



# Felix Francis Trindad

IT Project Manager



Panaji, Goa



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## Date of Birth

20-07-1987

## Marital Status

Single

## Nationality

Indian

## Passport

Yes

## Gender

Male

## Professional Summary

Over 9.5 years of rich experience in Information Technology Industry with proficiency in Handling IT Projects, Strong technical skills in Project Management using agile methodology Business Analysis, Requirements analysis and Project Implementation. Expertise in documentation and stakeholder management.

## Skills

IT Project Coordination | Project Management | Agile Methodology | Scrum Master | Software Development Life Cycle | Business Planning and Documentation | Business Analyst | Stakeholder Communication | QA Testing | Vendor Management | ERP | PMP | Jira | Trello | Visio | SAP MM Module | MS Power Point | Excel | Training | Change Management

## Educational Details

- **B.Sc. Computer Science** from University of Mumbai in the Year 2009.
- **Masters Business Administration – IT Project Management** from Jaipur National University in the year 2018.

## Work Experience

**CSC SERVICES INDIA LIMITED ;(OCTOBER 2020 – APRIL 2021)**

**PROJECT: COMMON SERVICE CENTERS**

**POSITION: STATE PROJECT MANAGER**

- Headed the implementation and execution of the CSC project of Govt. of India in the State of Goa.
- Facilitated the integration of state services with the CSC's Digital Seva Portal and liasoning between the technical teams.
- Increased the CSC centers in Goa with over 80% and 70% increase in the digital literacy training centers within a span of 6 months.
- Led teams across broad technical, financial and business disciplines. Focused teams on business objectives and tracked progress to ensure project milestones were completed on time.
- Developed strong cross-functional relationships with big clients and stakeholders across different levels of the business.
- Achieved the various milestones (Ex. Setup Aadhar Seva Kendras, Digital Village Program, etc.) set by the central government for the state of Goa.
- Planning and scheduling awareness programs for the CSC centers and herby increasing the revenue by 40%.
- Conducting training programs via google meet/zoom and webex on the newly launched services to the VLEs.
- Heading the team of district managers and district coordinators and helpdesk support staff and guiding them on the daily task.
- Liasoning between the Department heads and Government officials to ensure the smooth implementation of the schemes to the citizens.

**SRIT PVT LTD - GOA ; (AUGUST 2015 – OCTOBER 2020)**

**PROJECT: STATE SERVICE DELIVERY GATEWAY GOVERNMENT OF GOA**

**POSITION: PROJECT COORDINATOR / BUSINESS ANALYST**

- Managed the full project management life cycle and testing life cycle for the implementation of highly complex, strategic IT project of department of Information Technology.
- Implemented and recommended policies, system monitors and controls to ensure the successful management and reporting of all corporate initiatives in the Program using agile methodology tool trello.
- Supervised and lead the program (Product Owner/Scrum Master) and project staff to oversee the impacts and interdependencies between projects and works to ensure initiatives meet the Goals of successful implementation of the project across all government departments.
- Planned, drafted and edited operational, instructional manuals for application users, developed User Manuals for the citizens using the services.(End User Guides).
- Conducted extensive training programs for the Super users. (Trained almost 500+ government officials on the SSDG (State Service Delivery Gateway) application.
- Handled the team of Developers, Network Engineers and Helpdesk-Support to ensure smooth functioning of the State Portal and the online services available for citizens.
- Managed all the vendors involved during the entire project implementation phase(E.g: Payment Gateway Integrations of multiple banks, Media partners(Television, Newspapers, Radio, etc.) for conducting awareness programs, Third Party vendors for integration of Central Government modules(RAS Integration) on the State Portal and Subsidiaries of the Govt. Departments(E.g: Corporations and Boards).
- Preparing presentations for the State Project Committee Meetings held with the IT Secretary and HOD's of the departments on quarterly basis.

**TATA CONSULTANCY SERVICES (PAYROLL - AV INDUSTRIES) ; (MARCH 2014- AUGUST 2015).**

**PROJECT: CRIME AND CRIMINAL TRACKING NETWORK SYSTEMS.**

**POSITION: SOFTWARE IMPLEMENTATION ENGINEER , GOA POLICE DEPARTMENT**

- Successfully rolled out the Crime and Criminal Tracking and Network Systems application for the Goa Police Department through Tata Consultancy Services.
- Understanding user requirement specifications and converting them into system requirements, preparing Requirement Analysis, handling Change Requests, Functional Specifications, design documents.
- Proactive involvement in test strategies, planning and execution following the SDLC to ensure that software meet standards against defined functional and non-functional requirements.
- Provided training to more than 300+ police officials on the CCTNS application.
- Troubleshooting various performance issues reported in the application with the help of software development team, experience in supporting production environments.
- Designing, developing and implementing new functionality including complex formulae and database searches.
- Proficiency in writing Test Cases and Test Planning & well versed with the Testing concepts.
- Involved into user acceptance testing and system testing and release system into production.
- Carried out workshops for the hand-holding agents to carry out the various pre go-live activities e.g. Sync Testing, Unit Testing, H/W, S/W installation, etc.
- Preparation of training material which included the course content, presentation slides, questionnaires, evaluation/feedback and review process.

**AIR INDIA: NOVEMBER 2013 – MARCH 2014.**

**PROJECT: ITMRO (AIR INDIA)**

**POSITION: SOFTWARE IMPLEMENTATION ENGINEER**

- Worked on SAP Material Management Module in Engineering department of Air India.
- Configured various types of Purchasing documents, like PR, PO and contracts.
- Timely entries of the snags reported by the engineers on the application for resolution.
- Documentation of work process, knowledge sharing, periodic meetings.

- Maintaining the BOM(Bill of Materials) for the inventory requests placed.
- Provided training to End users in the performance of physical inventory and cycle counting through SAP.
- Worked closely with SAP development team to evaluate alignment of enhancement and proposed solutions with business requirements.

**VIVANTA BY TAJ (PAYROLL:- MICROSENSE INDIA PVT. LTD.); (DECEMBER 2012 – NOVEMBER 2013).**

**PROJECT:** PROVIDING WI-FI SERVICES TO VIVANTA BY TAJ HOTEL

**POSITION:** NETWORK AND SUPPORT ENGINEER

- Organized and prioritized all the events, activities and operations conducted in the Hotel and providing network support.
- Configured and deployed access points to be installed within the premises for better customer experience.
- Troubleshoot and resolve IT related issues raised by the hotel staff with POS and Booking Systems.
- Perform security assessments and testing to help identify security risks to carry out uninterrupted services.
- Co-ordinate on the Business events, meets and conferences scheduled in the hotel.
- Assessed system problems with the network, software and hardware components by running diagnostics, trying solutions and upgrading devices whenever necessary.
- Follow-up with vendors through e-mail and telephone calls for the hardware and system procurement.

**PRIMARY MODULES, GOA; (JANUARY 2012 - JUNE 2012).**

**PROJECT:** ROYAL CARIBBEAN CRUIZE LINES

**POSITION:** SOFTWARE DEVELOPER (PHP)

- Developing and executing modules in PHP, HTML and CSS for any change or modify requests in the site.
- Performing software patch migrations using tools such as FTP and SVN at the client side.
- Writing SQL queries to add, delete, retrieve, modify or update data in databases and optimize them.
- Worked on Trac a tool used for software ticket management and Rabbit SVN used for code management.
- Testing of software patches developed by lead developers before deploying into the live system.
- Created a website Art Of Living using Wordpress and Joomla, installed various login, newsletters, events, accordions plugins and photo-shopped images to be used in the website.
- Performing software testing, and ensuring its functionality as per client requirements.

**TATA CONSULTANCY SERVICES, MUMBAI; (FEBRUARY 2010 - NOVEMBER 2011).**

**PROJECT:** CITI FINANCIAL (US PERSONAL LOANS BANKRUPTCY PROCESSING)

**POSITION:** PROCESS ASSOCIATE

- Worked as a process associate in personal loans bankruptcy department for loans against Citi financial.
- Review and process the loans for particular follow-ups according to the type, amount and various aspects of loans undertaken.
- Verification of the loan amount and to carry out the liquidation of assets process if customer unable to pay.
- Hands on working knowledge of CITRIX systems.
- Provided training to the new trainees about the functionality and operation of the team process.
- Consolidating data of the whole team in proper format as per the client requirements also preparing the login and logout reports on daily, monthly basis.
- Document verification using the US mortgage sites and company sites while maintaining the integrity of the data.
- Enlisting the documents required for mortgage and processing for underwriting.



## Languages

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Language	Read	Write	Speak
English	Yes	Yes	Yes
Hindi	Yes	Yes	Yes
Marathi	Yes	Yes	Yes
Konkani	Yes	Yes	Yes



## Additional Skills

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- Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint, Visio, Jira, WordPress, HTML).
- Worked on SAP Materials Management Module.
- Expert knowledge of SQL and relational database management systems.
- Skilled with Trello and AtTask project management software.
- Acted as a Scrum Master/ Product Owner while handling the project.
- Effective communication skills with the ability to communicate complex ideas.
- Hands-on experience with Agile software development methodology.
- Ability to work in a fast-paced environment.
- Highly organized, capable of administrative duties and excellent multitasker.
- Proficient with Customer Relationship Management (CRM) software.