SANDEEP GOVIND KELKAR,PMP,PRINCE-2,PSPO-1,AWS,ITIL-V3,MSP-2007 & Cloud Computing Foundation

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PROFESSIONAL SUMMARY

- Seasoned **Project, Program, Delivery and PMO Management Professional** with over **20+ years** of expertise focusing on **IT Infrastructure and Application Development.**
- Skilled in end-to-end **project lifecycle management, spanning scope analysis, requirements gathering, design, development, testing, and implementation** within Application Development across all phases of **SDLC Lifecycle**.
- Proven Leader in IT Infrastructure Projects, including **Datacenter Migration, IAM Cybersecurity (SSO and MFA Authentication), SD-WAN Implementation, AWS Cloud Migration, and Network Firewall Setup.**
- Consistently demonstrated expertise in overseeing **ITIL processes such as Asset Management, Service Level Management, and Risk Management.**

KEY ACCOMPLISHMENTS

- Demonstrated expertise in executing projects across diverse sectors - **Banking, Telecom, Manufacturing, and E-Governance,** adeptly addressing industry-specific challenges with finesse.
- Led the successful migration of **200+ servers** from **on-premises to AWS Cloud** across APAC and EMEA regions using AWS **CloudEndure Migration Tool and the Lift and Shift migration approach.**
- Directed the comprehensive management of numerous datacenter projects and disaster recovery strategies, ensuring seamless operations, efficiency, and minimal disruptions.

PROFESSIONAL EXPERIENCE

KPMG Mumbai, India
Associate Director - Project and Program Management | SEP 2022 – Present

- Develop and implement comprehensive project management plans, Gantt charts, and financial projections, ensuring they are aligned with corporate objectives and strategic priorities.
- Lead stakeholder engagement in the development of detailed Business Requirement Documents (BRDs), proposals, and Requests for Proposals (RFPs).
- Collaborate with technical teams to develop comprehensive Technical Specification Documents (TSDs) defining system architecture.
- Oversee and execute a seamless migration from Flexcube 10.x to 14.x on Oracle Cloud Infrastructure (OCI), ensuring uninterrupted operations, regulatory compliance, industry standards adherence, and data security.
- Monitor project progress meticulously, track KPIs, and ensure timely milestone achievement within budget constraints.
- Facilitate seamless communication and collaboration among cross-functional teams, stakeholders, and vendors to drive project success.
- Proactively identify and resolve project lifecycle issues or conflicts to maintain project momentum and prevent delays.
- Conduct thorough post-implementation reviews to evaluate project outcomes, gather feedback, and drive continuous improvement.
- Deliver timely updates and reports to stakeholders, ensuring transparency on project status, progress, and risks.
- Utilize tools like JIRA, Confluence, and Microsoft Project for comprehensive project tracking and visualization, integrating Gantt charts for clearer insights and planning.
- Maintained and controlled project documentation and systems throughout the project lifecycle, ensuring accuracy and accessibility.
- Close projects efficiently for revenue recognition and conduct reviews to capture lessons learned for future projects.
- Develop and implement effective presales strategies, generating qualified leads, and delivering compelling pitches that highlight the value and benefits of our solutions to potential clients.

Ace Software Solutions Ltd Mumbai, India
Project Delivery Manager | NOV 2021 – AUG 2022

- Pioneered **AML and Sanction Screening compliance projects**, leveraging **NLP, AI, and ML platforms** for multiple banking institutions.
- Orchestrated client communication, conducted risk analysis, and managed escalations to ensure minimal client impact across diverse projects.
- Optimized technical support processes, resulting in a **50% reduction** in ticket resolution time.
- Defined and managed the scope and schedule of projects, balancing client and company expectations.
- Efficiently planned, tracked, prioritized, handled escalations, identified, monitored, and mitigated project risks.
- Collaborated with presales and sales teams on all commercial and invoicing matters affecting projects.
- Coordinated cross-functional teams to drive the timely achievement of project schedules, milestones, and objectives.
- Consistently delivered comprehensive project status reports to clients.

MPHASIS Ltd Mumbai, India
Sr. IT Infrastructure Project/Program Manager | NOV 2010 – OCT 2021
- Led various IT infrastructure projects such as **Datacenter Migration, SD-WAN Implementation, AWS Cloud Migration, Network Firewall Setup, Server Build/Decommissioning, Vulnerability Assessment Penetration Testing (VAPT) Security Testing, IAM (Identity and Access Management) Cyber Security projects, Windows 10 Upgrade, and Disaster Recovery** across APAC & EMEA regions.
- Develop comprehensive project plans, timelines, and budgets for each project, ensuring alignment with organizational goals and objectives.
- Develops comprehensive testing plans and test cases to validate IAM functionalities.
- Executes test cases, identifies defects, and works with the development team to resolve issues.
- Coordinates UAT with business users to ensure the IAM solution meets user requirements.
- Responsible for overseeing and managing the budget for the entire program of projects.
- Conducts security assessments to identify vulnerabilities and ensure compliance with security policies.
- Identify specific needs for PAM, Authentication, Authorization, and Accounting by assessing requirements for **Multi-Factor Authentication, Role-Based Access Control, and Single Sign-On to ensure secure and streamlined user access.**
- **Integrate protocols like SAML, OAuth 2.0, and OpenID Connect** for secure identity federation and authorization.
- Coordinate multiple projects within the program to ensure alignment and successful delivery of overall objectives.
- Implement **Zero Trust principles** by verifying every access request, regardless of its origin, ensuring that access is granted based on the identity of the user and the security posture of their device.
- Track and monitor the progress of projects within the program, ensuring they stay on track with timelines and deliverables.
- Act as a point of escalation for issues and conflicts within the program, resolving them effectively with management and stakeholders.
- Establish and enforce governance processes and standards across the program to ensure consistency and compliance with organizational policies.
- Generate and present weekly reports, including essential project logs, to stakeholders and project teams
- Build a Knowledge base of Projects and Learning for reference for any future projects
- Proactively manage changes in project scope as agreed change control process and participate in the Change Control Board, identify potential crises, and devise contingency plans.
- Responsible for preparing proposals, pitch decks, and presenting in client meetings
- Ensure the project stays in a Green status on the RAG status report.

Tech Mahindra Ltd Mumbai, India
Project Manager/Scrum Master | May 2006 – OCT 2010
- Facilitated seamless customer delivery for British Telecom Retail's Convergent Billing and Invoicing System, ensuring satisfaction and exceeding expectations at every touchpoint.
- Managed project execution across all **SDLC phases**, applying Agile,Scrum and Waterfall methodologies to achieve efficient, timely delivery of high-quality solutions within budget constraints.
- Facilitates the team in embracing Agile core values, adopting and applying Agile principles, and implementing Agile practices.
- Manage and prioritize the product backlog, fostering close collaboration within the team.
- Led daily On-Call Status Meetings, **Daily Stand-up, Sprint Planning, Sprint Reviews** and **Sprint Retrospective** to monitor the progress of Change Requests (CRs) and upheld release management strategies for each release process.
- Utilize Kanban boards and other tools to track team progress, maintain transparency in the workflow, and manage work-in-progress (WIP) limits
- Advocate for and ensure adherence to Agile principles and practices, promoting a culture of continuous improvement and learning.
- Collaborate with Product Owners to ensure features and user stories are clear, concise, and prioritized for the Agile team's understanding.
- Work closely with stakeholders to comprehend their needs, skillfully manage expectations, and efficiently fulfill their requirements.
- Interact with development, business, and test teams to resolve the pending defects and track them for their closure.
- Collected requirements and conducted estimations using **Function Point Analysis (FPA)** technique.
- Overseeing the completion of UAT (where applicable) and actively seeking UAT sign-off from the Client.
- Facilitated **PHC (Project Health Check) and IQA (Internal Quality Audit) Meetings,** aligning with QMS procedures, and actively contributed to Audit Review meetings and British Telecom Sarbanes Audit sessions.

3i-Infotech Navi Mumbai, India
Module Leader | OCT 2005 – APR 2006
- Managed the in-house RBI Bonds and Loyalty Cards projects for ICICI Bank, overseeing project planning, execution, and successful delivery.
- Monitored & tracked issues and conflicts, resolved minor project issues, and escalated to the immediate Manager where required; analyzed and debugged complex problems/defects.
- Managed diverse Database Admin tasks encompassing import/export operations, user and schema management, menu and form development, report generation, query optimization, and creation of tables, indexes, synonyms, and database links.

ABM Knowledgeware Mumbai, India
Senior Software Developer | FEB 2005 – SEP 2005
- Engineered & developed modules/Supplementary reports for various Municipal Corporations, encompassing services such as Accounts, Property & Assessment, Birth & Death, Food & License, Marketing & Water, etc.
- Conducted code walk-throughs and debugged program code.
- Collaborated with Tech Leads to resolve defects and prioritize bug triage.
- Interfaced with customers to stay informed about recurring issues and potential bugs encountered during their usage.

Investor Services of India Ltd Mumbai, India
Senior Programmer/Analyst/DBA | APR 1995 – JAN 2005
- Designed and implemented a comprehensive Inward/Outward, Dispatch, and Redemption Of Bond Issue System tailored for Banking operations.
- Conducted requirement gathering, system analysis, design, development, testing, and production support.
- Engineered database triggers, stored procedures, functions, and packages to enhance data integrity, performance, and functionality within the system.
- Established the necessary prerequisites for migrating from Oracle 8i to Oracle 9i, and from Forms/Reports 5.0 to Forms/Report 6i.
- Performed Database Administration tasks including user/schema management, data import/export via SQL-Loader, query optimization, and table/index/synonym creation.

EDUCATION

- Master of Business Administration (MBA), Sikkim Manipal University, Mumbai, India, May 2011
- Bachelor of Commerce (B.Com), Mumbai University, Mumbai, India, Apr 1996

CERTIFICATIONS

- Project Management Professional (PMP) - PMI, Feb 2021
- The Basics of Scrum - PMI, Mar 2023
- Generative AI Overview for Project Managers - PMI, Mar 2023
- PRINCE-2 Practitioner - APMG Group, May 2012
- Professional Scrum Product Owner (PSPO-1) - Scrum.org, Mar 2021
- Scrum Foundation Certified (SFC) - Scrum Study, Mar 2013
- AWS Certified Solutions Architect - Associate - Amazon, Apr 2024
- Cloud Computing Foundation - EXIN, May 2014
- ITIL V3 Foundation - EXIN, May 2011
- MS Project-2007 - Microsoft, Dec 2010

SKILLS

Strategic Planning | Agile Framework | Scrum | Kanban | Business Analysis | Software Development Life Cycle (SDLC) | Change and Release Management | Vendor Management | IT Service Management | Stakeholder Management | Cost Management | Scheduling| Forecasting | Risk Management | Cloud | AWS | Azure | Devops |Oracle 8i/9i/10g/19c SQL & Pl/SQL | Pro* C | Unix

TOOLS

MS Teams | MS Office 365 | SQL Loader | Toad | PL/SQL Developer | Siebel CRM (6.x & 7.x) | HP QC | ServiceNow | BMC Remedy | PPMC | SharePoint | MS Project & Portfolio Server | Smartsheets | Business Intelligence |JIRA | Confluence | Power Bi | Google Meet