



Deep Ghosh
 Certified Program & Project
 Manager | CSM ®



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As an ambitious and results-oriented professional, my goal is to secure a Senior Management position within a prestigious organization. I am eager to leverage my extensive experience and skills to drive significant impact. I thrive on tackling challenging assignments and approach every task with a high level of energy and dedication.

Quick Synopsis

- ◆ Ex-Dell, IBM, E&Y, SABRE, Cognizant
- ◆ IBMi (Berlin, Germany) Certified Project Manager
- ◆ 12+ years of exp as Agile Project Manager & in Program Management | Engagement Specialist
- ◆ Certified Scrum Master: CSM®
- ◆ Agile/Scrum Specialist
- ◆ PMP Trained
- ◆ Project & Program Delivery Expert

Core Competencies

- ◆ Project & Program Management
- ◆ Change Management
- ◆ Product Delivery & Release
- ◆ Escalation & Resource Management
- ◆ Stakeholder Management & Reporting
- ◆ Budgeting & Quality Analysis
- ◆ Risk Management
- ◆ Agile Methodology / Scrum
- ◆ CAPA-Corrective & Preventive Action
- ◆ Reporting & Documentation
- ◆ Conflict Resolution

Certifications

- ✦ The **PRODUCT SCHOOL**
 - Product Management Micro Certification
- IBM Institute – Berlin, Germany
 - Program Diploma in Project Management
- Udemy
 - Project Management Master Project Management - PMP / PMI
- VMEDU [Six Sigma & Scrum Study]
 - Six Sigma Yellow Belt Professional
 - Scrum Master Certified (SMC™)
- BRAINBENCH
 - Brainbench certified professional for programming concepts, ideas & basics
 - Brainbench certified professional for Internet concepts & basic ideas
 - Brainbench certified professional for Business Communication
- Data Science Certifications
 - Introduction to Data Science from CognitiveClass.ai Powered by IBM
 - Python A-Z™ Python for Data Science with Real Exercises! Powered by Udemy

PROFILE SUMMARY

- Accomplished "Project Management Professional" with over a decade of extensive experience in Project and Program Management, as well as expertise in Process, Release, Risk, and Incident Management across various applications and technologies spanning diverse global regions. Demonstrated strategic planning abilities, adept project analysis skills, and effective team leadership qualities. Successfully orchestrated the integration of a team consisting of 77++ functional and technical consultants/Project Managers for Dell EMC. Led numerous cross-country projects, with the most notable valued at \$10 million USD.
- Proficient in Incident Mitigation, Service Resolution, and Recovery, coupled with adept Stakeholder Management and Status Reporting skills. Experienced in Resource Management, Root Cause Analysis, Reporting, and Release Management. Skillfully documented Use Cases, Software Requirement Specifications (SRS), Change Requests, and other pertinent artifacts.
- Experienced in Capacity Management, Data-Driven Reporting and Decision Making, Matrix Management, Change Management, and Reporting to Senior Stakeholders.
- Provided technical expertise as a Project and Product Specialist, involving the creation of Test Scope and Software Project Plans (SPP) from Statements of Work (SOW), Requirement Analysis from SRS and Functional/Product Specifications, Test design, Project execution, Reviewing Test Artefacts, Performance for a Web Portal, and Conducting Quality Audits.
- Proficient in making decisions for Corrective Actions and Preventive Actions (CAPA), Root Cause Analysis, and Fishbone Analysis.
- Managed an entire program for Sabre's Property Manager Product (SPM), which was utilized by Wyndham and La Quinta group of hotels.
- Hands-on experience in audit management, including Internal Project Audit at Cognizant Technology, and project management of the Proof of Concept (POC) Project for Dell's Solution Selling Application - OSC.

CONTRIBUTIONS in Clients' Business as Project Manager

- ◆ **Level Debt:** Single-handedly delivered end-to-end IT Product & Project, ensuring zero escalations, and successfully built multiple products from inception & demonstrated exceptional skills as a Product Manager by creating and cultivating a customer base of over 5,000 clients, resulting in revenue generation exceeding \$2M USD within a span of less than 2 years.
- ◆ **Client Dell EMC:** Implemented a successful technological transition of a web-based platform, migrating it from an outdated .Net version to Node.js, Laravel, and MySQL. This transformative initiative yielded remarkable outcomes, with application performance and speed witnessing a significant boost of 63%. - Furthermore, conceived and executed a pioneering Data Analytics Pilot Project utilizing Jupyter to develop an Analytics Dashboard, empowering Senior Stakeholders to derive actionable insights from data. The valuable insights derived from the Dashboard led to the generation of more than \$2M in business during the respective financial year.
- ◆ **Synup:** Played a key role as an Engagement Manager in improving customer retention during a period of high customer churn rate exceeding 37%. - Achieved significant success by boosting the Customer Repeat Renewal License from a mere 22% to an impressive 67%.

CAREER GRAPH | WORK EXPERIENCE

June/2021 – Present | PwC India | Bangalore | Program & Project Manager [Client – Adobe EMEA & Bekaert]

- Served as the primary liaison for managing cross-functional deliverables, ensuring seamless coordination and alignment with company roadmap and external partners.
- Collaborated closely with Program/Project Managers to oversee all program management activities, facilitating adherence to organizational objectives and compliance standards.
- Partnered with the Customer Success Team at Synup to proactively address customer churn, contributing to improved customer retention rates.
- Defined program-specific requirements and deliverables, leveraging ACS (Adobe Customer Solutions) to address ad-hoc customer requests and drive additional revenue generation.

- ISEB ISTQB
 - Completed the ISEB-ISTQB (International Software Testing Qualifications Board) Foundation level certification on software testing with 98%

✔ Soft Skills

- ◆ Outstanding Communication
- ◆ Active Listening
- ◆ Critical Thinking
- ◆ Strong Leadership Skills
- ◆ Negotiation
- ◆ Time management
- ◆ Risk management
- ◆ Team management
- ◆ Problem Solving
- ◆ Budget Management
- ◆ Flexibility
- ◆ Interpersonal skills

✔ Domain Knowledge

- ◆ Healthcare
- ◆ Retail, Travel & Hospitality
- ◆ Credit Cards
- ◆ E-commerce
- ◆ Online Portal & Solution Selling
- ◆ Airlines
- ◆ Adobe Digital Marketing Products

✔ Education

- ◆ B. Tech in ECE from Heritage Institute of Technology, WBUT
 - ◆ Class XII in Madhyamgram High School with 80% Marks
 - ◆ Class X in Madhyamgram High School with 87.25% marks

- Directed development and rationalization of program issues and driving closure on a day-to-day basis across multiple programs.
- Managed interdependencies and coordination among projects, ensuring effective communication of deliverables, risks, and issues to stakeholders.
- Oversaw project summary dashboards and spearheaded process improvement initiatives within the Engineering & Product Team.
- Facilitated SoW finalization and product prioritization efforts to optimize project outcomes.
- Provided guidance to teams in managing large-scale programs, addressing dependencies and bottlenecks, and navigating trade-offs between business needs and technical constraints.
- Formulated innovative strategies for enhancing customer-facing products, aligning with company objectives and enhancing the overall customer experience.
- Collaborated with key stakeholders, including CXOs (CEO, COO, VP-Engineering, SVP, Senior Product Manager, Senior Program Manager), to develop vision and strategy for customer experience initiatives at Synup.
- Participated in internal and external Program Review Meetings to ensure alignment with One RoadMap Plan and adherence to product development timelines.
- Reported directly to CXOs (CEO, COO, CIO) and Executive Management, providing updates, facilitating collaboration, and driving delivery-related activities at Synup.

○ PREVIOUS EXPERIENCE

- Oct/2021 – Jan/2023 | Program & Project Manager / IT Head| Level Debt (Parent Comp-JKB Financial Inc.) Roseville, California USA
- Jan/2020 – Oct/2021 | Program / Engagement Manager | Synup Digital Private Limited
- July/2018 – Jan/2020 | Senior Consultant / Program Manager | Ernst & Young LLP (Client: Dell EMC)
- Feb/2016 – Feb/2018 | Project Lead & Scrum Master | SASTASUNDAR Marketplace Limited Aka Flipkart Health+
- Aug/2013 – Jan/2016 | Project Lead & Scrum Master (Operations' Head) | Euphorbia Web Infotech
- June/2010 – Nov/2012 | System Engineer | IBM India Ltd.

○ PROJECTS

ERNST & YOUNG

- Project Title: OSC (Online Solution Configurator)
- Client: DELL EMC
- Tools: TEAMCITY, SELENIUM, OCTOPUS, SAUCELABS
- Portals: TFS (Team Foundation Server), MTM (Microsoft Test Manager) Project
- Details: OSC aka Online Solutions Configurator is a web portal developed in .net, React JS & C#. The portal helps the client base of Dell to purchase & configure Data Centers Online. Users can come to the application & configure the respective Hardware & Software, create solutions based on different regions, create quote & order/ship them online
- Domain: Solutions Selling
- Role: Senior Consultant / Program Manager

FLIPKART HEALTH+

- Title: Sastasundar (www.sastasundar.com) [Healthcare Product Based Company] <https://healthplus.flipkart.com/>
- Client: SSSPL
- Testing Tools: SELENIUM, APPIUM, ZOHO PROJECTS, TESTLINK, JIRA, Trello, MANTIS, SOAP UI 5.2.1

LEXMARK International India Limited

- Title: Installer Development & Testing for IMAGENOW (Perceptive Software)
- Testing Tools: Selenium, HP ALM, Kanban Board, Jenkins, Visual Studio, SharePoint, Rally, Install Shield, TFS

IBM India Limited

- Project Title: WALMART PO TRANSFORMATION
- Project Title: CANADA PACIFIC RAILWAYS

COGNIZANT Technology Solutions

- Project Title: AEWS Canadian Migration ~ D n B (Dun & Bradstreet)
- Project Title: WEX SQA-Wright Express Software Quality Assurance (Wright Express Corporation)
- Project Title: Brinker International Inc.
- Project Title: IDMS Phase – II Analysis (Travelport)
- Project Title: Travelport FSP (Travelport)

17+ Years of Exp - Program Manager | Project & Program Delivery Expert | IBM® (Berlin, Germany) Certified Project Manager | CSM® - Certified Scrum Master| Agile Expert | PMP Trained - Urgently looking for a suitable opportunity in any MNC/ Start-up as Mid-Level / Senior Management