**[Program Manager Business Development](https://www.postjobfree.com/resume/adzlh9/program-manager-business-frisco-tx)**

**Location:**Frisco, TX

**Posted:**September 10, 2023

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**Resume:**

Introduction

With a proven track record of leading high-performance teams to achieve

exceptional results in competitive business landscapes, I bring strategic leadership and technical acumen to every project.

Throughout my career, I have excelled as an Agile Program Manager, Project Manager, Scrum Master, and Agile Coach. My expertise lies in nurturing self- organizing teams that thrive in dynamic environments, delivering intricate solutions to meet evolving business needs. I possess an in-depth understanding of Portal Technologies and a comprehensive grasp of the Software Development Life Cycle.

My leadership has steered cross-functional teams with diverse technical backgrounds, overseeing multiple projects spanning various technologies. My core strengths encompass strategic program management, tactical execution, risk assessment, and stakeholder collaboration. Leveraging Agile methodologies and technical process improvement, I drive teams towards optimal performance.

Quick Glimpse

• Extensive experience in Planning, Execution, and Evaluation across diverse industries. Proven ability to lead high-performance teams in achieving company goals in competitive business environments.

• Skilled Agile Program Manager, Project Manager, Scrum Master, and Agile Coach with expertise in Portal Technologies and Software Development Life Cycle.

• Led cross-functional teams and projects in various technologies. Core strengths include program management, team leadership, collaboration, strategic planning, risk assessment, Agile methodologies, technical process improvement, and effective communication.

• Credit of working and liaising with prominent labels such as, AIG Insurance, JPMorgan Chase, BNY Mellon, MetLife, Wells Fargo, Key Bank, LPL Financials, Merck, and Johnson & Johnson.

Work experience

December 2019 – Present: Senior Engineering Manager (Onsite) Cognizant Technology Solutions, Plano, TX, USA

In my current role as a Senior Engineering Manager at Cognizant Technology Solutions, I am entrusted with overseeing a dynamic team responsible for the development and management of the SCUP MTA Renewals application. Yeshwanth Kumar N

Signature Skills:

• Portfolio and Program Management

• Agile Program Management

• Project Management

• Scrum & Agile Coach

• Portal Technologies

• Software Development Life Cycle

Project Management:

• Resource Allocation

• Milestone Tracking

• Stakeholder Engagement

• Continuous Improvement

• Financial Acumen

• Budget Oversight

• Invoicing Expertise

• Resource Optimization

• Strategic Proposals

• Process Excellence & Automation

Technical Leadership and

Expertise:

• Technical Vision

• Architecture and Design

• Main Frame

• Emerging Technologies

• SDLC

• Stakeholder Communication

• Industry Insights & Innovation

• Transformational Initiatives

• Agile Transformation

• Enterprise-wide Digital Evolution

Collaboration and Team

Management:

• Client-Centric Approach

• Team Empowerment

• Collaboration & Resource Management

• Cross-Functional Teams

• Value Stream Execution

• Change Management

• Financial Planning

• Collaboration with Leaders

• Business Development

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A seasoned Portfolio and Program Management professional, known for my adeptness in planning, executing, and evaluating complex initiatives across diverse industries.

This critical software application, powered by cutting-edge technologies including Java Full Stack, Mule soft, DevOps, and Cloud platforms, plays a pivotal role in enhancing operational efficiency and driving business outcomes. Technical Vision and Leadership:

• Provide strategic technical direction that shapes the architecture, design, and implementation of the SCUP MTA Renewals application.

• Leverage my expertise in Java Full Stack, Mule soft, DevOps, and Cloud technologies enables me to guide the team in creating a scalable, robust, and innovative solution that addresses both current and future business needs. Milestone Achievement and Project Tracking:

• Meticulously track project progress against predetermined milestones, employing robust project management methodologies.

• Extend proactive approach allows me to swiftly address any deviations from the plan and optimize the development lifecycle to ensure timely deliverables.

Stakeholder Engagement and Relationship Management:

• Nurture strong relationships with stakeholders is crucial in my role and I engage closely with clients, ensuring that their expectations are understood and met throughout the project journey.

• Facilitate clear and effective communication, I am able to align project outcomes with client objectives. Process Optimization and Continuous Improvement:

• A commitment to process excellence drives my efforts to optimize workflows and enhance project execution. I proactively identify opportunities for improvement, implement best practices, and foster a culture of continuous learning that contributes to the team's overall efficiency and effectiveness. Industry Insights and Innovation:

• Actively engage with industry leaders and experts, tapping into their insights to bring fresh perspectives and innovative solutions to the table.

• Ensured that the SCUP MTA Renewals application remains at the forefront of technological advancements. Client-Centric Approach:

• Aligned project objectives with their needs, ensuring that the SCUP MTA Renewals application not only meets technical specifications but also provides tangible value and positive business impact. Team Empowerment and Collaboration:

• Fostered a collaborative and high-performing team culture is central to my role. I lead by example, encouraging open communication, knowledge sharing, and cross-functional collaboration.

• Actively support Team Leads and Project Managers in their endeavours to ensure that each team member's skills are utilized effectively, thereby maximizing the collective potential of the team. Resource Allocation and Optimization:

• Collaborated closely with Team Leads and Project Managers, I am instrumental in resource allocation and management.

• Identified the right skill sets and ensuring proper staffing levels, enabled the team to work cohesively towards achieving project objectives.

August 2019 – December 2022: Senior ProgramManager(Onsite) Cognizant Technology Solutions, Plano, TX, USA

As a Senior Program Manager, I successfully led transformational initiatives for major clients such as AIG Insurance and JP Morgan Chase. For AIG Insurance, I managed the SCUP MTA Renewals application using Java Full Stack, Mule soft, DevOps, and Cloud technologies. I ensured efficient resource allocation, streamlined Agile processes, and maintained strong communication with stakeholders, resulting in increased efficiency and client satisfaction. During my tenure with JP Morgan Chase, I:

• Managed a massive $20M Agile transformation program involving multiple geographies and technologies.

• Ensured E2E delivery across various product teams, streamlined Agile processes, and drove enterprise-level digital transformation.

• Implemented high-performance POD teams and maintaining effective communication channels, I achieved exceptional efficiency gains.

• Through coaching, mentorship, and strategic planning, supported the growth and development of team members.

• Managed project budgets, tracked project status, and facilitated smooth change management processes. December 2016 – August 2019: Manager – Projects (Onsite) Cognizant Technology Solutions, Bangalore, INDIA

As a Manager – Projects, I played a crucial role in delivering successful projects on-site for Cognizant Technology Solutions. I collaborated closely with clients to align project objectives with business requirements. My responsibilities included project planning, execution, and risk management, ensuring projects were delivered on time and within budget. By fostering strong relationships with stakeholders and utilizing my expertise in Java Full Stack, I contributed to the organization's success in meeting client needs.

June 2014 – December 2016: Manager – Projects (Offshore) Cognizant Technology Solutions, Bangalore, INDIA

In this role, I managed offshore projects with a focus on delivering high-quality solutions to clients. I led project teams, coordinated efforts, and applied my expertise in Java Full Stack development to achieve project goals. By leveraging Agile methodologies and optimizing project processes, I ensured effective project execution and client satisfaction.

September 2011 – May 2014: Senior Associate – Projects (Offshore) Cognizant Technology Solutions, Bangalore, INDIA

As a Senior Associate – Projects, I contributed to the successful execution of various offshore projects. I collaborated closely with cross-functional teams and stakeholders to achieve project objectives. My role involved implementing project management best practices, ensuring timely delivery, and maintaining high standards of quality.

July 2006 – August 2011: Team Lead – Projects (Offshore) Wipro Technologies, India

At Wipro Technologies, I served as a Team Lead – Projects, where I managed project teams and facilitated the development of software solutions. My responsibilities included project coordination, team management, and ensuring the successful delivery of projects. I contributed to the growth of the organization by driving effective project execution and leveraging my technical expertise. July 2004 – July 2006: Programmer (Offshore)

General Computers India

My career began as a Programmer at General Computers India, where I gained foundational experience in software development. I was involved in coding, troubleshooting, and collaborating with colleagues to achieve project milestones.

Academics

2008 Master of Business Administration (Information Technology) 2004 Bachelor of Engineering (Electronics & Communications) PROJECTS ANNEXURE

Project Synopsis: SCUP MTA Renewals Program

Duration: January 2023 – Present

Client: AIG Insurance

Location: Plano, TX, USA

Role: Senior ProgramManager

Team Size: 70+

Application: SCUP MTA Renewals

Technology Stack: Java Full Stack, MuleSoft, DevOps, Cloud Synopsis:

The SCUP MTA Renewals Program is a pivotal project undertaken by Cognizant Technology Solutions in collaboration with AIG Insurance. The primary objective of this initiative is to optimize and streamline the Motor Truck Cargo (MTC) policy renewal process. Through the implementation of modern technologies and agile methodologies, the program aims to enhance operational efficiency, customer experience, and financial performance for AIG Insurance. Key Objectives:

• Resource Management and Onboarding: The program entails the meticulous identification, allocation, and onboarding of skilled resources to form a dynamic and cohesive team capable of executing the project’s multifaceted requirements.

• Milestone Tracking and Accountability: Effective progress monitoring ensures adherence to project milestones. This responsibility guarantees timely task completion and fosters a culture of accountability among team members.

• Efficient Communication and Collaboration: Regular internal and external program meetings are scheduled, and action items are tracked to facilitate seamless communication and collaboration among stakeholders.

• Financial Management and Invoicing: Accurate and timely invoice requests are generated to manage project finances effectively, contributing to the financial health of both the program and the client.

• Barrier Identification and Escalation: Prompt identification of potential obstacles and effective escalation mechanisms are in place to address any challenges that may arise during the program's lifecycle.

• Stakeholder Engagement and Partnerships: Building strong industry relationships and partnerships is integral to the project's success. These collaborations contribute valuable insights and expertise, aligning the program with industry standards.

• Contract and Agreement Fulfilment: The management of contracts and agreements is pivotal in ensuring client expectations are met, and the project operates within the stipulated scope. Outcome:

The SCUP MTA Renewals Program aims to revolutionize AIG Insurance's MTC policy renewal process. By leveraging Java Full Stack, MuleSoft, DevOps, and Cloud technologies, the program strives to enhance efficiency, customer satisfaction, and operational excellence. As the Senior Program Manager, I am committed to ensuring the successful execution of this transformative initiative, fostering growth for both Cognizant and AIG Insurance. Project Synopsis: Corporate Technology - Ref Data Services Transformation Duration: September 2021 – December 2022

Client: JP Morgan Chase

Location: Plano, TX, USA

Role: Senior ProgramManager

Team Size: 180+

Application: Corporate Technology - Reference Data Services Technology Stack: Java Full Stack development, Alfresco, Java Synopsis:

The Corporate Technology - Ref Data Services Transformation is a strategic endeavor undertaken by Cognizant Technology Solutions in partnership with JP Morgan Chase. The primary goal of this program is to catalyze a comprehensive digital transformation across the enterprise. Through the application of Agile methodologies and a forward-looking technology stack, the project aims to achieve an enterprise-level transformation with a projected revenue impact of $20M across multiple geographies, including the United States, India, Romania, and the Philippines. Key Deliverables:

• Enterprise Digital Transformation: The program is actively driving a large-scale digital transformation initiative to revolutionize operations, enhance customer experiences, and stimulate revenue growth across the enterprise.

• End-to-End Delivery Oversight: Overseeing the end-to-end delivery process involves orchestrating various product teams in a complex environment, ensuring seamless execution and alignment with strategic goals.

• Stakeholder Communication and Efficiency Boost: Direct ownership of communication with stakeholders and the broader business development and sales teams is integral. Implementing streamlined Agile processes and communication channels has led to a remarkable 90% increase in operational efficiency.

• Strategic Transition Planning: The program is focused on formulating meticulous transition plans to establish high- performance POD Teams. Strategic rationalization against the client context allows for adaptability and adjustments as required.

• Accurate Reporting and Transparency: The project ensures accurate and transparent reporting on project status throughout its lifecycle to 20 POD teams, stakeholders, and sponsors. This fosters a collaborative atmosphere and informed decision- making.

• Mentorship and Agile Best Practices: Initiating both formal and informal coaching and mentorship programs for over 50 team members has facilitated their development in project chartering, resource planning, and best practices in Project Management.

• Agile Engineering Pods and Value Stream Execution: Enabling and closely tracking the activities of Engineering Pods operating in a Program Increment fashion ensures optimal value stream execution in a distributed Agile environment.

• Detailed Requirements and Feasibility: Collaborating with the business to identify intricate project requirements and working with technical teams to assess feasibility and roadmap creation has been a key responsibility.

• Collaboration with Functional/Technical Leaders: Coordinating inputs from various functional and technical directors, VPs, and the Project core team has facilitated the formulation of appropriate project tools, processes, and methodologies.

• Change Management and Financial Planning: Planning and executing change management strategies, including user training and execution, contributes to a smooth transformation process. Creating and tracking project budgets ensures prudent financial management.

• Contract Renewals and SOW Management: Responsible for the renewal of contracts and managing the Statement of Work

(SOW) ensures the project operates within defined contractual agreements. Outcome:

The Corporate Technology - Ref Data Services Transformation stands as a testament to the collaborative efforts of Cognizant and JP Morgan Chase in driving enterprise-wide digital evolution. By leveraging Java Full Stack, Alfresco, and Java technologies, the program seeks to unlock operational efficiencies, revenue growth, and heightened customer satisfaction. As the Senior Program Manager, I am committed to shepherding this transformative journey, unlocking value for both Cognizant and JP Morgan Chase.

Project Synopsis: Agile Transformation for Pershing Advisory Program Duration: October 2018 – August 2021

Client: Bank of New York Mellon

Location: Chennai, India

Agile ProgramManager:[Your Name]

Team Size: 120+

Application: Pershing Advisory

Technology Stack: Java Full Stack, Java backend, .NET, Main Frame Synopsis

The Agile Transformation for the Pershing Advisory Program is a pivotal initiative undertaken by Cognizant Technology Solutions in collaboration with Bank of New York Mellon. The program's primary objective is to implement Agile methodologies and practices across a large-scale project, namely the Pershing Advisory application. By transitioning from traditional development approaches to Agile, the program aims to enhance collaboration, efficiency, and overall project outcomes. Key Deliverables:

• End-to-End Delivery Excellence: Driving end-to-end delivery excellence among product teams within the large-scale Pershing Advisory program is a core responsibility. This entails ensuring timely and high-quality project deliveries.

• Agile Process Implementation: The program focuses on the implementation of Agile processes, tools, and techniques across the Pershing Advisory application. This shift enhances adaptability and responsiveness to changing requirements.

• Transformation and Transition Planning: Establishing comprehensive transformation and transition plans is critical to achieving high-performance teams. Rationalizing these plans against the client's context and needs ensures smooth adoption.

• Risk and Issue Management: Proactively managing risks, issues, and dependencies within teams and reporting them to client partners contributes to seamless project execution and minimizes disruptions.

• Enabling Agile Pods: Supporting and enabling Agile Pods to work in a Program Increment fashion and execute value streams ensures alignment with Agile principles and practices.

• Customizing SAFe Adoption: Adapting SAFe (Scaled Agile Framework) adoption based on the client's organizational needs and the Agile maturity levels of the business unit fosters tailored and effective transformation.

• Agile Ways of Working: Creation of a playbook outlining Agile ways of working provides teams with a standardized and consistent approach to Agile methodologies, promoting uniformity and clarity.

• Consistent Agile Delivery Practices: Focused efforts on implementing consistent Agile delivery practices across distributed Scrum teams ensures that Agile principles are upheld and that teams work cohesively.

• Product Backlog Management: Working closely with Product Owners (POs) and ensuring the prioritization of items during Product backlog grooming sessions guarantees that the most valuable work is prioritized.

• Release and PI Timelines: Tracking release timelines and Program Increment (PI) timelines provides visibility into project progress and helps manage stakeholder expectations.

• Scrum Ceremonies and Client Coordination: Conducting essential Scrum ceremonies, including PI Planning, Review, and Retrospective, facilitates transparent communication and ensures alignment with Agile rituals. Regular coordination with the client ensures successful program deliverables.

• Embracing Digital and Emerging Technologies: Exploration and integration of digital and emerging technologies within the Agile framework enables innovation and keeps the program aligned with industry trends. Outcome:

The Agile Transformation for the Pershing Advisory Program represents a significant shift in project methodology, driving collaboration, adaptability, and efficiency. Through the adoption of Agile practices, this program aims to revolutionize the way projects are executed and deliver enhanced value to Bank of New York Mellon. As the Agile Program Manager, I am dedicated to ensuring the seamless implementation of Agile practices, ultimately contributing to project success and client satisfaction. Project Synopsis: MIMOperationalImprovements

Duration: December 2017 – October 2018

Client: MetLife Investment Management

Location: Whippany, New Jersey, USA

Role: ProgramManager

Team Size: 10+

Application: Program level operational improvements Synopsis:

As the Program Manager for MIM Operational Improvements, I successfully played a vital role in driving business development and overseeing the end-to-end SDLC process for MetLife Investment Management (MIM). By maintaining strong client relationships and effectively managing a dynamic team, I executed a series of operational improvements, resulting in enhanced business processes and client satisfaction.

Key Deliverables:

• Business Program Management: Led the initiative to strengthen the relationship with MetLife Investment Management, understanding their requirements, and ensuring timely project execution. Regular meetings with key stakeholders were conducted to address their needs.

• Resource Management: Skillfully managed resources by identifying and onboarding/offboarding them based on project demands. As a people manager, I addressed day-to-day issues and oversaw appraisals and background verification processes.

• Agile Delivery Excellence: Implemented Agile principles across the project, promoting efficient collaboration and timely deliveries among teams.

• Process Improvements: Coordinated workshops and brainstorming sessions to streamline processes effectively, contributing to improved efficiency.

• Client Communication: Prepared decks and dashboards for weekly, monthly, and governance meetings, presenting Cognizant's progress in front of the client.

Outcome:

The MIM Operational Improvements program achieved its objective of optimizing operational processes for MetLife Investment Management. By leveraging Agile methodologies and fostering effective client relationships, we successfully enhanced operational efficiency, client satisfaction, and project outcomes. Project Synopsis: BT Upgradation

Duration: September 2017 – December 2017

Client: Key Bank

Location: Cleveland, Ohio, USA

Role: Project Manager

Team Size: 10+

Application: Payment gateway application

Synopsis:

During my tenure as Project Manager for the BT Upgradation project at Key Bank, I was responsible for driving successful project execution and fostering positive client relationships. By understanding the project's business requirements and effectively coordinating with both the client and vendor, I ensured seamless project delivery. Key Deliverables:

• Project Management: Executed end-to-end project management, from understanding business requirements to coordinating with the vendor and client stakeholders. Developed strong relationships and regular contacts with clients.

• Requirement Capture: Conducted meetings and workshops with the vendor and client to capture and clarify requirements, ensuring alignment between all stakeholders.

• Customer Satisfaction: Contributed to establishing and developing long-term customer commitment through robust customer satisfaction and proactive/corrective actions when necessary. Outcome:

The BT Upgradation project achieved its objective of enhancing the payment gateway application for Key Bank. Through effective project management and collaborative efforts with the client and vendor, the project was successfully delivered, meeting client expectations.

Project Synopsis: Win Migration

Duration: January 2017 – September 2017

Client: LPL Financial

Location: Fort Mill, South Carolina, USA

Role: ProgramManager

Team Size: 30+

Application: Multiple applications

Synopsis:

As the Program Manager for the Win Migration project at LPL Financial, my role encompassed successful program management, fostering client relationships, and driving agile practices. By understanding project scope, planning, and execution, I contributed to efficient project delivery and client satisfaction. Key Deliverables:

• Program Management: Led the program's end-to-end execution, including building and nurturing client relationships, enhancing customer satisfaction, and implementing agile practices.

• Scope Understanding: Aligned with the project's scope, planned execution, and collaborated with client stakeholders to ensure project success.

• Customer Commitment: Established and developed long-term customer commitment through robust customer satisfaction and proactive/corrective actions.

• Agile Implementation: Implemented agile methodologies and enabled teams to work cohesively in a distributed agile environment.

Outcome:

The Win Migration project achieved its objective of enhancing multiple applications for LPL Financial. Through my role as Program Manager, I ensured seamless program execution, client satisfaction, and the successful implementation of agile practices.

Project Synopsis: WFIS Pipeline BFD

Duration: September 2013 – December 2016

Client: Wells Fargo

Location: Bangalore, India

Role: Program & Account Manager

Team Size: 300+

Application: Multiple applications

Synopsis:

As the Program & Account Manager for the WFIS Pipeline BFD project at Wells Fargo, my role revolved around managing client relationships, driving business development, and overseeing a large team. By effectively managing resources, ensuring customer satisfaction, and implementing innovative tools, I contributed to successful project execution. Key Deliverables:

• Account & Program Management: Played a pivotal role in building and nurturing client relationships, driving business development, and managing a team of 300+ resources.

• Resource Management: Managed resources, handled resource onboarding/offboarding, and ensured effective staffing engagement.

• Financial Management: Responsible for financial management, including revenue forecasting, review and sign-off on SOWs/SOPs, and customer profitability.

• Operational Excellence: Introduced innovative tools such as Wedeploy, Wescreen, and Wetrack for automation and reduced manual efforts.

Achievements:

• Generated exclusive business of more than $1M based on strong client relationships.

• Led business closure in the Capital Markets domain.

• Introduced innovative tools for effective sourcing of profiles. Outcome:

The WFIS Pipeline BFD project achieved its goal of enhancing multiple applications for Wells Fargo. As the Program & Account Manager, I ensured client satisfaction, resource management, financial oversight, and the successful implementation of innovative tools, contributing to overall project success.