the 6-year-old obsolete ITG 6.0 version to the latest HP PPM 9.41 version
- Received Best Consultant Award - North America Region
- Played a pivotal role in ensuring the integration of HP PPM with different third-party tools
- Bagged several laurels & appreciation for

the hard work and effort shown in meeting the project deadlines within the time constraint for the consistent success of the organization.

May'11 - Apr'14 with Cognizant Technology Solutions, Bengaluru as Sr. Consultant/ Project Manager

Project: *Release Management Solution, HP Suite Integration, HP BTO Suite Support*
Responsibilities:

- Ensured that PPM is integrated seamlessly with other HP BTO tools by managing the team.
- Imparted project-specific techniques and functional training to the client's recruits by organizing and conducting training sessions.
- Managed the role of Change and Release Manager and work with participating teams to ensure flawless release management.
- Recruited team associates by conducting technical and managerial interviews.
- Acted as an HP PPM Consultant to oversee the development of customized reports and Portlets.
- Consulted with Functional and Technical teams to understand and coordinate client needs and enhancements, ensuring that the product is customized accordingly and providing solutions according to delivery schedules.
- Provided Change and Release management solutions by integrating HP uCMDB, HP PPM, and HP RCM.

Noteworthy Accomplishment:

- Contributed to the process by managing a team in various HP PPM & HP RCM version upgrades and performed upgrade analysis.
- Played a pivotal role in managing the team with customers from different domains – Healthcare, Retail

PREVIOUS EXPERIENCE

Aug 2008-Apr 2011| Hewlett Packard, Bengaluru as Technical Consultant
Projects: *PPM Application Upgrade, Business Process development for Leading Insurance Customer*

Aug 2005-Jul 2008| Accenture, Bangalore as Senior Engineer
Projects: *PPM Instance Upgrade Analysis, Accenture PPM Business Support*