**IT Strategist Profile**

With over 17 years of experience in IT, including 5 years in the US, I am an accomplished IT Strategist specializing in enhancing technological capabilities across diverse industries. My expertise spans both SAP and non-SAP systems, with significant accomplishments in SAP AMS, S/4HANA transformations, and cloud migrations (ECC to S/4HANA, HANA data center migrations to Azure).

**Core Competencies:**

* **Project & Program Management:** 13+ years managing complex projects including SAP AMS, S/4HANA transformations, and cloud migrations.
* **Leadership & Team Management:** Proven track record in leading and motivating teams, managing remote and onshore resources, and boosting productivity.
* **Business Relationship Management:** Skilled in fostering effective communication between end-users and development teams, improving stakeholder engagement.
* **Technical Expertise:** In-depth knowledge of SAP modules (SD, MM, PP, QM, FICO), SAP Basis, S/4HANA, and cloud technologies (Azure, AWS). Hands-on experience with Worksoft Certify and Jira for test automation.
* **Methodologies & Tools:** Proficient in Agile, Scrum, Kanban, Waterfall, ASAP, RUNSAP, and SAP Activate. Experienced with MS Project, JIRA, Power BI, Tableau, ServiceNow, Remedy, and SharePoint.

**Achievements:**

* Led successful SAP and non-SAP AMS projects, including S/4HANA Brownfield implementations and data center migrations.
* Developed and executed global transformation programs enhancing operational efficiency and customer satisfaction.
* Oversaw change and release management processes, leading the Change Management board.
* Directed end-to-end testing and automation projects, achieving significant cost savings and process improvements.

**Certifications:**

* Microsoft Certified: Azure System Administrator
* Amazon Web Services Certified Cloud Practitioner

**Visa Status:** H1B

**Notable Clients:** BNSF Railway, ABB, Teva, EMAL, Dupont, Starwood Hotels, Novartis, Cargill, Coca-Cola, PepsiCo

**Career History**

**Project/Service Delivery Manager**
*Zoox and Internal Clients*
February 2023 – Present

* **Project Planning & Monitoring:** Defined and monitored Wave 2 project plans for S/4HANA environments including modules SD, EWM, PP, and MDM. Managed integrations with third-party systems like Cedion.
* **Stakeholder Collaboration:** Coordinated application, data, and server migrations with business stakeholders and application owners, managing interdependencies.
* **KPI Reporting:** Produced regular KPI dashboards for stakeholders and senior management, providing insights into project performance.
* **Project Vision & Motivation:** Communicated project objectives, motivated the team, and created an environment for peak performance.
* **Methodology & Compliance:** Ensured adherence to methodologies, tools, and procedures while maintaining project audit readiness and governance standards.
* **Cut-Over Plan Management:** Managed execution of cut-over plans ensuring smooth transitions.
* **Risk Management:** Analyzed and mitigated project risks, establishing contingency plans and escalating issues as needed.
* **Testing Oversight:** Managed test plans, cases, and evaluations ensuring comprehensive quality assurance.
* **Issue Management:** Developed processes for logging, updating, and communicating project issues effectively.

**Program/Project Manager**
*HCL Technologies (Client: ABB)*
June 2021 – February 2023

* **ECC to S/4HANA Migration:** Led migration of 80+ SAP systems covering modules SAP FICO, SD, MM, and PP. Managed project charter, plan, and timelines.
* **Stakeholder Collaboration:** Coordinated with stakeholders for application, data, and server migrations.
* **Reporting & Dashboards:** Produced KPI dashboards for performance insights and progress updates.
* **Transformation Programs:** Executed global programs to enhance efficiency and customer experience.
* **Integration & Change Management:** Managed integration of new technologies and systems, overseeing change management processes.
* **Governance & Performance Monitoring:** Implemented governance structures and monitored performance against KPIs.
* **Testing & Issue Management:** Led testing efforts, managed test plans and cases, and developed issue management processes.
* **Process Improvement:** Established best practices for documentation and project standards, enhancing team efficiency and project outcomes.
* **Technical Leadership:** Provided leadership for SAP Solution Manager, ChaRM, and change management processes.

**Program/Project Manager**
*IBM India Pvt Ltd (Clients: PepsiCo, Teva, Singapore University)*
October 2018 – June 2021

* **Cloud Migration Leadership:** Directed cloud migration projects including HANA conversion and Azure Cloud migration.
* **Stakeholder Collaboration:** Managed application, data, and server migrations, addressing interdependencies.
* **Reporting & Dashboards:** Created KPI dashboards to ensure project visibility.
* **S/4HANA Data Center Migration:** Led data center migrations from IBM to Azure Cloud.
* **Infrastructure Coordination:** Coordinated with Basis, Network, and Storage teams for provisioning and performance needs.
* **Project Planning & Delivery:** Developed project plans and managed delivery, incorporating client feedback.
* **Strategic Decision-Making:** Made strategic decisions to guide project outcomes.
* **Team Coordination:** Managed project teams, facilitated scrum ceremonies, and used Jira and Confluence for issue tracking.
* **Training & Coaching:** Provided training for management and end-users to support system adoption.

**Project/Service Delivery Manager**
*Infosys (Clients: Coca-Cola, BNSF Railways, Avnet)*
November 2014 – December 2017

* **SAP Solution Manager Projects:** Managed ChaRM, BPMON, and SOLDOC functionalities.
* **Stakeholder & Migration Coordination:** Coordinated application, data, and server migrations, managing interdependencies.
* **KPI Reporting:** Delivered KPI dashboards for project performance insights.
* **Release & Change Management:** Led the Change Control Review Board (CCRB) and managed change processes.
* **Project Management:** Directed project planning, execution, and adherence to timelines and budgets.
* **Tool Utilization:** Used SharePoint Online, HPQC, and Jira for documentation and issue tracking.

**Program/Project Manager**
*Accenture (Clients: Cargill, Dupont, Starwood Hotels)*
October 2011 – November 2014

* **SAP AMS Project Management:** Led Basis activities including system refreshes, EHP upgrades, and stack upgrades.
* **Stakeholder Collaboration:** Managed application, data, and server migrations.
* **KPI Reporting:** Produced KPI dashboards to track project progress and performance.
* **Cross-Functional Team Management:** Managed teams, directed project planning, and handled system architecture.
* **Agile Methodology:** Facilitated Agile processes for project execution.
* **Strategic Alignment:** Aligned technology strategy with business goals.

**Application Architect**
*IBM India Pvt Ltd (Clients: Novartis, Emirates Aluminum, BP)*
November 2007 – October 2011

* **SAP Solution Manager Implementation:** Led setup of SAP Solution Manager Service Desk and Technical Monitoring.
* **Project Planning & Execution:** Managed project plans, budgets, and execution.
* **Executive Reporting:** Developed reports for executive meetings.

**SAP Basis Specialist**
*BOC-Linde Group*
July 2007 – October 2007

* **SAP Basis Activities:** Conducted installations, upgrades, and troubleshooting.
* **Training & Communication:** Facilitated training for upgrades and risk mitigation.

**SAP Basis Administrator**
*Wipro Infotech*
August 2005 – June 2007

* **SAP Basis Administration:** Managed system monitoring, builds, and upgrades.

**Education:**

* Post Graduate Diploma in Business Management, Asia Pacific Institute of Management, New Delhi, India
* Bachelor of Science, Gauhati University, India

**Certifications:**

* AWS Certified Cloud Practitioner
* Microsoft Certified: Azure Administrator Associate

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