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| D:\Alok Personal\Resume\seal-csm.png**ALOK JAIN** **alokjain12@gmail.com + 91 9313901463** |
| core24x24icons **Core Competencies**

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| Requirement Gathering & Analysis |
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| Software Development Framework  |
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| Project Management Lifecycle |
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| Budget Planning and Cost Control |
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| Project Risk Analysis & Mitigation  |
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| Investment Banking Front Office / Back Office Business Processes |
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| Quality Control and Process Improvement |
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| Application Testing Lifecycle (Manual & Automation) |
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| Stakeholder Management |
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| Staffing and Resource Management |
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**Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\awardcup24x24icons.png** | An incisive Technical Leader targeting leadership role in **Quality &** **Project Management / Delivery Management** with an organization of repute preferably in **Delhi-NCR (India) & Overseas**  |
| knowledge24x24icons**Profile Summary** |
| * Technical & Solution Architect offering **20 years** of experience in **Software** **Quality** & **Project Management, Business Process Analysis, Business Requirements Modeling, Customer Engagement, Software Application / Server (Design, Development & Implementation) & Release Management**
* Travelled across **Middle East & Europe;** served key brands like **Max New York Life Insurance, HO and GOs, Wipro (Central Excise), Ranbaxy, Wipro BPO** by suggesting viable solutions and cultivating relations with them for securing repeat business
* Participated in the **Software Development Lifecycle** right from requirement analysis, documentation (functional specifications, technical design), coding and testing (preparation of test cases along with implementation) to maintenance of proposed applications/ client’s servers
* Headed **project management activities** including project scoping, estimation, risk management, finalization of technical / functional specifications, resource administration and **quality management** of product application & executed change in **Insurance &** **Financial (Banking) Services Organisation**
* **Subject Matter Expert** for leading business architectural efforts; developing & maintaining architecture for various business functional areas; resolving integration & interfacing issues between various systems with focus on optimizing performance and scalability
* Successfully designed, developed, tested & implemented **data entry packages** for assignments of **World Bank, PACS (DFID & DA), Study on Land Issues - Panna, Watershed Chhattisgarh (JAP)** on SPSS 11.5
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| **Projects Executed (Software Packages & Websites Developed)**Implemented an "Online Testing System" for conducting Online Exams, for "Frontline Software & Services Pvt. Ltd." i.e. for NIIT centers at Bhopal, on VB 6.0 & Access 97Designed, Developed, Tested & Implemented software for a Marriage Bureau on Visual Basic 6.0 and SQL Server 7.0.Designed and developed Data Entry packages in Visual Basic 6.0 and Ms Access / SQL 2005 for data analysis on Panchayatsexp24x24icons **Work Experience** **Since Oct’04 with Newgen Software Technologies Ltd. as Senior Project Manager (Prince 2 ®), Quality Head (EMEA)****Growth Path:** *Executive Software Support**Team leader**Group Leader**Project Leader**Project Manager**Sr. Project Manager* **Key Role:*** Managing **software development projects** using **software product design/engineering methodologies** including:
* Developing excellent relationships with **key business stakeholders**
* Gathering functional requirements from **stakeholders** through interviews, user stories, workshops, prototypes
* Supervising a team of  **30 QA,** **Testers and Developers** for DMS & Workflow Solutions and **Load testing COE** for **EMEA region**
* Desiging **technical roadmap** of the product to see if it aligns with the overall enterprise architecture vision to drive revenue
* Supervising **architectural & design specification**, transforming business requirements to architectural models and to designer and developer level specifications
* Ensuring **technical deliverables** like design specifications, effective coding practices, reusable coding patterns within the teams
* Managing the estimates, **project plan, project schedule, resource allocation** and expenses to ensure that project targets are reached
* Preparing **SOW (Statement of Work)** defining project-specific activities, deliverables and timelines to submit the task
* Following the **project lifecycle methodology** defined under the process framework, ensuring that project deadlines are met within the project budgets
* Performing **analysis** to produce monthly **quality and productivity metric reports** to track the project performance / progress
* Providing updates to the **management** on work in progress and issues potentially impacting the on-time completion or quality of work
* Communicating with **internal/external clients** to determine specific requirements and expectations; managing **client expectations** as an indicator of quality
* Creating **test plans, test cases, use cases, test result matrix, execution of UAT & SIT**

**Projects Executed:*** Implemented **Account Opening, Credit Score, Retail Banking processes** for Bank NIC, Kenya
* Implemented **DMS** for Jordan Commercial Bank, Central Bank of Bahrain, Dubai Civil Defence, Coca-Cola UAE, Oman Trading International
* Designed, developed, tested and implemented data entry package on VB 6.0 and Access 2000 for CRS, MP for generating reports on the data collected during a seed fair conducted in 3 districts of MP
* Acted as **Quality Lead** for over **50 processes** of Mashreq Bank, Dubai and over **30 Request Loan Services process** of RakBank, Dubai
* Managed **onsite implementation opportunities** for various international clients in **Europe and Middle East**
* Led the team as **Engagement Manager** at client **Ranbaxy, Gurugram**
* **Led testing & implementation of:**
* Omni Docs Client & Server, Remote Image Server, Replication Scheduler, etc. (Built on JSP & Visual Basic)
* Omni Flow (Web & Desktop Version built on JSP & Visual Basic)
* Omni Capture (Desktop Version built on Visual Basic)
* RMS (Built On JSP)

**Jul’04 – Oct’04 with Catholic Relief Services CRS (M.P.), Debate (For Action AID, Bhopal), IWID as Systems and Data Consultant** **Highlights:*** Developed **Data Entry Package** using SPSS, Visual Basic 6.0 & Access
* Performed **manual testing** of developed code components and UAT
* Conducted **data analysis** & generated outputs based on given parameters
* Provided system solutions to the clients based on their requirements (Attendance Package, MIS Packages & so on)

**Sep’02 – Jun’04 with Samarthan - Centre for Development Support as Manager Systems & Administration** **Highlights:*** Headed end-to-end **Performance Management System, General Administeration, Inventory Management, Logistics, Training & Development** for the NGO, one of the members of National Collaborative Regional Support Organizations
* Delivered training programmes on capacity building (Management and Communication Skills) of the potential entrepreneurs for **Indo Canadian Telecommunication project**
* Designed, developed, tested and implemented:
* Packages for **Data Entry and Data Analysis** for a development project of **World Bank, PACS** (Programme supported by Department of International Development (DFID)), Report Card study of Urban Governance, Study on Land Rights using SPSS
* Formats on **SPSS** for **Watershed Projects** being implemented in Chhattisgarh and for study on land issues at Panna
* Software packages for trainings, inventory management
* Maintenance of organization’s website
* **Information Systems (MIS),** for both programmatic and administrative, activities
* Maintained a record of activities being performed at the **RO level** to ensure project implementation within assigned budget

exp24x24icons **Previous Experience** **Sep’00 – Aug’02 with NIIT Bhopal Centre II as Group Leader / Faculty** **Dec’99 – Mar’00 with NIIT Hoshangabad Centre as Centre In Charge / Faculty** **Jul’00 – Aug’00 with Maral Overseas Limited as Trainee Information Systems**exp24x24icons **Commenced Career** Completed training assignments for **Bharat Heavy Electricals Ltd. (BHEL), Bhopal** on Windows & Ms Office, **Hindustan Petroleum**, Bhopal on Macromedia Flash, **Engineering & MCA Students** on Visual Basic and SQL, small **NGOs** on Logistics Management and Administration, Systems and File maintenance and small NGO’s on Ms Office and Windows 98Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Training-Attended24x24icons.png **Technical Skills**

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| **Programming Languages**  | Visual Basic 6.0 & .Net, JAVA, C++, Win 32 API, MAPI, CDO 1.2.1 |
| **Java Application Packages & Servers** | Omni Flow (Client & Server), Omni Docs (Client & Server), Omni Capture & RMS, WebLogic, WAS & JBoss Application Servers Management, Cluster Creation and Management on Web Sphere Application Server, SPSS and MS Office |
| **DBMS / RDBMS** | SQL (Expert), Oracle Database Server, Sybase & Informix 4GL |
| **Operating Systems** | Windows & HP UX 11x |
| **Enterprise Services, Web Development & Testing** | Manual & Automation Testing of Applications of Java based applications |

Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\education24x24icons.png **Academic / Projects** * **2002: M.Com. (Management)** from Barkatullah University, Bhopal
* **1999: B.A. Management** from Barkatullah University, Bhopal (Completed projects on Marketing & Personnel Management – HR (FIRO – B)

Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\workshop24x24icons.png **Certification / Courses*** **Pursuing Executive Development Program in Project Management from XLRI Jamshedpur**
* **CSM ® Certified July 2019**
* **2009: PRINCE2®** Practitioner, Candidate ID 1000300549
* **GNIIT** course from NIIT, Bhopal (Completed projects on Payroll System in MS Access, Shares Accounting in C++, Shares Accounting in Visual C++ & Employee Performance Monitoring in Visual Basic)
* **Hardware Course** from RUDSET Institute, Bhopal

Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\personal-details24x24icons.png **Personal Details** * **Date of Birth:** 16th November 1977 **/ Languages Known:** English & Hindi
* **Permanent Address:** 256, Kalpana Nagar, Raisen Road, Bhopal – (M. P) 462 021
* **Present Address:** Flat No. 13 B, Ground Floor, Kanishka Residency, Ashoka Enclave 3, Sector 35, Mathura Road, Faridabad - 121003
* **Passport No.:** Z2121574
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