**DEVENDRA THAKUR  
Sr. Project Manager**

**PROFESSIONAL SUMMARY:**

**Over 13 years** of IT experience, contributing to outstanding success in my past projects. Experienced and results-driven Project Manager with over **8** years of expertise in managing large-scale projects across diverse industries. Proficient in leading cross-functional teams, managing budgets, driving stakeholder engagement, and delivering projects on time and within scope. Adept at utilizing data analytics for decision-making and implementing change management strategies. Proven track record of enhancing productivity, improving team performance, and meeting key project objectives. Strong communicator with excellent report writing, presentation, and coaching abilities.

**KEY SKILLS:**

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| --- | --- | --- | --- |
| **Project management** | **Team leadership** | **Requiring writing** | **Stakeholder relations** |
| **Scheduling** | **Report generation** | **Software coding** | **Documentation** |
| **KPI tracking** | **Budget management** | **Data analytics** | **Change management** |
| **Presentations** | **File management** | **Problem-solving** | **Training and Coaching** |

**PROFESSIONAL EXPERIENCE:**

**Role: - IT Project manager June 2023-Till date**

**Client: - Follett, Chicago, IL**

* Manage and supervise three teams of 20 IT professionals throughout the entire projects' lifecycle, from initiation to completion, ensuring that all projects adhere to scope, deadlines, and quality standards.
* Coaching and mentoring IT team.
* Dashboard Reporting – A comprehensive view of all program projects with a graphical representation of daily and weekly state, defect state, and residual defect state. Project metrics to higher-level stakeholders.
* Define and track KPIs to measure project performance and progress toward goals
* Solving problems during project life cycle, reducing delays by 40% and maintaining project quality.
* Conducting weekly meetings to discuss project progress, improving task completion rate by 40%.
* Use Quick Base for analytics, reports, Billing and Invoicing budgets.
* Responsible for managing and executing multiple systems and telephony projects.
* Review code and help team members to make changes in code for better quality.
* Conducting meetings with IT executives every day.
* Guiding team to understand code flow and do code review for better code quality of the system.
* Testing API through **Postman** for web services before/after production release.
* Attending stand up daily and getting daily status report from the team.
* Work in Agile iterations to deliver business value in short timeframes.
* Sending project reports to the Director and VP of the company.
* Conducting weekly meetings with the Business team and gathering requirements and giving it to the team.
* Making weekly reports, Release reports, and updating proper status of every user stories in JIRA.
* Monitoring tickets and updating them in service now management tool.

**Environment: JIRA, Quick Base, Postman, Zoom, Excel, Service now management tool, MS Office (Word, PowerPoint, Outlook, Excel), Zoom, MS-Visio, SQL, Windows server 2016.**

**Role: - Project Manager Oct. 2022 – May2023**

**Client: - State of Michigan, Lansing, MI**

* Involved in analysis, technical specification preparation of two teams of 30 IT professionals.
* Lead all aspects of project, including planning, resource allocation, project documentation, client engagement and change management.
* Developed solutions to improvise performance and scalability of systems.
* Assisted with scheduling, budgeting, and delegation, enhancing project efficiency by 20%.
* Enhanced project-wide efficiencies by creating 7+ filters in VSTS to monitor 400 -450 bugs and enhancements tickets.
* Generated monthly and quarterly reports on project KPIs, budget utilization, and risk analysis for senior leadership.
* Updated project files and documents, reducing retrieval time and improved information accuracy.
* Worked on AGILE SCRUM environment by using VSTS for attending meetings and update client daily on stand- ups about work progress.
* Worked on different tickets coming from different departments, estimated those values for approval from client.
* Attended 100+ meetings and providing notes, contributing to better decision-making process.
* Worked on Tables, generated SQL scripts by Stored Procedures and views on SQL Server 2016.
* Developed policies, procedures and implementing technology related controls.
* Led the budget management for a $10M infrastructure revamp, optimizing resources, and improving system resilience.
* Generated various Monthly, Quarterly, Bi-Yearly, Yearly reports by different type of reports using
* SSRS.
* Planned, coordinate and communicated projects/ tasks related to system software’s.
* Negotiated contracts with various software vendors.
* Work collaboratively in an Agile team to deliver high quality source code to meet business needs Read user stories and implement code to meet acceptance criteria with attention to detail. Review and improvise code as necessary. Translate clients’ business requirements and objectives into innovative technical applications and solutions to the team.

**Environment: Git, Microsoft Teams, SQL 2016, Postman, VSTS, MS Office (Word, PowerPoint, Outlook, Excel), Azure, Gantt Charts, Office 365, click up.**

**Role: - IT Project manager Oct2019 - Nov2023**

**Client: - Farmers Insurance, Caledonia, MI**

* Coached, mentored and developed IT team project skills for implementation of projects insuring accomplished in accordance with established projects.
* Managed a budget for $15M for infrastructure projects, optimizing allocation to meet stringent financial performance targets.
* Managed team of 30+ IT professionals, including stakeholders.
* Managed resource allocation for project needs, ensuring 100% readiness and no resource related delays.
* Engaged stakeholders to define the scope of project objectives and business requirements for enterprise's wide reengineering initiatives.
* Testing API through postman for web services before/after production release.
* Implemented lock functionality for customer and Customer service representative using OKTA.
* Worked closely with vendor in the development and customization of CMS.
* Monitoring Windows server 2008 and 2003.
* Co-ordinate with offshore/onsite testing team for fixing bugs and defects.
* Worked in AGILE SCRUM environment by using Rally for attending meetings and update client daily on stand- ups about work progress.
* Used Click up for analytics, Reports, invoicing budget and expense tracking and document management.
* Weekly sync up with legal teams and business teams to discuss future requirements and issue for the development of the website.
* Make weekly status reports for team and present it to Director, and VP of the company.

**Environment: Visual Studio 2019, Excel 2016, Rally, Git, Windows server 2012 and 2016, Webex teams, Postman, CMS, MS Office (Word, PowerPoint, Outlook, Excel), Click up.**

**Role: - IT Project manager April 2019 – Oct 2019**

**Client: - Meijer, Grand Rapids, MI Vendor- Capgemini**

* Managed 4 projects budget for $1M each for infrastructure projects, optimizing allocation to meet stringent financial performance targets.
* Handled 6 teams with capacity of 10+ IT professional in each team.
* Implemented change management strategies to integrate new software systems, reducing downtime by 20%.
* Monitoring VSTS boards and sending multiple mails to team every day regarding cards on VSTS board.
* Coordinating and Communicating with the client and scrum team to do an automation feasibility study for the new project.
* Dashboard Reporting – Complete status of the entire program projects with all the graphical depicting the daily and weekly status, Defect status and residual defects. Projecting metrics to higher stakeholders.
* Co-ordinate with offshore/onsite teams to review the test cases prepared by them.
* Coordinating and Communicating with the client and scrum team to do an automation feasibility study for the new project.
* Monitor all the test cases written in by the QA team with a detailed manual step and monitor the automation.
* Ensure smooth and hassle-free environment among each and every team member both in onshore and offshore.
* Worked on AGILE SCRUM environment by using VSTS for attending meetings with staff and update them regularly.
* Successfully driving the team without any escalations from client/Internal Peers
* Submitting weekly reports to manager and VP for testing regarding test scenarios.
* Track team code checking progress in GIT.

**Environment: Microsoft Azure, SQL 2016, Excel 2016, VSTS, Git, Microsoft Teams, Postman, MS Office (Word, PowerPoint, Outlook, Excel), Slack.**

**Role: - Project manager Oct 2018 – April 2019**

**Client: - Montage Furniture Services, Grand Rapids, MI**

* Involved in analysis, technical specification and assisted in project management task for 15 projects, supporting operations and daily task completion.
* Generated various Monthly, Quarterly, Bi-Yearly, Yearly reports by different type of reports using SSRS.
* Worked in AGILE SCRUM environment by using VSTS for attending meetings with staff and update them regularly.
* Worked with a team of 9 IT professionals.
* Utilized data analytics tools to monitor project performance, making recommendations to improve team efficiency.
* Conducting scrum call to monitor each team progress.
* Delivered presentations on project progress to key stakeholders, fostering transparent communication and trust.
* Provided coding support for software development projects, including debugging and troubleshooting.
* Worked on Gantt charts to for proper planning and execution of the project.
* Selected and managing vendor who will provide better services to the company.
* Managed the software development lifecycle process for the projects.
* Ensuring the Project deliverables fulfil to agree 's business requirements.
* Worked with senior business and IT stakeholders on roadmaps and implementation.

**Environment: SQL server 2014, MS Office (Word, PowerPoint, Outlook, Excel), VSTS, Microsoft Teams, Microsoft service bus, Microsoft Azure.**

**Role: - IT Project manager June 2018- Sept 2018**

**Client: - Valero Energy Corporation, San Antonio, TX Vendor- Capgemini**

* Coordinated project activities, ensuring alignment with business goals and client requirements.
* Involved in analysis, technical specification preparation and design of the requirement.
* Coordinated with Offshore as well as onshore team.
* Worked on Tables, generated SQL scripts by Stored Procedures and views on SQL Server 2012.
* Developed policies, procedures and implementing technology related controls.
* Led the budget management for a $750K infrastructure revamp, optimizing resources, and improving system resilience.
* Generated various Monthly, Quarterly, Bi-Yearly, Yearly reports by different type of reports using SSRS.
* Integrated Excel dashboard with SQL server to analysis data from SQL data.
* Managed project file systems, organizing artifacts for easy retrieval and compliance audits.
* Planned, coordinated, and communicated projects/ tasks related to system softwares.
* Negotiated contracts with various software vendors.
* Worked on AGILE SCRUM environment by using VSTS for attending meetings with staff and update them regularly through Scrum Master for Code Review meetings, Implemented User stories.

**Environment: SQL server 2012, MS Office (Word, PowerPoint, Outlook, Excel), Postman, Git, Microsoft Azure, Slack. Role: - IT Delivery Lead / IT project manager March2018-**

**June2018**

**Client: - Coca-Cola, Atlanta, GA Vendor- Capgemini**

* Involved in analysis, technical specification for production support lead.
* Developed and implemented project roadmaps and milestones, lead key stakeholder managements and accountability, and communicated project status with relevant stakeholders.
* Created cost/benefit analysis reports for recommending optimal employment-related technical solutions.
* Managed vendor relations, contract negotiations, project budget, and deadlines, and focused on Cost savings,

recourse management and services.

* Coordinated with Offshore as well as onshore team.
* Conducted meeting with business executives on a weekly basis.
* Worked on Azure cloud service platform.
* Implemented WEP-API by using C# in GET and POST method.
* Involved in troubleshooting and fixing the issues for all the applications with the team.
* Participated in peer-reviews for task related code using confluence and Bitbucket with off –shore team.
* Generated SQL script for uploading the stored procedures functions and views the client’s server.
* Worked on AGILE SCRUM environment by using Bit-Bucket for attending meetings with staff and update them regularly through Scrum Master for Code Review meetings, Implemented User stories.

**Environment: Visual Studio 2017, MVC 5.0, Web API, C#.NET, MS SQL Server 2014, Windows 10, Excel, Slack, MS office, Microsoft Azure.**

**Role: - IT Delivery & Infrastructure lead/ Junior IT project manager Feb 2016-March2018 Client: - Owens and Minor, Richmond, VA**

**Vendor- Capgemini**

* Involved in analysis, technical specification preparation and design of the requirement.
* Coordinated with Offshore as well as onshore team.
* Directed full project life cycle of business, technology, quality and supply chain management.
* Worked with IT managements and IT leaders to define project scope and objectives.
* Oversaw the transition to a hybrid cloud infrastructure, improving scalability, and reducing cost by 35%.
* Managed key vendor negotiations that resulted in a cost savings of 20% annually on IT procurement.
* Worked to develop in depth knowledge of project management components, including project management software such as MS project.
* Created and manage overall resource plans, budgets, forecasts and scenarios.
* Handled a team of 20+ IT professionals.
* Provided regular communication to executive level management.
* Worked on Azure cloud service platform to analysis azure logs.
* Involved in troubleshooting and fixing the issues for all the applications.
* Implemented XML parsing logic for data coming from Biz talk and Omni.
* Participated in peer-reviews for task related code using Git and VSTS.
* Implemented Oauth2 as Azure WEB-API security between Azure and Salesforce.
* Tested work with expose URI on Salesforce platform.
* Implementing Code first and database first approach in VSTS.
* Database design – Tables and Stored Procedures for supporting the different functionalities of the modules using SQL Server 2012. Generating SQL script for uploading the stored procedures functions and views the client’s server.
* Developed cubes by identifying tables (fact and dimension), Data Source and Data Source Views, attributes, dimension members, calculation, actions, partitions and perspective using SQL Server Analysis Services 2008R2 to analyze data based on sales information.
* Generated various Monthly, Quarterly, Bi-Yearly, Yearly reports by different type of reports using SSRS.
* Integrated Tableau into Salesforce and do analysis on reports.
* Working on AGILE SCRUM environment by using VSTS for attending meetings with staff and update them regularly through Scrum Master for Code Review meetings, Implemented User stories.

**Environment: Visual Studio 2017, MVC 5.0, Web API, C#.NET, MS SQL Server 2012, Tableau 10 .1, Windows 10., MS- Excel, MS-office, Microsoft Azure, VSTS, MS project.**

**Role: Team Lead Jun 2009 – Jul 2014**

Project: – Cognize Technology

* Worked in Agile development environment on multiple projects and participated in meetings and discussions with department heads, project managers, architects and co -developers.
* Worked with Business Analysts and users to understand the requirement and Contributed to the requirements gathering, analysis, design, development, change management, release and post-production verification of several projects.
* Created Stored Procedures, Triggers, and Functions to access and manipulate data from Sybase10.0.
* Created and consumed WCF Web Services.
* Designed & developed web user interface using ASP.net, HTML, CSS, JavaScript, server controls, and developed customized Web controls
* Worked on team budget and resource planning.
* Give daily status update to my manager as well as the director of the company

**Environment: Excel, Slack VSTS, TFS, Visual Studio 2005.**

**Technical Skills**

* + Project Management Tools: JIRA, Trello, Microsoft Project, Asana, ClickUp
  + Programming Languages: C#, SQL, HTML, Angular, JavaScript, jQuery
  + Data Analytics: Excel, Power BI, Tableau
  + Budgeting Software: QuickBooks, Microsoft Excel
  + Office Software: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
  + Collaboration Tools: Slack, Microsoft Teams, Zoom, Webex

**Certifications**

* + Certified Scrum Master (CSM) | Scrum Alliance|2024

**Education**

* **University Of Cumberland’s (U of C)**; *Williamsburg, KY|MS, Information technology*
* **GPA**:3.67/4.0
* **University Of Cumberland’s (U of C)**; *Williamsburg, KY|MS, Global business with Blockchain Technology*
* **GPA**:3.4/4.0
* **Murray State University (MSU)**; *Murray, KY | MS, Computer Information Systems & Management.*;
* **GPA**: 3.0/4.0
* **Institute of Engineering & Science, IPS Academy**; Indore, India |
* *Bachelor of Engineering*, *Electronics & Telecommunication*;
* **GPA**: 3.4/4.0