

Patrick Francis

Project Management Professional

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Project Management professional with more than 17 years of experience in all facets of IT operations; encompassing project management, application management, support and team management. Equipped with the ability to attain high-quality and on-time completion of product deliverables, along with strong capability to adapt and thrive within critical and fast-changing environments. Effective leader, adept at utilizing out-of-the-box approaches in training and motivating employees to foster team unity toward fulfillment of target goals.

Expertise

- Project Risk Management
- Stakeholder Management
- Change and Release Management
- Team Management and Training
- Maintaining SLA's and KPI's
- Development and Management of Resources
- Project Budget Development

Career Highlights

- My entire career has span working in different domains - Training, Aviation, Healthcare, Social Media, Finance and Service Industry.
- Recognized for solid work ethic and outstanding ability to establish and maintain positive relationships with individuals at all levels of the organization.
- Experience successfully managing large \$1Million+ Professional Services/Implementation projects.
- Ability to successfully provide direction and leadership to others as a project lead and/or a technical specialist.

Work Experience

Senior Manager - IT Application
VFS Global, Mumbai - India

Jul 2019 - Jan 2020

- Overall responsibility for Regional Application development, support and ensure highest uptime for the applications.
- Project Management for various IT & business projects including responsibility for Time, Cost and Material management.
- Vendor Management including SLA management and engagement with selected vendors.
- Responsible for Client Management (Internal) & overall Stakeholder management - both internal & external customers.
- Control IT budgets for the region & operate in innovative ways to ensure cost - effectiveness & also maintain standard of service.



Certifications

PMP
PRINCE2
Agile Scrum Master
ITIL V3
Oracle 9i and 10g DB Administrator
B Wise 4.1.6 Certified Functional and Technical Admin
Advance Diploma in Software Engineering - Aptech

Education

MS- Computer Science
University of Northern Virginia, USA

BCom
University of Mumbai

Senior Project Manager

CNT Infotech, New York - USA

Jul 2018 - Apr 2019

- Handled all aspects of project operations that involved release, migration, upgrade, and support of all radiology applications.
- Interacted with a broad array of Radiology IT and supplier resources to ensure infrastructure decommissioning activities were properly planned, managed and executed to achieve cost savings.

Senior Technical Project Manager

Nasdaq, New York - USA

Sep 2015 - April 2018

- Worked on Governance, Risk & Compliance (GRC) Application suite which was developed by Nasdaq.
- Spearhead the planning and execution of the entire project life cycle, also involves examining and testing new functionality request and presenting template for change request to the Change Authority Board (CAB).
- Working closely with Engineering and QA teams to organize test environments to reproduce the problem.
- Efficiently discuss outstanding issues and escalations through team meetings while participating in weekly escalation call.
- Coordinated the upgrade of GRC Application for the clients to higher and current version.

Technical Project Manager/Team Lead/ SME

Sprinklr, New York - USA

Sep 2013 - Sep 2015

- Performed dual role of project and team management responsible for leading a team of 10 support engineers across the United States regions.
- Served as liaison for the Engineering Team to assist in prioritizing bugs and escalations with weekly reporting to upper-management; assessing complex customer problem; determining root causes; and obtaining resolutions.
- Ensured and maintained good customer satisfaction results (CSAT) and first call resolution (FCR) on regular basis as well as met service-level agreements (SLAs) with clients.

Earlier Career

Technical Project Manager

CNT Infotech, New York - USA

Apr 2012 - Sep 2013

Sr Production Support Eng

Jet Airways(India) Ltd, Mumbai - India

Sep 2006 - Feb 2009

Technical Head

Software Solutions Integrated (SSI), Mumbai, India

Nov 1999 - Aug 2006

Honor

Dean's Honor List
University of Northern
Virginia

Trainings

Red Hat 133
System
Administrator
Training

Oracle Application
Server 10g R2

Technical Acumen

Platforms: Windows |
Red Hat Linux | SCO
Unix | Sun Solaris

Languages: C | C++ |
Core Java | Shell
Programming
Unix/Linux | Python
Scripting

Database: MS-Access
(2003 & 2007) | Oracle
8i, 9i, 10g & 11g | SQL
Server (2005 & 2008) |
MongoDB

Project Tool: Atlassian
Confluence | Jira | MS
Project | Sharepoint