



ANN JOSE

PROFILE

Experienced Technical Program manager and Delivery Manager with over 18 years of experience

Managed projects in variety of roles as Delivery Lead, Delivery Manager, Scrum Master

Responsible for delivery, technical excellence, profitability and expansion of business among various customers in banking domain

Specialized in agile project management and experienced in complete project cycle from analysis, architecture and design, through development, deployment and production support.

Certified Scrum Master

CORE QUALIFICATIONS

Project Execution in Agile Methodology
Program Management
Customer Management
Team Building & Mentoring
Software Design and Architecture

CURRENT TECHNOLOGIES

Java, Spring Boot
Azure Cloud

WORK EXPERIENCE

Technical Program manager

UBS, India
Dec 2019–Present

- **Complete delivery responsibilities to manage Technology, and Operations while building a greenfield Application on Azure Cloud**
- Lead team to adopt agile methodology, provide technical leadership, mentor, coach, challenge and influence team to gain technical expertise in **cloud technologies** (Microservice Architecture, **Java Spring Boot PostgreSQL**, Azure Active Directory, automated Dev Ops pipeline) and implement the same
- Manage all aspects of projects including **scoping features**, creating project schedules, ensuring that technical dependencies were met, running daily scrum meetings, and managing **timelines and dependencies**
- Provide leadership by assessing the right balance to allocate resources, anticipate **bottlenecks**, provide escalation management, anticipate and **make trade-offs**, balance the **business needs versus technical constraints** and encourage innovative behavior to **maximize business benefit**.
- **Manage training and upskilling of team capabilities to move to Azure Cloud**

Delivery Manager

CRMNEXT (Acidaes Solutions Pvt Ltd)

Feb 2017–Dec 2019

- Responsible for successful implementation of **CRMNEXT** (2018 Magic Quadrant for Sales Force Automation) across customers based out of Indonesia and Malaysia (Bank Danamon Jakarta, Alliance BANK KL).
- Work closely with the Client and Business Sponsor to ensure **project scope** translates and meets defined **Business Objectives and Program Goals**.
- Serve as **principal contact between client and organization** to ensure 100% client satisfaction with delivered implementation services
- Manage profitability of the account, cross selling of new products like Digital CRM converting a 1 million account into 2.5 million in 1.5 years.
- Manage **program management life cycle** including planning, designing & executing project, time management, schedule development, resource management, project progress monitoring and delivery
- Coordinate with product team for new additional features
- Cross Sell and Implement **CUSTOMERNEXT (Digital CRM)**
- As delivery manager for SE Asia, involved in various RFP as well as finalizing on profit margins for new projects along with Sales.

L&T Infotech Ltd., Mumbai

July 2003- Jan 2017

Microservice Architecture
PostgreSQL

SKILLS AND CHARACTERISTICS

Excellent Manager with ability to understand and traverse technical dependencies
Work closely with deeply technical people yet manage roadmap and non-technical stake holders to ensure teams are on track
Worked in variety of technologies with ability to understand various emerging technologies quickly and implement the same.

CONTACT

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ADDRESS

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SECTOR 54/56/58
NERUL , NAVI MUMBAI

QUALIFICATION

BE, BITS PILANI

Delivery Manager (BNPP Paribas, Nomura ,JPMC)

2011-2017

- Performed activities pertaining to daily team administration, team development and people management to improve team productivities
- Analyze and troubleshoot delivery issues in a timely fashion.
- Build positive and productive working relationships with customers for business growth.
- Analyze and troubleshoot delivery issues in a timely fashion.
- Manage a delivery team to ensure timely and accurate customer deliveries.
- Oversee daily activities of delivery team and provide direction and guidance as needed.
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Test Manager (Barclays India , Citibank)

2009-2011

- Responsible for multiple projects as Test Manager including evolving master test strategy/estimates (effort/costs/time) and providing environment requirements
- Administered development & execution of different testing phases of CIT, SIT, UAT and OAT including respective issue resolution across teams
- Reviewed phase level test plans, communication of project status (including risks & mitigation plans) and attendance to weekly reviews
- Engaged in ensuring adherence to test process governance & adherence to project schedule while keeping all stakeholders updated on issues and risks
- Analyze and troubleshoot delivery issues in a timely fashion.
- Build positive and productive working relationships with customers for business growth.

Project Manager (ABN Amro Mumbai, Compendium Munich)

2003-2009

- Responsible for multiple projects with multiple clients including building global audit tracking system in .NET, leasing application in Oracle 11e e-Business suite standard functionalities along with custom interfaces and custom-built modules for client application in Java.

BEO Infotech

Java Developer

Sept 2000-Apr 2001

SoftSpark Technologies Pvt. Ltd

Software Analyst

Aug 1999-Aug 2000

1993-1999 Non- IT Experience (Civil Project Engineer)