



Arunesh Tripathi
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❖ 18 yrs. of Total IT Exp. ❖ 8 yrs. of Program Mgmt. Exp. ❖ 10 yrs. of Dev & Tech Exp.

Exploring **Senior Program Manager** Role in IT/SW Product / Services organisation.

- **25+ Project Deployments** across the world serving more than **10 Domains** based on all major **Technologies & Platforms** using **Waterfall, Hybrid & SAFe Agile**.

Program Formulation & Planning

Integration & Oversight

Transition & Closure

Org. Strategy Alignment

Environmental Assessment

Risk Management Strategy

Program Benefit Management

Stakeholder Engagement

Governance Practices

Professional Skills

Leadership

★★★★★

Collaboration

★★★★★

Communication

★★★★★

Team Building

★★★★★

Motivation

★★★★★

Adaptability

★★★★★

Prioritization

★★★★★

Organization

★★★★★

Problem Solving

★★★★★

Management Roles

People Management

★★★★★

Project Management

★★★★★

Program Mngmt.

★★★★★

Portfolio Mngmt.

★★★★★

Operations Mngmt.

★★★★★

PMO Management

★★★★★

Management Tools

Microsoft Project

★★★★★

Atlassian JIRA

★★★★★

Confluence

★★★★★

Cultural Exposure

Asian - IN, JP

★★★★★

American - US

★★★★★

European-German

★★★★★

Australian - NZ

★★★★★

Experience Overview:

May 2022 Technical Project Manager (Program Governance)



Whisk Software Pvt. Ltd. (GSPANN), Gurgaon, HR, India

Client: Dr. Reddy's Laboratories Ltd., Hyderabad, Telangana, India

- Leading the team of 35+ resources to support the Data Analytics vertical of Client
- Support includes Development, Enhancements, Production Support & Monitoring
- Liaising with Client's Leadership & Cross Functional Teams seeking their support
- Internal & External Stakeholder engagement to ensure Best Practices Compliance
- Defining & Monitoring KPIs; Controlling and Reporting of Multi-Level SLAs Matrix

Apr 2019



Senior Program Manager (PMO Lead - Enterprise Applications)

Artech Infosystems Pvt. Ltd, Noida, UP, India

Deputation: Publicis Sapient, Gurgaon, Haryana, India

- Tasked to build Enterprise Application Platform in 3 years budgeted as \$50M USD
- Intended to collaborate efforts of 80+ subsidiaries their work & associated people
- Detailed Planning of Product Roadmap, Milestones and Tech Stacks Requirements
- Resources & Budget (CapEx + OpEx) Plan, Monitor and Control (Inflow & Outflow)
- Staffing, TimeCard, Expense Requisition Approvals & Managing Change Requests

Aug 2015



Associate Project Manager (Java & Open Source Technologies)

NEC Technologies, Noida, UP, India

Client: Orlando Airport, Orlando, FL, US

- Requirement gathering, Scope Validation, preparation of Project Charter & SOW
- Strategic planning, Critical Path Analysis, Deciding Milestones & Gantt Charting
- Budget Estimation, Tailoring of Resources, Preparing WBS & execution Schedule
- Risk Analysis and Mitigation Planning, RACI Matrix and Communication Planning
- Managing Kick-off, Status Report / Demo, Sprint Ceremonies and other Meetings

Sept 2012



Associate IT Consultant (Planning & Strategy)

ITC Infotech, Bangalore, Karnataka, India

Deputation: United Health Group, Gurgaon, Haryana, India

- Impact Analysis & Effort Estimation of 65+ Cross Linked Apps for Release Planning
- Preparation of Zero-day-checklist and Entry / Exit Criteria for Go/No-Go Decision
- Roll-back Planning, Resource Scheduling, Risk Mitigation & Contingency Planning
- Maintaining BRTM, Gap Analysis, Issue-log, RCA, Audit and other Quality Artifacts
- Retro / Feedback Collection, Production Defect Closure, Escalation & Resolutions

May 2010



Senior Tech Analyst (Process Automation)

TS Infotech India Pvt. Ltd., Gurgaon, HR, India

Client: Hamburg Süd, Hamburg, Germany

- Led the team of 5 as Tech Lead on Enterprise Application in Logistics Domain
- Worked on Digitisation & Processes Automation of Door to Door Cargo Shipping
- Worked On-Site and Supported Production Deployments during Global Roll-out

May 2006



Software Programmer

Q3 Technologies, Gurgaon, HR, India

Client: CambridgeSoft, Cambridge, MA, US

- Worked as Dot NET Developer on Electronic NoteBook in Life Sciences Domain
- Worked as Java Developer on various Web Applications in e-Commerce Domain
- Supported in the ISO & CMMI Certification Process & Conducting Internal Audits

Success is Never Ending; Failure is Never Final



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Domain Exposure

Services – OSS

★ ★ ★ ★ ★

Web Applications

★ ★ ★ ★ ★

Embedded Systems

★ ★ ★ ★ ★

Logistics /Transport

★ ★ ★ ★ ★

Health Care / Ins.

★ ★ ★ ★ ★

Cloud and IOT

★ ★ ★ ★ ★

e-Campaigning

★ ★ ★ ★ ★

e-Commerce

★ ★ ★ ★ ★

Life Sciences

★ ★ ★ ★ ★

Banking / Finance

★ ★ ★ ★ ★

Data Analytics

★ ★ ★ ★ ★

Technologies

Java/Open Source

★ ★ ★ ★ ★

MS Technologies

★ ★ ★ ★ ★

Cross Platform

★ ★ ★ ★ ★

Platforms

Linux/Open Source

★ ★ ★ ★ ★

Microsoft OS

★ ★ ★ ★ ★

Mobile Platform

★ ★ ★ ★ ★

Cloud Computing

★ ★ ★ ★ ★

Life Cycles

Predictive/Waterfall

★ ★ ★ ★ ★

Adaptive / Agile

★ ★ ★ ★ ★

Hybrid /Customized

★ ★ ★ ★ ★

Wish List

BFSI

★ ★ ★ ★ ★

AI/ML Cloud

★ ★ ★ ★ ★

Big Data Analytics

★ ★ ★ ★ ★

Professional Profile:

18 Years of overall Global Software Delivery Experience includes below:

- 4 yrs. as Global PMO Lead (Program Manager) of Enterprise Applications
- 4 yrs. as Project Manager leading various Java & AEM based Applications
- 4 yrs. as Tech Lead on IOT & CMS Apps using Open Source Technologies
- 4 yrs. as Developer in Life Sciences, Payments and e-Commerce Domains
- 2 yrs. as Automation QA Lead on Cargo Shipping App in Logistics Domain
- 2 yrs. in Product Backlog Management and PI Planning using SAFe Agile
- 2 yrs. in Program Governance leading projects of Data Analytics Domain
- 2 yrs. in Leading Managed Services Operations and White Boxing Teams
- 2 yrs. in Planning & Strategy PMO Team of Health Care Insurance Domain

Core Responsibilities:

- Understand and Analyse Client's Delivery Needs
- Document the Detailed Tech Stack Requirements
- Analyse and Estimate Detailed Budget (Capex + Opex)
- Prepare and Execute Staffing and Procurement Roadmap
- Manage Time, Travel, Expense and Procurement Approvals
- Prepare and Execute Periodic Re-forecast based on LT Feedback
- Prepare Periodic People, Time and Expense Reports for LT Review
- Liaise with Cross Functional Int. & Ext. Teams to Remove Blockers
- Work closely with Managers to Seek & Support wherever needed
- Educate and Execute Best Practices / Procedures in routine work
- Conduct & Moderate Routine Team Connects / Review Meetings
- Organize Periodic Team Events and Award Ceremonies etc.
- Conduct Team Survey, Compile & Analyse the Feedback

Functional Skills:

- Efficient Project Requirement gathering, Analysis & Validation skill
- Expertise in POCs, Proposing, Procurement and Presentation skills
- Proficient in Multi Module Impact Analysis of Maintenance Projects
- Effective Cross Application Impact Analysis with all type of Projects
- Excellent Project Planning, Scheduling & Strategic Execution skills
- Extensive experience of **Project's Monitoring & Control** activities
- Exceptional experience of **Configuration Management** activities
- Unmatchable skills of **Risk Identification & Mitigation Planning**

Technical Know-how:

- Hands on **Virtualisation** using VirtualBox, VMware, Hyper-V etc.
- Fair exposure to **DevOps** tools like Docker, ELK and Ansible etc.
- Basic working knowledge about **CI/CD** using GitHub and Jenkins
- Working experience on few **IOT** Developments and Deployments
- Clear understanding about **Cloud Platforms** SaaS, PaaS and IaaS
- Working knowledge of High Availability Clustering using HAProxy
- Familiarity with Artificial Intelligence (AI) & Machine Learning (ML)

Professional Credentials:

- **Jan 2023** : **SA** / Certified SAFe 6 Agilist® – Scaled Agile, Inc.®
- **April 2022** : **PMP** / Certified Project Management Professional® – PMI®
- **June 2018** : **CSM** / Certified Scrum Master® – Scrum Alliance®
- **April 2014** : **ALTM** / Advanced Level - Certified Test Manager® – ISTQB®
- **Feb 2009** : **FLCT** / Foundation Level - Certified Tester® – ISTQB®
- **Dec 2008** : Training Certificate in QTP, Load Runner and Quality Center
- **June 2012** : **MBA (IT)** / Master of Business Administration (IT) – India
- **May 2005** : **M.Sc. (IT)** / Master of Science (IT) – AAI-DU, Allahabad, India



Tech. Tools

AS400/Linux/Win
★★★★★
Java/ JS/ VB/ Shell
★★★★★
PL SQL/DB2/Oracle
★★★★★
DHTML / JSP / SPA
★★★★★
QC/ JIRA/ Bugzilla
★★★★★
Selenium/ SoapUI
★★★★★
QTP / LR / TestNG
★★★★★
Tomcat/Jetty/Nginx
★★★★★

MARCEL

Code Size
~100 Repos / ~120 MLOC
Environment
ReactJS, NodeJS, Adobe EM, Swiftui, Kotlin, Xamarin React Native, Azure Cloud, Synapse Database, AI/ML
Roles
Scrum of Scrum / PMO
Team Size
~260 / 16 Team / 6 Geo
Company
Publicis Sapient, 4 Geos
Client
Publicis Groupe, France
Domain
Technology Platform
Duration
3 yrs.

TCCS

Code Size
70 KLOC
Environment
Java, C, RHEL, Postgres
Roles
Planning and Execution
Team Size
Dev: 15, Test: 5
Company
NEC Technologies, India
Client
Orlando & Tampa Airports
Domain
Embedded Systems
Duration
1.5 yrs.

IVA-PDC

Code Size
86 KLOC
Environment
JavaFX, ANSI C, Azure
Roles
Planning and Execution
Team Size
Dev: 12, Test: 3
Company
NEC Technologies, India
Client
NECDS, Japan
Domain
Cloud, IoT, Embedded
Duration
1.5 yrs.

Tools & Techniques:

- **Agile Methodologies** : Scrum, Kanban, Scrumban, SAFe, FDD, RAD
- **Agile Ceremonies** : Refine, Plan, Execute, Review, Retrospect
- **Agile Artifacts** : Roadmap, Backlog (DOR), Increment (DOD)
- **Agile Mgmt. Tools** : MPP, Jira, Confluence, Miro, Metroretro, Excel
- **SDLCs** : Agile (Scrum), Iterative, RUP and Waterfall
- **Platforms** : AS400, Unix / Linux, Windows (v3.1 to v11)
- **Databases** : MS SQL Server, MySQL, PostgreSQL, DB2
- **Languages** : JAVA, JS, C#, VB Script, Shell Script, Python
- **Virtualisation** : VirtualBox, VMware, Hyper-V, HAProxy
- **Cloud Computing** : Microsoft Azure, AWS, SaaS, PaaS, IaaS
- **Web Technologies** : JSP, ASP, SPA, PWA, E-commerce, Bots, IOT
- **Servers and Tools** : IIS, Tomcat, Jetty, Nginx, Bamboo, Jenkins
- **DevOps & CI/CD** : Docker, ELK, Ansible, GitHub, Jenkins
- **Version Control** : Clear Case, QC/ALM, Subversion, Git, SVN
- **Issue Tracking** : Clear Quest, QC/ALM, Zoho, Bugzilla, JIRA
- **Testing Tools** : QTP, LR, TestComplete, Selenium, SoapUI
- **Dev IDEs** : Eclipse, Visual Studio, NetBeans, Atom

MARCEL (marcel.ai):

MARCEL is a custom-made AI platform, with a suite of features and services designed to enable growth by connecting over 90,000 creative minds at Publicis Groupe with opportunities, knowledge, expertise, and with each other. One of its flagship features 'Daily Digest' inspired by the tenets of social platforms and news publishers, content is provocative, thoughtful, interactive and approachable, unifying the MARCEL community and providing a pathway to engagement with other skills and features.

Challenges & Learnings:

- Maintaining the Team Connect & Keep them Engaged during COVID-19
- Handling all Operational hurdles & Infrastructure shortfalls for individuals
- Preparing, Planning and Execution of Preponed Global launch of Program
- Addressing the Work-Life Balance Requirements for every Team Member
- Keeping the team Motivated and Preventing them from Mental Burnout

Train Communication Control System Software (TCCS):

TCCS is designed to facilitate the ongoing communication between Central Control, Stations with Drivers and Passengers on board during its operation. System is also featured with Live and Pre-recorded Passenger Announcements on Stations and in moving Trains based on GPS / Radio signalling and situations. The system also provides connectivity to the basic telephones through its IP telephony feature which offers a great help to passengers in case of emergencies.

Challenges & Learnings:

- Simulating real hardware especially radio and LCD devices in test lab
- Analysing and identifying corner cases of day-to-day routine operations
- Testing communication overriding priorities in simultaneous operations

Intelligent Video Analytics on Public Display CPU (IVA-PDC):

An IoT platform based application to capture and analyse demographic data of visitors through live feed of smart web camera mounted on public display. Offering 3 additional features of **Authoring GUI** to create media packages with mix of images, videos, audios, telop (text in loop) and schedule. Transfer this scheduled package using **Remote Manager** to **Media Player** which would play the above scheduled and packaged advertisements on Public displays.

Challenges & Learnings:

- Test data preparation & arranging all supported video, audio, image formats
- Validating process and memory threshold on all supported operating system
- Arranging, monitoring and analysing Long Run Performance Test for 240 hrs.



COSMOS

Code Size
1800 KLOC
Environment
Mainframe, Db2, QC
Roles
Impact, Estimate, Plan
Team Size
Dev: 50, P&Es 3 Test: 12
Company
ITC Infotech, Ltd.
Client
UNITEDHEALTH GROUP
Domain
Health Care (Insurance)
Duration
On-going (3 yrs.)

GLOBE

Code Size
550 KLOC
Environment
Java/JEE, Oracle 10g
Roles
Integration & UAT
Team Size
Dev: 36, FT: 8, MIT: 4=12
Company
TS Infotech India Pvt. Ltd.
Client
Hamburg Süd, Germany
Domain
Logistics – Cargo Shipping
Duration
2.3 yrs.

MoneySend

Code Size
12 KLOC
Environment
Java/JEE, Axis, Tomcat
Roles
Programmer Analyst
Team Size
4 plus UAT Team
Company
Q3 Technologies, Inc.
Client
MasterCard Inc., USA
Domain
Banking & Finance
Duration
1 yr.

e-Notebook

Code Size
n/a (large)
Environment
.NET / SQL Server 2005
Roles
Software Programmer
Team Size
5 Developers plus Beta Testers
Company
Q3 Technologies, Inc.
Client
Cambridge Soft, USA
Domain
Life Sciences - Bio Software
Duration
Annual Releases (3 yrs.)



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Comprehensive Online SW for Management & Operational Support:

COSMOS is one of the oldest and major claim processing platforms of UHG, used to manage health care insurance plans, provider & member contracts, coverage & entitlement details etc. along with the semi-automated claim processing, automated disbursements and storing the historical claim and payment data for future reference. Integrating with over 30 internal applications COSMOS serves thousands of providers, employers and millions of member every day.

Challenges & Learnings:

- Analysing and confirming impact of over 30 cross apps. on various modules
- Testing effort estimation and optimization during ICD-9 to ICD-10 migration
- Testing optimization for production roll-out with min time and max coverage

Global Logistics Organization Business Environment (GLOBE):

GLOBE is Hamburg Süd (logistics MNC) owned worldwide ERM & EDP project, aimed to streamline business processes & optimize logistics resource utilization. Offering neatly integrated 35 independent modules to cater individual tasks of day-to-day logistics operations. Further by extending interface to local & global surface transport partners, increased their ROI of their principal cargo shipping business and reduced the turnaround time for end customers and loss in transit.

Challenges & Learnings:

- Building & transferring knowledge of domain and understanding operations
- Test data preparation for the up & down stream functional module validation
- Globalisation, Localization and UAT support turned up as biggest challenge

MoneySend API:

A Web Service as wrapper to provide Obopay services to financial institutions as single point of interaction. Financial Institutions to provide relevant transaction data to this web service, which is then negotiated with appropriate MoneySend Transaction Management Web Service function. The Obopay manages this entire MoneySend transfer flow, interfacing with the MIP to submit and retrieve BankNet and MDS messages to facilitate MoneySend funding and payment transactions.

Challenges & Learnings:

- POS transaction simulation in test lab environment with limited infrastructure
- Preparing dummy servers for external interfaces and realising the response
- Understanding the core banking terminologies and international regulations

e-Laboratory Notebook:

BMS E-Notebook (electronic notebook) facilitates daily record-keeping of scientists. Offering to manage diversified data electronically though in customizable traditional notebook formats. With this E-Notebook, user can setup pages to manage information about organic syntheses and related information such as stoichiometry calculations, reaction preps, spectra, analytical methods, notes, and spreadsheets. One can also plug-in their own data analysis tools and customized searches to this E-Notebook.

Challenges & Learnings:

- Functional requirement validation without understanding the depth of subject
- Keeping pace with changing requirement & maintaining modular integration
- Maintaining future ready design by foreseeing expected future enhancement

Date: Sunday, 31 March 2024

Place: Gurgaon, Haryana, India

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