

RAGESH RAMKUMAR

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Profile Summary

- ❖ **SAFe- POPM, CSM Certified, and PMP Candidate** with **nearly 15 years** of extensive experience in **IT, Banking, and Telecom domain**.
- ❖ **Forward-focused Project Manager** with expertise in concepts of end-to-end project planning and implementation from scope management to activity sequencing, effort & cost estimation, risk analysis to quality management in line with **international guidelines & norms**.
- ❖ Key clients worked with are **Americana Group- UAE, Shell, AT&T, Telstra, National Australian Bank, HSBC, and EY**.
- ❖ Gained exposure in **establishing & nurturing strong rapport with key stakeholders/partners/clients** for business excellence, providing leadership, strategy and vision for facilitating growth & business agility.
- ❖ An effective communicator with exceptional relationship management skills with the capability to relate to people at any level of business and management.
- ❖ Highly analytic and performance driven management professional with 10 years of experience in Project Management & Operations Management.
- ❖ Currently working as Project Manager in Restaurant and Retail Technology and Digital Transformation and MS Azure Migration Projects- Americana Group, Sharjah - UAE.
- ❖ Previously worked for HSBC, E&Y Digital Transformation, NAB, Qantas Airlines, and Shell (oil and gas industry)-AT&T Network Transformation Projects.
- ❖ As PM handling various aspects of - project planning, resource utilization, Communication and Risk Management. Execution of the plan/ progress vs. plan reporting & business case management, etc.
- ❖ Expertise in project planning, scheduling, implementing, monitoring, developing, designing, evaluating, analyzing, and demonstrating complex data, draw conclusions, and produce reports.
- ❖ Establishing standard project management tools and techniques.
- ❖ Flexible and willing to adapt to an ever-changing environment and demands of clients and stakeholders.

Certifications/Trainings

- ❖ **SAFe 5 POPM** in Jan'22.
- ❖ **Certified Scrum Master** in Apr'19.
- ❖ **ITIL® 2016 Foundation** certified.
- ❖ **Project Management Professional (PMP)** Candidate Oct'24.
- ❖ Diploma in **Project Planning and Management** using Microsoft Project from Synergy School of Business Skill.
- ❖ **Microsoft Project** Trained.

Workshop/Membership

- ❖ **SCALED AGILE Membership**.
- ❖ **PMI Membership**.
- ❖ Attended managerial capability-building workshop conducted at Pune on "Leadership Essentials".

Job Objective

Targeting opportunities in **Project Management** with an organization of high repute, preferably in **IT& Telecom industry**.

Key Impact Areas

- Project Management
- Stakeholder Management
- Migrations/Transitions
- Process Improvements
- Client Relationship Management
- Cross-functional Coordination
- Escalation Management
- Reporting & Documentation
- Team Building & Leadership

Soft Skills

- Communicator
- Collaborator
- Innovator
- Analytical



Organizational Experience

Growth Path:

Nov'21- Till Date- Project Manager (Dicetek- Client-Americana Group, UAE) – Restaurant Technology Transformation.

- Reporting to the Chief Technology officer of IT and Infrastructure, managed a team of five to six, who delivered technology projects aligned to the business strategies using Scrum, Waterfall, and hybrid methodologies.
- Managed and accountable to deliver IT Infrastructure Projects involving Retail Digital Transformation Projects, CRM- CDP Development project, Network Infrastructure refreshment and MS Azure Migration Project.
- Acted as Product Owner for the restaurant division, leading deployment of self-ordering kiosks across major GCC markets.
- Collaborated with Scrum teams in weekly agile ceremonies for backlog prioritization, planning, and reviews using JIRA.
- Conducted data analysis on sales metrics to identify key trends and improvement areas; created actionable reports for senior management.
- Collaborated with banking teams to integrate POS payment solutions, improving transaction efficiency and reconciliation.
- Built and maintained Power BI data models for accurate, high-performance reporting.
- Managed budgeting and procurement processes in Oracle Fusion ERP, ensuring alignment with organizational financial goals and compliance.

Jun'21- Oct'21 IT Project Manager (HSBC) - Transaction Banking and Digital transformation Projects.

- Led Transaction Banking and Digital Transformation projects, driving the strategic programs & initiatives.
- Managed client interactions for requirements gathering, risk assessment, and technical architecture finalization.
- Coordinated effort/cost/time estimation, reporting, and client communication.
- Led business transformation by managing RFIs, RFPs, RFQs, contracts, and executing comprehensive business cases.
- Developed project plans, identified key milestones, and assigned resources in line with Compliance Transformation.
- Supported change adoption processes, ensuring smooth transitions and user training.
- Domain expertise in Retail Banking, Compliance, Payments, and Risk.

Mar'15-Jun'21 with Infosys, Pune as Project Manager (Projects- AT&T, Telstra, NAB, Qantas, E&Y)

- Managed and accountable to deliver IT and Telecom Infrastructure Projects involving migration/refresh/decommissioning.
- Led multiple branch relocation projects(50+ staff in AUS region), IT network migration, call routing, cloud telephony, MS-365 licensing, VPN setup, load balancing, and digital media configurations.
- Analyzed project scope, timelines, and costs, initiating Project Change Requests as needed.
- Engaged internal teams (solution designers, testers, IP teams) for risk mitigation and smooth project execution.
- Proficient in PPM Tools (Clarity, SAP), JIRA, MS Project, and Confluence for project tracking and reporting.
- Procured hardware, managed licenses, and participated in CAB meetings for change approvals.
- Coached and mentored cross-functional teams, driving continuous improvement and up-skilled in Risk Management and Dev-Ops (MS Azure).

May'14-Jan'15 with Maxxton India Technologies Private Limited, Pune as Project Quality Analyst

- Implemented IT solutions for the hospitality sector across European, US, and Asian markets.
- Coordinated with stakeholders to define scope and requirements.
- Managed product improvement, audits, and corrective actions with the configurations team.
- Conducted product layout inspections, client revaluations, and management review meetings.
- Monitored customer satisfaction and facilitated cross-team collaboration.

Jan'08-April'14 with Infosys, AT&T-Shell, Pune as Project Coordinator and BT Openreach as Process Specialist

- Managed network implementation projects delivering fiber, copper services, and WAN/WLAN solutions for AT&T-Shell's upstream segments.
- Assisted in developing and maintaining project documentation, ensuring alignment with goals and timelines.
- Analyzed project portfolio and reports, identifying discrepancies and addressing concerns early.
- Facilitated customer meetings, responded to inquiries, and ensured timely project delivery within scope and budget.
- Collaborated with internal teams (PMO, service delivery, etc.) for project governance, utilization, and billing reports.
- Managed asset deployment and prepared load sheets for NOC monitoring and service billing.



Academic Details (Highest Qualification)

- **Master of Business Administration** from SIBM, Pune, Symbiosis International University in 2014.