Santosh Nikam (PM, MCS, MS)

S k i l l s	**8 years in Project Management & 13+ years in IT industry**

Project Management		**Technical**	**Strengths**	
Requirements management, Proposal Development, Project Plans, Project Schedules, Budget and Cost Tracking & Management, Billing & Invoicing, Developing and Managing Project team, Risk Identification, Risk Monitoring & Tracking, Communication Planning, Performance Reporting and Managing Stakeholders	Knowledge of - Process Improvement & Waste elimination tools (5S, VSM, Standard Work) - Problem Solving tools (MFA, QCPC, RRCA, MP) - Decision Making tools (toll-gates, go/no-go, passport) Practitioner of Agile methods	- .NET 2.0/3.5/4.0, Web Services / WCF, Microsoft Dynamics CRM 2011 - SQL 2005/ 2008, Good understanding of Database Concepts - HTML, DHTML, CSS, JavaScript, JQuery, VBScript, XML/XSD/XSL/XSLT - ASP, VB - Reporting tools – SSRS, BO - Integration tools - DI, SSIS, SCRIBE - MS Office, MS Project, MS Visio, VSS / VSTS / TFS, Assembla - OS: Win 98/NT/2000/2003/XP/ 2007/2008 - Understanding of Web Servers & IIS. - Understanding of SharePoint concepts, HP Quality Center, Plumtree Portal - Web Applications, Mobile Applications, & Desktop Applications	▪ Ability to adapt to changes to/new technology. ▪ Focused & structured thinking. ▪ Attention to details, thorough in analysis. ▪ Presents thoughts clearly and in unambiguous terms. ▪ Good listening skills. ▪ Result oriented & Dedicated to the success of projects. ▪ Well organized.	**Special Interests** ▪ Conducting trainings sessions on technology, process, & tool.

Education

MS (Master of Science **)** **Software Systems**	BITS, Pilani, Rajasthan, India Work-Integrated Learning Programme	Jun 2008 – Apr 2010	**CGPA = 7.33** out of 10.00; **Dissertation grade = Good** (out of Excellent / Good / Fair / Poor) *CGPA = Cumulative Grade Point Average
MCS - Masters in Computer Science	Pune University, Maharashtra, India	Jun 1998 – Mar 2000	78% - First Class with Distinction.
BCS - Bachelor in Computer Science	Pune University, Maharashtra, India	Jun 1995 – Mar 1998	73% - First Class with Distinction.
12th	Sainik School Satara, Maharashtra, India	1995	79% - CBSE (Central Board of Secondary Education)
10th	Sainik School Satara, Maharashtra, India	1993	77% - CBSE (Central Board of Secondary Education)

Experience/ Profile Summary

- Experience of both technical & managerial skills.
- Comprehensive understanding of project management life cycle processes (SDLC and SMLC) including proposal development, project plans, budget and cost tracking, billing & invoicing, developing and managing project team, risks / issues tracking.
- Well versed with the project management methodologies like Waterfall & Agile and working experience in handling customers from US, Japan, Singapore, China, & Europe.
- Experience in executing multiple development, support, and implementation projects (involving multiple teams) in .NET, SQL 2005/2008, Multimedia technologies, Plumtree Portal, & HP Quality Center.
- Demonstrated skills in managing onsite and offshore team members throughout the project lifecycle while maintaining coordination with stakeholders and providing them regular updates about the project.
- Adept in analyzing business requirements, evaluating end user requirements, designing solutions, contributing to solution development, and troubleshooting of complex problems.
- Knowledge & working experience of Design concepts (failure mode analysis, design by contract, integration strategy, ICD), Quality concepts (PDCA, metrics measurement & tracking, defects, rework, escapes, backlog, ageing, process audit, templates, standard work), Testing concepts (User Unit Testing, System Testing, End-To-End testing, User Acceptance Testing, End User Training Strategy), Project Metrics (Effort Variance, Cost Variance, Schedule Variance, Productivity), Customer Survey/MFA concepts.
- Domain expertise in Otis' new equipment sales, field installation, CLC and service business processes. Gained expertise in supply chain management concepts – demand management, order fulfillment, procurement, & outsourcing.

Role

- Defining suitable project methodology for undertaking the project along with scope, cost, schedule, and resource requirement.
- Monitoring requirement gathering, administering activities like - design, development, testing, UAT, user training, deployment, & post go-live support.
- Contributing in design & development activities for providing optimal technical solutions.
- Tracking of actions, plan, schedule, efforts, timesheets, billing, invoicing, & status reporting Management.
- In depth analysis of project risks, developing mitigation plan, risks tracking, and executing mitigation plan.
- Providing post-implementation, application maintenance and enhancement support to the client with regard to the product / software application.
- Identifying the team's training & development needs, designing and developing the appropriate training program with HR and afterwards coordinating appropriate internal training programs.
- Providing direction, motivation and training to team members for ensuring optimum performance.
- Managing multiple small projects, multiple small teams & reporting to Management.
- Responsible for overall project metrics (cost, schedule, defects, SLAs) and end-to-end execution of development & implementation of projects.

Accomplishments

- Completed MS Software Systems from BITS Pilani, Rajasthan India (Oct 2008 to Apr 2010).
- Bagged
  - Otis (Jul 2011 to Jan 2012): **Extra Mile Award*** in My Sales Platform for "leadership & project execution using Agile methodology".
  - Otis (Mar 2008 to Jan 2009): **Extra Mile Award*** in eService project for leadership, execution and controlling & managing project cost. Revived project and delivered successfully within revised timeline and budget.
  - Otis (Jun 2007 to Aug 2007): **Extra Mile Award*** in Field Turnback project for leadership and execution.
- Served as Onsite Coordinator at Otis World Headquarters for 12 months (Aug 2004 to Feb 2005 – 6 months + Sep 2006 to Jan 2007 – 4 months + Aug 2012 to Sep 2012).
- Joined as Programmer and got elevated as Senior Programmer, Team Leader, Project Manager, and Project Coordinator.

*At Otis, Extra Mile Award is given by senior management to people who demonstrate superior effort or performance, which deserves extra recognition over and above basic acknowledgment of a job well done.

Work History-Role

Role	Total Experience	Year
Project Manager	8.0 yrs. (96 months)	2005 – 2013
Team Lead	1.5 yrs. (20 months)	2003 – 2004
Senior Developer	1.0 yr. (13 months)	2002
Developer	1.5 yrs. (17 months)	2000 – 2001
Onsite (Farmington, USA)	1.0 yr. (12 months)	2004, 2006, 2012

Work History-Company / Project

Regulus Information Technologies

Project	Role	Duration	Contribution
School SW, ALS, Demo site for Hilton Hotels, Social Website for Construction domain, Leave Application, Mobile App for Restaurant, XML import, Inventory SW	Project Management	Nov 12 – Till Date	- Performance troubleshooting & optimization (indexes, slow running queries tool, locking / blocking, deadlock information capture tool, log file management, timeout errors). - Advanced XML & XLST processing. - Browser Content Scrapper. - Creating prototype website for Hilton based on existing website, integrating APIs / web services relating to Hotels – Golf Courses - Spas, Building search engines for Hotels – Golf Courses – Spas. - Technical (data security, zoom-in and zoom-out, image compression, communication module) - Effort estimation, Cost estimation, Proposal preparation, Monitoring & Tracking, Status Reporting.

Otis ISRC Pvt. Ltd.			
Project	**Role**	**Duration**	**Contribution**
Otis Service Management System (OSMS)	Project Management Office, Project Manager, Project Coordinator	Jun 12 – Oct 12 5 months	▪ Cost estimation and budgeting, justification for budget approval, & proposal creation. ▪ Resource estimation & loading, resource planning, & team formation. ▪ Conducting review & approving timesheets, efforts tracking, billing & invoicing. ▪ Maintained close coordinating with multiple project teams located in Japan, Mumbai-IND, Pune-IND, & US. ▪ Closely monitored & tracked open actions, critical risks, project tasks, & detailed project plan (use of **SharePoint** portal & SharePoint features for collaboration & communication). ▪ Instrumental in project documentation (org chart, roles & responsibilities, escalation matrix, communication protocol, governance model, project status reports). ▪ Engaged in designing (**MS Dynamics CRM** – entity design review, solution design & functional design review; **SCRIBE –** integration strategy, **g**eneric interface design, generic archival & purging design). ▪ Participated in infrastructure setup (HW-SW).
eService	Project Manager	Feb 12 – Sep 12 8 months	▪ Creating agreements & proposals, cost tracking, resource effort tracking, billing & invoicing. ▪ Stakeholder communication & status reporting (local management, regional management. & WHQ management). ▪ Closely monitoring & tracking – multiple projects (development, support, implementation) status, multiple project efforts, SLAs, ETAs, backlog, severity & priority incidents. ▪ Shouldered accountability of resource planning & optimal utilization.
My Sales Platform	Project Manager	Jul 11 – Jan 12 7 months	▪ Involved in database design & database programming for complex common objects. ▪ Conducted code review, peer testing, & provided user support. ▪ Involved in developing & mentoring junior team members for higher-up responsibilities. ▪ Ensured project execution using Agile concepts (product backlog, burn down chart, SPRINT, etc.). ▪ Bagged the **Extra Mile Award** for "leadership & project execution using Agile methodology" from senior management.
SMS Japan	Project Manager	Jul 10 – May 12 22 months	▪ Scope definition, gap analysis, requirement elaboration. ▪ Cost estimation and budgeting, justification for budget approval, & proposal creation. ▪ Design of generic global interfaces strategy & design of data migration strategy. ▪ Conducted review & approval of timesheets, tracking of efforts-burn rate & complying to budget. ▪ Tracking actions, risks, tasks, & project plan. Coordinating weekly project meeting. Providing project performance reports to senior management. ▪ Resource planning, project plan creation, project execution.
AMC (Application Maintenance Center)	Project Manager – App Devel.	Feb 09 – Jun 10 17 months	▪ Demonstrated excellence in ○ Scope definition, determining optimal solution. ○ Cost estimation and budgeting, proposal creation. ○ Resource planning, project plan creation. ▪ Pivotal in project execution for multiple projects (development & implementation).
eService - Re-design and Re-platform	Project Manager - Offshore	Apr 08 – Jan 09 10 months	▪ Demonstrated excellence in ○ Scope definition, cost estimation and budgeting. ○ Project plan creation, project execution. ▪ Essayed a major role in reviving the project that was on verge of closure. ▪ Successfully achieved the target of completing project in 6 months and within USD 300K budget 1 month before the deadline. ▪ Proactively participated in performance certification of application ▪ Honored with the **Extra Mile Award** for leadership, execution and controlling & managing project cost.
ADS (Application Development & Support)	Project Manager - Offshore	Jan 07 – Mar 08 15 months	▪ Demonstrated excellence in implementation of SMLC for maintenance projects. ▪ Pivotal in the execution of multiple development and support projects. ▪ Holds the distinction of setting up development and support project org structure. ▪ Created culture of complying with processes.

			▪ Honored with the **Extra Mile Award** in Field Turnback project for leadership and execution.
eLogistics	Onsite Coordinator	Sep 06 – Jan 07 5 months	▪ Gained a fair understanding of the business requirements for new functionalities, performing requirement analysis and documenting requirements for development team. ▪ Maintained coordination for the design and development work with offshore development team.
Field Module	Project Manager	Jan 06 – Aug 06 8 months	▪ Instrumental in scope definition, documenting requirements, estimation, schedule development, and managing project team. ▪ Demonstrated excellence in DB Design, CLC view design, and work flow scheduler design.
eFulfillment & CLC-SSI	Project Manager	Mar 05 – Dec 05 10 months	▪ Holds the distinction of setting up processes and moving development and production support activities from Farmington, US to Otis ISRC, Pune. ▪ Holds the distinction of knowledge acquisition and transferring the same to Otis ISRC resources from vendor (Perot Systems). ▪ Maintained close coordination for the .NET development of collaboration tool for Otis CLCs and SSIs.

Small Projects	Onsite Coordinator	Aug 04 – Feb 05
		
		7 months
			▪ Gained a fair understanding of the WHQ IT project processes and passed the information back to Otis ISRC team effectively.
			▪ Established the production support team in Otis ISRC (Pune, India) and moved support group from Farmington to ISRC.
			▪ Pivotal in knowledge acquisition and transfer from Perot System to Otis ISRC.
			▪ Essayed vital role in
			  ○ Software migration and FQA.
			  ○ Making software changes to migrate webOTISPLAN application from win 2K to win 2003.
			  ○ Catering production support for Otis ISRC applications during European hours.

eLogistics	Team Leader	Dec 02 – Jul 04 20 months	▪ Demonstrated excellence in design of product configurator, developing common SQL 2K UDFs, developing common search screen mechanism, common language translation mechanism, troubleshooting browser caching and proxy caching issues. ▪ Pivotal in exploring Business Objects, Data Integrator, ASP to .Net migration methodology.
eLogistics	Senior Programmer	Nov 01 – Nov 02 13 months	▪ Demonstrated excellence in development of DHTML menus, tree view control, grid control, common mechanism to make server trip without page refresh, ▪ Pivotal in development of DHTML grid sorting, screen development, TSQL programming (VB, ASP, HTML/DHTML, XML/XSL, JavaScript, SQL 2000).
Service Management System	Programmer	Mar 01 – Oct 01 8 months	▪ Demonstrated excellence in UI design, screen development, programming (VB, ASP, DHTML, JavaScript, TSQ, SQL 7.0).

NIC Pune, India

Agriculture site for govt. of MH, India	Junior Programmer	Jun 00 – Feb 01 9 months	▪ UI design, screen development, DHTML coding (HTML/DHTML, JavaScript, ASP).

Trainings / Certifications Undertaken

Waste Elimination, RRCA-MP, SDLC-SMLC, Standard Work, Metrics	14-Oct, 25-Oct-2012	Otis Internal (Team Learning)
Microsoft Dynamics CRM 2011 Customization & Configuration	14-Aug to 16-Aug-2012	New Horizons Computer Learning Center, Bloomfield, Hartford, Connecticut, USA
Avoiding Illegal Competition, Gifts & Gratuities, Record Retention, Business Ethics	14-Jul, 18-Jul, 19-Jul-2012	Otis Internal (Self Learning & Development Center, Web Courses)
Managing People, Leading Teams	13-Jul & 19-Jul-2012	Vinsys IT Services, Pune, Maharashtra, India
Microsoft Dynamics CRM 2011 Overview, Installation, Administration, Modules, Entities, Relationships	Mar 2012	Microsoft India Support (Remote Web Training)
Teamwork	17-Jan-2012	Otis Internal (Classroom Training)
Japanese Language – Level 5	Jun 2011 to Jan 2012	JALTAP, Pune, Maharashtra, India