

## ABOUT ME

Adept Delivery Manager with Proven Track record over 23 years at technology companies enhancing customer satisfaction and optimizing delivery processes. Expert in Scrum and skilled analytical thinking. I excel in stakeholder management and driving continuous delivery with significant efficiency improvements. My leadership in crisis showcases my ability to make decisive, impactful decisions.

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**Location:** New Delhi, India

**Linkedin:** [Click](#)

## EDUCATION

### Fore School of Management, New Delhi

Post Graduate Diploma in Management  
2011 – 2015

### Jaya Engineering College, Chennai

B.E. in Computer Science  
1996 – 2000

## CERTIFICATES

### Informatics Computer, New Delhi

Crash Course in Java, 2001

### Indecomm Global Services, Bengaluru

Best Performer Award, 2016

## SKILLS

**AI tools:** ChatGPT, Copilot, Codeium & Amazon SageMaker for managing daily work.

**Technology:** Java / J2EE Full Stack (Spring, Hibernate, Angular, Spring Boot, ReactJS, Microservices) Python, DevOps, Ci/CD

**Cloud:** Amazon Webservices (AWS), Google Cloud Platform (GCP), Docker, Kubernetes, Redis, Rabbit MQ, Jenkins.

**Project Management:** Delivery, Application Support, Project Scheduling, Cost Estimation, Stakeholder Management.

**Leadership Initiatives:** Team building and Mentoring, Resource Management & Recruitment, Resources Appraisal, Conflict & Risk Management.



## RAKESH KUMAR DAS

Delivery Manager  
Mobile: +91 98111 66311

## EXPERIENCE

### Delivery Manager – OneShield India Pvt. Ltd., Gurugram, Haryana 09/2023 – 09/2024

- Managed Multiple Customer requirements throughout entire end to end delivery process.
- Involved in Technical Discussion and Decisions on Architecture Design process involving technical teams.
- Handled distributed Development Team and facilitated the daily Scrum meetings, Customer Demo's and Feedback.
- Ensured the Project is delivered within the defined project Budget, Timeline and Quality.

### Development Manager – Kronos Solutions India Pvt. Ltd. (UKG), Noida, Uttar Pradesh 05/2018 – 04/2023

- Collaborated with Product owners to define scope and objectives for new product features and involved in technical discussions and design decisions.
- Managing the Dell Bhoomi integration and WFM team for defining and designing the integration use cases.
- Created detailed project plans including timelines, resources requirements and milestones for delivering product features.
- Discussed the technical specification with Architect and QA Performance team to increase the performance of the application.

### Technical Program Manager – Indecomm Global Services Pvt., Ltd. Bengaluru, Karnataka 07/2016 – 04/2018

- Developed and implemented strategies to ensure project success within budget, timelines and scope.
- Maintained up-to-date knowledge of industry trends, technologies and best practices in order to inform decision making process.
- Monitored progress of projects against milestones, identified potential risks and took appropriate measures to mitigate them.

### Senior Project Manager – Damco Solutions Pvt. Ltd., Faridabad, Haryana 07/2015 – 03/2016

- Utilized strong communication skills to effectively collaborate within stakeholders at all levels of the organization.
- Identified areas for improvement in existing processes and proposed innovative solutions to optimize application performance.
- Successfully managed multiple projects within tight deadlines and budgets with consistently meeting customer expectations.

## PROJECTS

### **Project Title: OneShield Enterprise**

**Customers:** Universal, Hiscox, Utica First, etc.

**Technologies:** Java, Spring Boot, Microservices, Redis, RabbitMQ, BIRT, Oracle, Amazon AWS, ReactJS

**Project Description:** Designed for growth-oriented P&C insurers and MGAs, OneShield Enterprise is one of the most versatile platforms in the market, comprising policy, rating, billing, claims, relationship management, reporting, and analytics in a SaaS environment.

### **Project Title: Work Force Dimension (WFD)**

**Customers:** Kroger, Google, L-Brands, etc.

**Technologies:** Java, Spring, Redis, Rabbit, Dell Bhoomi, Angular, BIRT, Google Cloud.

**Project Description:** Kronos/UKG is the leading provider of the Work Force management solutions in the world and it is largest provider of cloud solution to its customers. WFD is leading product that serves the entire work force related tasks of small or large customers. Some of the features of the WFD is Scheduling, Timekeeping, HCM, Reporting, Payroll, Attendance etc. related to entire solution of your work force.

### **Project Title: Obill**

**Customers:** Intuit and others

**Technologies:** Java, Spring Boot, Mule, AWS, Microservices, ReactJS, Oracle

**Project Description:** Intuit Inc. is a leader in business and financial software products that develops and sells financial, accounting and tax preparation software and related services for small businesses, accountants and individuals. OBill is the next generation product that integrate all subsystems of Intuit and provide a seamless integrated product and easy to use for the client.

### **Project Title: Terminal Management System**

**Customers:** Ingenico and others

**Technologies:** Java, Spring, Hibernate, ActiveMQ, Qlikview, Oracle, MongoDB

**Project Description:** Ingenico is one of the largest providers of terminal system used by Banking and Financial institution all over Europe. Their services are used mainly by banks & financial institutions to process the debit/credit cards swaps made at the terminals by end users. The TMS system is able to process 1000000 transactions per minute using a robust and scalable application.

**Senior Project Manager** – IndiaBulls Technology Pvt. Ltd., Gurugram, Haryana

**12/2013 – 06/2015**

- Successfully Managed multiple projects with tight deadlines and limited resources.
- Coordinate and collaborated with team members to ensure tasks were completed on time and within budget.
- Collaborated with cross functional teams across multiple departments to achieve goals.

**Project Manager** – SmartAnalyst Pvt. Ltd. Gurugram, Haryana

**08/2010 – 11/2013**

- Travelled to customer sites to keep projects on schedule while maintaining high quality.
- Provided leadership during times of ambiguity or uncertainty while motivating the team.
- Managed project budget and oversaw expenditures to keep costs controlled and within budget parameters.

**Technology Project Manager** – Advent Matrix Pvt. Ltd., Gurugram, Haryana

**11/2009 – 04/2010**

- Identified potential risks associated with technology projects and developed mitigation strategies accordingly.
- Managed technology projects of varying sizes and complexities, utilizing strong organizational and planning skills.
- Conducted post implementation reviews to assess success of completed technology projects.

**Senior Member of Technical Staff** – Cincom Systems Pvt. Ltd. , Gurugram, Haryana

**08/2008 – 10/2009**

- Led training sessions on software development topics for colleagues.
- Implemented security protocols and authentication mechanism for web applications.
- Optimized database queries for maximum efficiency and throughput.

**Senior Consultant** – Saksoft Ltd., Noida, Uttar Pradesh

**01/2006 – 08/2008**

- Coached junior consultants on effective problem-solving techniques.
- Translated complex data and insights into actionable strategies for clients to implement.
- Created research plans to outline objectives, methodologies, budgets and deliverables of projects.

**Software Engineer** – Moonlight Solutions, New Delhi, Delhi

**11/2001 – 01/2006**

- Maintained databases by writing complex SQL queries and stored procedures.
- Wrote well designed, testable code in Java/J2EE
- Collaborated with other developers to integrate multiple systems through APIs.

PROJECTS

**Project Title:** inVentiv Datawarehouse & Analytics  
**Customers:** inVentiv Healthcare and others  
**Technologies:** Java, Spring, Hibernate, Informatica, Microstrategy, Maven, Oracle  
**Project Description:** inVentiv Health is one of the leading biotechnology/healthcare corporations in USA that work with different large scale pharmaceutical companies to provide solutions to deal with complex data issue. In order to address the complicated data challenges and further reporting for analytics purpose they have a requirement to build a data warehouse (DWH) to process different data coming from the various sources on MDM concept. The system was HIPAA compliance to meet the US FDA guidelines. The ETL job was built to process the large amount of client data using Informatica to feed into DWH. At the same point of time a reporting layer was designed using MicroStrategy for BI Analytics and reporting purpose which helps the clients to make decision based on complicated data.

**Project Title:** Synchrony  
**Customers:** Bank of America  
**Technologies:** Java, EJB, Struts, XML, Jasper Reports, MSSQL.  
**Project Description:** Synchrony is a multichannel (multi-threaded) customer experience management system that enables synchronized delivery and intelligent handling of all customer interactions and transactions, including phone, email, fax, chat, web collaboration and call-me. Synchrony provides advanced CRM capabilities with a universal view of customers, including Contact information, activity issue tracking, interaction and transaction history, preferences and more.

**Project Title:** iCard  
**Customers:** Citibank  
**Technologies:** Java, JSP, Servlets, EJB, JMS, Oracle  
**Project Description:** iCARD is a web based Credit Card application developed on Citibank JFP (Java Financial Platform) framework based on Struts technology. This web based application was meant for the existing credit card holders and as well as for the non-banking clients who can visit and apply for new banking products offered by Citibank. The existing card holders can view the transaction details, statement, log in new requests, redeem their earned points through the web portal.

LANGUAGES

- English – Speak & Write
- Hindi = Speak & Write
- Bengali = Speak

PROJECTS

**Project Title:** Enhanced Bonus and Insurance Mail Order System (eBIMS)  
**Customer:** ABN Amro Bank  
**Technologies:** Java, JSP, Servlets, EJB, JavaScript, Oracle  
**Project Description:** As per the security policy of ABN-Amro Bank the eBIMS application web interface will have SSL (Secure Socket Layer) capability for user logon session and data migration for their VISION PLUS application. Data Integrity will be maintained using HMAC-SHA-1 Algorithm. The system will also have Maker and Checker functionality for some functions, maintain audit log for review and monitor user activities using status reports. In addition to these the System will also have a Masking function to mask the data fields related with Customer Information (e.g. Address, Card Number etc.) that can be used to hide the details of customers. The password should be stored in encrypted form using 3DES/RSA algorithm. The system should enforce controls upon password change using predefined parameters. The overall goal of the eBIMS system is to calculate Bonus points earned through the credit card uses, maintaining the Insurance Premium payment through the credit card and last but not the least taking data from the call centre regarding payment details of the cards, uses of earning bonus points.

**Project Title:** Membership Program  
**Customer:** JP Morgan Chase Bank  
**Technologies:** Java, JSP, Servlets, EJB, JavaScript, XML, Oracle  
**Project Description:** JP Morgan – Chase Bank offers credit rating products to their customers. The CMP offers two product configurations for their existing Credit Card customers called as Chase Premium and Chase Score. Chase Premium offers 3-in-1 credit report with Free scores and 3 Bureau Credit Monitoring. While Chase Core offers only Single Credit report but customers can choose from a wide variety of products sold in bundle according to their needs and financial requirements. TransUnion, Experian and Equifax collect the customer credit reports and scores, the three credit rating companies managing the credit worthiness of individuals. Chase bank will sell these products through True-Credit (Fully owned subsidy of TransUnion) by creating a membership program for customers and shall provide credit reports, credit scores, comprehensive credit monitoring and other credit-related benefits and services. Products include single bureau monitoring, unlimited credit reports and scores, identity theft insurance etc. should be marketed by the Chase through their membership program to customers across different business units.