

MAYUR M

PROFESSIONAL SUMMARY

- Program Director Consultant with 20 years of IT industry experience proficient in strategic planning, team leadership, and project management. Currently driving innovation and growth at AGAMIN Innovations Private Limited, a Bengaluru based start-up.
- Demonstrated expertise in Program and Project management. Well-versed in Waterfall, Agile Methods, Scrum and Extreme Programming (XP) methodologies.
- Spearheaded enterprise-level product and application software development, and system design, delivering impactful solutions in Healthcare, Retail, Supply chain, Digital marketing, and Digital transformation sectors; optimized digital marketing campaigns, resulting in a 10% increase in customer acquisition and \$4M annual revenue growth.
- Recognized for leading cross-functional project teams in delivering rapid results through Cloud migration, DevOps practices, customer support optimization, comprehensive implementation planning, and successful development and launch of digital healthcare platform.
- Developed & executed comprehensive training program coupled with data-driven goal setting, resulting in 30% reduction in attrition & enhanced implementation of progressive people practices.
- Proven experience in collaborating with stakeholders to secure and execute concurrent projects, driving success across key business metrics such as growth, profitability, staffing, managing deliverables, operations, and high-stakes assignments.

SKILLS

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| • Process improvements | • Cost management |
| • Client relationships | • Enterprise software implementation |
| • Resource planning | • Cloud computing |
| • Business Requirement analysis | • Data migration |
| • Scope management | • Risk management |
| • Stakeholder management | • People management |

WORK HISTORY

Program Director Consultant, 02/2021 to Current

Agamin Innovations, Bengaluru

- Dynamic Leadership with strong focus on developing and implementing scalable software solutions to address critical business challenges.
- Orchestrated cross-functional teams in Product, Engineering, IT Operations & Sales, ensuring agile methodology principles adhered to resulting in improved collaboration & delivery efficiency.

- Collaborated with founders to drive strategic product ideation, resulting in 20% increase in customer engagement. Developed compelling proposal pitch decks, leveraging effective storytelling techniques and data visualization.
- Played key role in driving business growth by cultivating relationships with existing clients, participating in RFP/RFI bid processes and securing 2 new major clients.
- Led comprehensive ownership of technical delivery, architecture, compliance, security, and program governance; fostered strong partnerships with internal teams and external clients.

As Program Manager and Agile Coach (Consultant from Agamin) at Cyient;

- Led the migration of legacy category data from on prem standalone Oracle database to Oracle cloud environment for financial services company, resulting in achieving 100% data accuracy, seamless data integrity and uninterrupted services operations.
- Steered end-to-end migration strategy, IT infrastructure, coordinating streams to harmoniously execute data records within accuracy, well ahead of schedule.
- Led Agile transformation initiatives for both client and internal Cyient resources, facilitating Agile ceremonies and fostering cultural changes for maximum efficiency and impact.
- Transformed team productivity by implementing Agile best practices, resulting in 10% increase in net profit and nearly 10% reduction in project duration.

Development Manager, 11/2018 to 01/2021

Epsilon, Bengaluru

- Streamlined and unified front-end development processes across 40 clients, managing team of 5 Tech Leads, 35 Developers, and 4 Test Engineers.
- Delivered Email campaigns, Landing Pages, & Microsites driving annual revenue of \$4 million.
- Built inter-team collaboration guidelines to reduce dependence, redundancy and accelerate development efforts.
- Executed and delivered 30+ custom projects for 20 clients, seamlessly integrating data through Web Portals, Microsites, Job Schedulers, and Services: contributing to annual revenue of \$5 million USD.
- Demonstrated customer centric approach by leading team in creating engaging, efficient, and effective touch points throughout customer journey.
- This commitment to excellence resulted in an outstanding 9+ Net Promoter Score highlighting exceptional customer satisfaction and loyalty.
- Fostered collaboration & cross-functional teamwork by leading peers in different groups to achieve goals.
- Developed comprehensive action plans and individual development plans, fostering a motivated and high-performing team.

- Implemented robust quality control measures, including reviews, risk assessment, regular monitoring, and corrective actions, to ensure the highest level of quality in project deliverables.
- Displayed expertise in change control management, overseeing and participating in change control processes and board activities, driving change within organization.

Project Manager - Engineering, 01/2016 to 10/2018

Tech Mahindra, Bengaluru

- Led distributed team of Engineers, Designers, & Quality assurance specialists.
- Drove development of an innovative tele medicine platform for Tata Communications Ltd, empowering over 20 million individuals with niche tele-advice and tele-consultation services, revolutionizing remote healthcare access.
- Platform seamlessly integrated remote devices and diagnostic monitoring to facilitate access to wide range of healthcare experts.
- Implemented efficient team organization and established standard operating procedures within short span of 4 weeks. This enabled optimal prioritization of engineering tasks, achieving project milestones, and contributed to seamless delivery of projects.
- Planned and executed launch of minimum viable product (MVP), driving project from conception to market in timely manner ensuring product's stability, security, and scalability.
- Owned end-to-end delivery of server-side SOA API module, including integration with UI and third- party applications, and managed deployments across development, QA, staging, and production environments.
- Leveraged technology stack that included C#, ASP.NET Core, and .NET Framework, HTML 5, AngularJS, Microsoft Visual Studio, Microsoft Azure, Enterprise Architect, Team Foundation Server, JIRA, Confluence along with Install Shield and Third-party integration with AMD Agnes, Vidyo, Elastic Search and RabbitMQ.
- IT Service Management Transition of project delivery to managed services, delivering streamlined handover procedures, implementing service support processes, Site Reliability Engineering, defining service level targets, and establishing governance structures.
- Created Dashboards with status, based on the measure & target values for Health, Performance Engineering & Operational Reporting.

Technical Analyst, 11/2014 to 01/2016

UST Global, Bengaluru

Project Manager, 06/2004 to 11/2014

Valtech Software Services Limited, Bengaluru

EDUCATION

Indian Institute of Management, Bengaluru

General Management Programme For IT Executives, **12/2022**

Sri Jayachamarajendra College of Engineering, Mysuru

Master of Computer Applications, Computer Science

SBRR Mahajana First Grade College, Mysuru

Bachelor of Science, Computer Science

CERTIFICATIONS

Certified ScrumMaster (CSM) - Scrum Alliance

Certified Scrum Professional (CSP) - Scrum Alliance

Certified Scrum Product Owner (CSPO) - Scrum Alliance