

JANE DOE

Phoenix, AZ 12345 • (555) 555-5555 • email@email.com

IT MANAGER / IT DEVELOPMENT MANAGER

AREAS OF EMPHASIS: AGILE LEADER, ARCHITECTED DESIGN FOR PEGA DEVELOPMENT

Manager with more than 18 years of experience seeking a new opportunity. Extensive experience supervising and leading teams with more than 100 technical employees (onshore and offshore) and a \$40 Million P&L. Well-developed skills managing the delivery of Agile scrum development with engineering teams comprised of Product Owners, Systems Managers, Architects, Developers, and Testers. Dedicated leader with outstanding communication skills and a proven track record of success collaborating with the Product Management Group to establish product vision and scope and manage all stages of development, including release planning, sprint ceremonies, testing cycles, change management, risk management, and more. **Professional credentials include a Master of Science Degree in Computer Science Application, Scrum Master Certification, and SPOAC Product Owner Certification.**

AREAS OF EXPERTISE

IT Management Program Management Change Management	IT Product Development Agile Methodology Service Level Agreements (SLAs)	Process Automation Risk Assessment & Management Scope Management
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EDUCATION & CERTIFICATIONS

KAMARAJ UNIVERSITY, Madurai, India
Master of Science Degree in Computer Science Applications

KERALA UNIVERSITY, Trivandrum, Kerala
Bachelor of Science Degree in Physics

Certified Scrum Master® (CSM), Scrum Alliance
SPOAC™ Product Owner Certification

EXPERIENCE

ABC COMPANY, Phoenix, AZ 2015 – Present
Software development company with more than \$1 Billion in annual revenue, providing advanced medical claims processing solutions to simplify revenue cycle management.

Senior Program Manager – Analytics and Platform

- Manage the development of a large digital product portfolio for a Healthcare company using an Agile Development Methodology.
- Oversee a team with 100 employees (onshore & offshore) and a \$40 Million P&L.
- Oversee the development of a system that integrates Care, Network, Analytics, Consumer, and product and is developed as software as a service (SaaS).
- Manage the team and delivery of Agile scrum development with Engineering teams that are located in multiple cities around the world and consist of Product owners, SMs, Architects, Developers, and Testers.
- Deliver process automation by developing functional components that integrate with foundational components.
- Supervise scrum teams in multiple locations by reviewing daily assignments and delivery progress and helping eliminate roadblocks.
- Work with Product Management group in establishing the product vision, scope, and a priority backlog that allows IT to plan the delivery of Functional & NFR requirements.
- Provide program management, technical delivery oversight, and product demonstrations as required.

Key Accomplishments

- Created and implemented Digital Product Development Teams for the delivery of an analytics platform, foundational components, and member functional systems.
- Successfully increased testing automation to 40%, which eliminated manual testing efforts.

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XYZ COMPANY, Glendale/Phoenix, AZ

2011 – 2015

Assistant Director of Product Development

- Oversaw the technical delivery and program management for the EXIGEN product development program (Policy Administration System) for AAA Insurance.
- Supervised more than 70 employees, including Delivery Managers, Scrum Masters, Architects, Developers, and Testers.
- Oversaw staff recruitment and project cost control using PeopleSoft business systems.
- Led the engineering team to identify supporting tools, software, and infrastructure for a highly scalable multimillion-dollar application development project: EXIGEN& Guidewire.
- Oversaw the collaboration between the Development Team, Product Owners, and business executives in the management of scope for release accuracy.
- Served as a Scrum Master for the team.

Key Accomplishments

- Developed the EXIGEN Product and rolled it out to production in 2014 and 2015; successfully converted 2 million existing policies from legacy system to the new system.
- Implemented automated testing suites that reduced overall software development costs by 25%.
- Created automation processes to reduce redundant development work.

ABC COMPANY, Glendale/Phoenix, AZ

2008 – 2011

Senior Delivery Manager

- Served as a Group Manager of Managed Service projects (MSM) for The Hartford's 2 major divisions: Retail and Retire.
- Supervised a team of 120 employees and managed a \$25 Million P&L
- Oversaw Managed Production Services (MPS) and Managed Application Services (MAS); provided technical guidance for more than 100 applications.
- Ensured the Service Level Agreements (SLAs) for managed production and managed application services were met by the support team.

XYZ COMPANY, Jersey City, NJ

2006 – 2008

Project Manager

- Managed the product development of the auto state rollout in more than 20 states that were successfully implemented within 2 years.
- Worked with numerous vendors to coordinate functional testing and regression testing for various development efforts.
- Served as a Program champion for customers; provided status reports on schedules, risks, key issues, and contingency plans to all levels of management.
- Managed Agile software development phases, including performance testing and regression testing.
- Handled maintenance and production support activities for ETL application to and from CRM and policy administration system.

TECHNICAL SKILLS

OS:	Microsoft, UNIX, Windows XP
Languages:	JAVA J2EE, JAVA 1.8, Microservices, REST, SSO, TIBCO ESB, Microsoft VB
Methodologies:	ETL (Informatica), SOA
Software:	Informatica, Microsoft Office, TIBCO, Tableau, Siebel, PeopleSoft, Pega, EXIGEN (EIS suite)
RDBMS:	Teradata, SQL, Mainframe
Protocols:	JDK 1.4, JDK 1.5, Servlets, Java, JSP, EJB2.0, XML/XSLT, WSDL, SOAP, VXML, Struts, CSS, TOAD, MySQL, MyEclipse 6.0, Web Logic (8.1, 9.2), Tomcat, Oracle 9i, ANT, Apache, HSSF-POI, ASP.net
Tools:	RTC/Jira, RRC/EKM Wiki, Quality Center (QC), Agile Manager, Outlook, WebEx