

JUBINA MADATHUMPARAMBIL IBRAHIM

ICT Senior Program / Project Manager, Engagement Manager with 19 years of experience

SOFTWARE & TOOLS

Jira, ServiceNow, Confluence, Horizon, Clarity, UFT, Selenium, GitLab, Redmine, Zeplin, Jenkins, HP ALM, Rally, Flexera, MS Office 365, Java, PL/SQL, Oracle BO, Adobe Experience Manager (AEM), UNIX

PROCESS

Agile, Waterfall, DevOps

CERTIFICATIONS

Electric Industry Operations and Markets (Duke University)

Professional Scrum Master (PSM I – Scrum.Org)

Certified ScrumMaster® (Scrum Alliance)

ITIL V3 Foundation

Adobe Experience Manager 6 – Business Practitioner

Mentora – Institute for Personal Leadership Certificate

ISTQB Foundation

EDUCATION

B. Tech. Electrical and Electronics Engineering, Mahatma Gandhi University, 2005

CAREER SUMMARY

- A result driven individual with overall 19 years of ICT experience and currently handling program/project management of utilities major company in Western Australia.
- ICT Senior Project Manager with firm experience of leading multimillion dollar sized projects across development, assurance, ITIL infrastructure and AMS support portfolios under Energy and Utilities, Banking & Financial Services, Telecommunications and Hitech domains.
- Vendor Management, strategic workforce planning and people management leading cross-cultural teams for large/complex projects in multiple time zones.
- Strong experience in project effort estimation, milestone planning, schedule, scope and risk management, budget management and stakeholder management, project operational parameters & revenue (P&L) management.
- Client Relationship Management, Project Management through deploying and implementing service delivery strategies, improving customer service quality results by evaluating, and redesigning processes, establishing and communicating service metrics, monitoring, and analysing results.
- Lead reform projects, growth & transformation project management leveraging digital technologies.
- Certified Scrum Master and expertise in waterfall and agile project management
- Managed fixed bid, time & material, managed services, staff augmentation and job type billing engagements.
- Responsible for project status tracking, reporting and presentation to customer and organizational leadership.
- Development of the overall program strategy and successful project delivery by tactically driving teams in multivendor and multi-technology environment.
- Strong experience in requirement gathering, software analysis and design, software development, application support, process automation, devops implementation, continuous development, integration & testing.
- ITIL Service Delivery and Change Management experience
- Effort estimation and impact analysis for problem report / change requests.
- Expertise in RFI/RFP preparation, contract & vendor management and SOWs
- Expertise in End-to-End Test Management and coordination, Test Condition/Test case design review, Test Data preparation, Test execution plan, Test result analysis, Defect/Issue reporting and quality gate reviews
- Delivery excellence governance, audits and reviews, recruitment, and talent development co-ordination.

MY CUSTOMERS

Australia Energy Market Operator (AEMO)

Western Power, Australia

ActewAGL Distribution, Australia

Melbourne Water Corporation, Australia

Pacific Gas and Electric Company, US

American Express, US

EXELON, US

CISCO, US

British Telecom, UK

WORK EXPERIENCE

TATA Consultancy Services – TCS.com

2010 May – till today

- *Engagement Manager/Senior Project Manager (2023 Feb – till today)*
Onsite deputation to deliver critical Energy Reform and transformational projects of AEMO, Perth, Australia. Handling dual role as Senior Project Manager of AEMO WA Reform projects (contract) and TCS engagement manager for WA region.
- *Delivery Manager, Program/Project Manager (2020 Mar – 2023 Feb)*
Led the projects execution and delivery, client relationship and people management of different ANZ customer accounts under the Energy and Utilities industry.
- *Program/Project Manager (2017 Mar – 2020 Mar)*
End to End Program/Project management and Client relationship management for different North America customer accounts under Energy and Utilities industry.
- *Project Manager (2016 Nov – 2017 Mar)*
Content creation and management using Adobe AEM platform.
- *Project Manager, End to End Test Manager, Business Analyst (2010 May – 2016 Oct)*
Strong Project Management experience including transformation project management under Banking and Financial Services.

Infosys

2005 Sep – 2010 Mar

- *Project Manager, Software Quality Assurance Analyst (Oct 2006 – Mar 2010)*
Specialised testing experience in Telecom and Hitech Domain
- *Software Engineer (Sep 2005 – Oct 2006)*