SOMESH H. SAXENA

IT DELIVERY & PROJECT MANAGEMENT PROFESSIONAL | CLIENT DELIVERY | AGILE/SCRUM | QA & TESTING

Rajkot, Gujarat, India • +91-8978575953 • SHPSaxena@Hotmail.Com

25+ Years Global Experience — India | USA | Australia | Singapore

Global Engagements: JPMorgan Chase | Cognizant | Capgemini | Caterpillar (USA) | National Australia Bank

Roles & Titles: **Assistant Vice President (JPMC)** | Program Manager | Delivery Manager | Scrum Master | Business Analyst

EXECUTIVE PROFILE

Results-driven **IT Delivery and Project Management professional** with **25+ years** of global experience across **India, USA, Australia, and Singapore**, leading end-to-end technology delivery, client relationships, and Agile/Scrum teams for organizations including **JPMorgan Chase, Cognizant, and Capgemini**. Proven track record in on-time, quality delivery, production stability, and cross-functional team leadership — backed by hands-on coding, development, and process automation experience, and further strengthened by HR policy design and KRA/appraisal framework expertise, with the versatility to wear multiple hats when needed.

- **End-to-end IT delivery leader** — manages client relationships, project timelines, and quality outcomes across the full software lifecycle.
- **Agile/Scrum delivery professional**, experienced in sprint planning, team facilitation, and onshore-offshore collaboration for timely, scalable outcomes.
- **Quality & testing oversight** — strong focus on validation, defect management, and risk-controlled release management.
- **HR policy design & KRA frameworks** — practical experience building appraisal structures and people processes.
- **Hands-on coding and development experience**, enabling credible technical leadership and team mentoring.
- **Adaptable, multi-role professional** — equally effective leading delivery, managing clients, or supporting people processes.

CORE COMPETENCIES

- IT Delivery & Program Governance
- Client Relationship & Account Management
- Agile/Scrum Delivery & Coaching
- Quality Assurance & Testing (SDLC/STLC)
- HR Policy & KRA Design
- Team Leadership & Mentoring
- Risk & Issue Management
- Process Automation (MS Power Automate)
- Hands-on Coding & Development

KEY ACHIEVEMENTS

Delivery & Technical Excellence

- Improved system performance and reduced job/process failures by up to **25%** through rigorous optimization and testing.
- Cut production incidents by **40%** and downtime by **30%** through proactive root-cause analysis and standardized recovery processes.
- Achieved **100%** successful production deployments through structured validation and risk-controlled release management.

Agile & Team Leadership

- Improved sprint delivery efficiency by **20%** through Agile coaching, backlog refinement, and cross-functional collaboration.
- Enhanced stakeholder alignment and delivery confidence through transparent reporting and proactive risk management.

HR & Process Automation (Current Role)

- Designed HR policies, KRA frameworks, and feedback systems; automated manual processes using Microsoft technologies.

Awards & Recognition

- **Long Service Award** and **Contribution Award** — recognized for sustained delivery excellence and process improvement.

PROFESSIONAL EXPERIENCE

Digital Transformation, Data Analyst & HR Consultant (Transitional Engagement) | Hi-Tech Infraspace, Rajkot | Jun 2026 – Present

B2B & B2G infrastructure company — roads, sewerage, and civil infrastructure projects across India

Engaged as an independent, project-based consultant — not a permanent salaried position — while relocating and establishing base in Rajkot.

Key Deliverables

- Analyzed operational and HR data across multiple project sites to support management decision-making and process improvement.
- Automated manual reporting and feedback workflows using Microsoft technologies, replacing paper-based processes with structured digital workflows.
- Led requirements gathering and process mapping for an ERP system implementation, aligning workflows across HR, operations, and procurement functions.
- Designed HR policies, KRA frameworks, and performance appraisal structures across a pan-India project workforce.

Achievements

- Reduced manual effort and turnaround time for reporting and feedback through Microsoft-technology-based automation.
- Delivered clear, accurate process documentation that streamlined ERP requirements definition and reduced implementation rework.
- Established a structured KRA and appraisal framework where none previously existed, improving performance visibility across a distributed, multi-site workforce.
- Applied 25 years of IT delivery discipline to a non-IT, infrastructure environment — demonstrating fast, cross-domain adaptability and positioning for a return to IT/Delivery roles.

Technical Project Manager & Delivery Lead | TekLink Software Pvt. Ltd., Hyderabad | Aug 2019 – Apr 2021

Owned end-to-end technology delivery of enterprise software applications, combining project management with hands-on technical analysis.

Key Deliverables

- Collaborated with business analysts, QA teams, and product owners within Agile sprints to translate evolving business requirements into scalable, reliable technical solutions.
- Owned end-to-end delivery of enterprise applications — from design and development through testing and deployment — ensuring seamless integration and performance.
- Conducted structured testing, developed test plans, and validated data flows to maintain system accuracy and quality.
- Delivered production support, resolving incidents promptly and minimizing downtime for client systems.
- Authored reusable technical assets, sprint-ready documentation, and standardized frameworks to improve team productivity and onboarding.
- Ensured strict adherence to quality standards, audit controls, and change management processes across all deliverables.

Achievements

- Reduced production incidents and downtime through proactive root-cause analysis and standardized recovery processes.
- Improved release readiness and reduced rework through structured validation, testing discipline, and compliance checks.
- Cut onboarding time for new team members through reusable frameworks, process guides, and clear documentation.
- Strengthened Agile delivery consistency through active sprint planning, ceremony facilitation, and cross-team collaboration.

Technical Project Manager & Delivery Lead | Capgemini, Hyderabad | Feb 2016 – Aug 2017

Directed full-lifecycle delivery for enterprise data integration platforms, owning client relationships, schedules, and code quality.

Key Deliverables

- Directed end-to-end delivery of enterprise data integration projects, from analysis and design through development, testing, and release.
- Managed full project lifecycle across coding, testing, implementation, and release within defined timelines and client expectations.
- Delivered production support, resolved incidents promptly, and implemented proactive fixes to reduce downtime.
- Coached and mentored team members to improve collaboration, productivity, and technical competency.
- Facilitated Agile ceremonies — daily stand-ups, sprint planning, retrospectives — to align cross-functional teams on delivery goals.
- Acted as primary liaison for client and stakeholder communication, ensuring smooth coordination and timely issue resolution.

Achievements

- Improved system performance and reliability through structured optimization and streamlined execution workflows.
- Standardized development practices and documentation, improving onboarding efficiency across the team.
- Strengthened client relationships through consistent, transparent communication and reliable delivery.
- Boosted team productivity and delivery efficiency through process improvements and Agile discipline.

Senior Manager – Projects / Technical Project Manager | Cognizant, India | Feb 2010 – Sep 2015

Managed multi-project IT delivery portfolios across global banking, insurance, and manufacturing client accounts.

Key Deliverables

- Managed multiple concurrent projects across banking, insurance, and manufacturing clients, owning delivery timelines, quality, and client relationships.
- Led Agile/Scrum delivery teams, facilitating sprint planning, ceremonies, and cross-functional collaboration between onshore and offshore teams.
- Directed end-to-end project lifecycle — requirements, design, development, testing, and deployment — ensuring alignment with client expectations.
- Managed risk, escalations, and stakeholder communication across multiple client engagements simultaneously.
- Mentored project teams and junior managers, building delivery capability and technical competency across the group.

Achievements

- Sustained strong client relationships across a 5+ year tenure, reflecting consistent, reliable delivery over multiple engagements.
- Improved delivery predictability and team performance through structured Agile practices and proactive risk management.
- Built and mentored high-performing project teams, several of whom advanced into senior delivery roles.
- Recognized for sustained contribution and organizational commitment (Long Service Award).

Assistant Vice President | JPMorgan Chase, India | Aug 2009 – Jan 2010

Provided technical delivery governance and operational risk management within a Tier-1 global investment banking environment.

Early Career | 1997 – 2009

Built foundational expertise in software engineering, mainframe technologies (COBOL, DB2, JCL), data warehousing, and global IT support.

- **Technical PM** | Caterpillar Inc., USA (via Satyam) | May 2005 – Jan 2009
- **Senior Analyst** | Satyam Computers | Oct 2002 – Apr 2005
- **Independent Mainframe Projects & Training**, Hyderabad | Oct 2000 – Oct 2002
- **Senior Analyst** | Syntel India | Feb 2000 – Sep 2000
- **Mainframe Developer** | National Australia Bank, Australia (via Syntel) | Jul 1998 – Jan 2000
- **Senior Analyst** | Syntel India | Jun 1997 – Jul 1998

EDUCATION

Bachelor of Engineering | G.S.I.T.S., Indore, MP, India | 1994

CERTIFICATIONS

- IBM Certified: WebSphere DataStage v8.0 / IIS DataStage v7.5
- Six Sigma DMAIC Green Belt (Caterpillar Certified)
- Scrum Master Certification (CSM/PSM) — *In Progress*

TECHNICAL SKILLS & TOOLS

- **Programming & Databases:** COBOL, JCL, SQL, DB2, CICS | **Agile & Delivery Tools:** JIRA, Confluence, ServiceNow, HP ALM
- **Automation & Analysis:** Microsoft Power Automate, Microsoft Forms, Excel-based Data Analysis