

# SIDDHARTHA NANDY

## CONTACT INFORMATION

Program | Project | Product Manager | Agile Coach  
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## PROFESSIONAL SUMMARY

A Veteran Manager, with over 15 years in software engineering including 10 years as a Program, Project, Product Manager, and Agile Coach (Scrum Master) successfully delivering solutions to corporates for over 50 global Clients, experienced in Banking, Insurance, Life Science, Healthcare, Energy & Utility, E-Commerce, Manufacturing domains, providing leadership to cross-functional teams for various SaaS/PaaS technologies, Cloud solutions with expertise in proposals, discovery, contract and negotiation, complete delivery life cycle (Waterfall, Agile, SAFe), risk, budget, quality, business growth, innovation, and mentorship.

## KEY ACHIEVEMENTS:

- Improved the delivery strategy which increased customer revenue by 37% with expansion to EMEA and ASIA markets.
- Won 2 years of advanced business contract for successful solution delivery of two parallel technology programs.
- Increased business volume by over 30% in two months by capturing multi-sector solution services and mentorship.
- Improved the business process that elevated the org to CMMi level 5 by applying best-in-class PMO quality measures.
- Managed and presented the discovery CRM solution in 3 months which helped the org to win \$25M worth of contracts.

## PROFESSIONAL SKILLS

### SPECIALITIES

Program-Project, Product Management | Agile Coach (Scrum Master) | SAFe, Kanban, Lean | BAU (SLA) | BA | Risk, Budget, Communication expert | Customer Success | Contract & Negotiation (RFP, MSA, SOW) | Cross-functional leadership | Innovation | SaaS/PaaS, Cloud Delivery | CRM, CI/CD, QA, SDLC | Automation | CXO Business Reports | Training & Mentorship

### TOOLS & TECHNOLOGY

Salesforce | Veeva | ServiceNow | SharePoint | AWS | DevOps | JIRA | Confluence | Click Up | Trello | Asana | MPP | Slack | Miro | Mural | Reetro | Pega PRPC | Java | SQL | Power BI | Analytics | MS O365

## PROFESSIONAL EXPERIENCE

Sep 2023 – Present  
1 year +

### Product Head, Management and Agile Consultant Freelancing for Startups, India

- From ideation to shipment, drive startup to accomplish market share of 50 crores in 3 months.
- Help mid-size, start-up companies adopt Agile-Scrum, and SAFe through consultancy, guided tools, and training.
- Guided on design thinking, product strategy, roadmap building, partnership collaboration, development and Management (PMO), and customer-market analysis best practices.
- Trained and mentored 17 grads for a smooth transition into the corporate business domains.

May 2023 – Jun 2023  
2 months

### Associate Director LTI Mindtree, India

- Implemented Salesforce (CPQ) CRM for a US Client that estimates 30% annual cost savings.
- Coached the program adopting SAFe which expedited the release plan advanced by 1 quarter.

Feb 2022 – Dec 2022  
11 months

### Program Manager Capgemini, India

- Improved business process compliance by 85% through course correcting BCP and SCM.
- Achieved org to gain revenue increase around 27% by winning 2 additional tech services.
- Lead multi-vendor, cross-technology, cross-functional program teams for US brand for post-acquisition of healthcare services (US, UK Market) – Adobe EM, SAP, Salesforce, OKTA.
- Converted the financial and delivery risk project into 5% profitable through negotiation, fostering the change management process.
- Led innovation of an internal app that reduced effort by 20% with a 15% customer value rise.
- Improved delivery plan by 2 quarters through Agile implementation and adoption.
- Led UK Govt. Salesforce CRM (FSL) solution program from planning to delivery which improved water service time efficiency by 40% with enhanced customer satisfaction by 30%.

Nov 2009 – Feb 2022  
12 years 2 months

## Program | Project Manager

### Cognizant Technology Solutions, India

- Led successful delivery of healthcare search CRM solution that reduced Go-to-Market (GTM) time for customers by 2 quarters through training and end-to-end delivery management.
- Managed and presented a demo for on-time delivery of CRM integration project with zero issues which enhanced customer satisfaction to sign up for two consecutive engagements.
- Helped BAU team with 35% improved business SLA by training, implementing automation, and guiding service process.
- Managed CRM discovery project with successful presentation of complete solution delivery plan, that helped the business unit to win \$25M program.
- Implemented CI/CD, Automation for Insurance domain QA program that reduced the overall release timeline by 75%.
- Successfully delivered a 3-year-long Insurance portal solution for Global customers through managing multi-vendor, cross-technical, cross-functional teams of over 40 people.
- Increased 37% revenue gain for core Clients by implementing strategic solutions in EMEA and ASIA markets through leading and collaborating with Internal & External Stakeholders.
- Increased resources from 1 to 29 in 3 months by winning new customer project contracts.
- Led, Agile coach and deliver automated BPM solution to a US Bank giant that helped the Client to obtain US Govt. regulatory compliance and reduced cost (OPEX) by 54%.
- Helped internal org to implement and comply with CMMi (L5) quality adoption successfully.

Aug 2008 – Nov 2009  
1 year 3 months

## Fresher | Trainee

### Cognizant Technology Solutions, India

- Plan-Design-Build-Integrate internal solutions improving SLA, reducing complexity by 10-20%.
- Accomplished transition training through hands-on assignments for existing projects.

## EDUCATION

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2021 – 2023	<b>Executive MBA</b>	IIM Calcutta
2005 – 2008	<b>Master of Computer Applications (MCA)</b>	West Bengal University of Technology
2000 – 2004	<b>Bachelor of Science (B.Sc.)</b>	Calcutta University
2000	<b>10+2 (H.S.)</b>	WBCHSE
1998	<b>Class X</b>	WBBSE

## TRAINING & CERTIFICATION

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### CERTIFICATION

2024	<b>Mastering Product Manager</b>
2023	<b>Certified Scrum Master (CSM)</b>
2023	<b>Google Project Manager</b>
2020	<b>Certified Salesforce Administrator (SP1)</b>
2010	<b>Mortgage Banking L1</b>
2010   2011	<b>Certified System Architect in PRPC   Certified Senior System Architect in PRPC</b>

### TRAINING

2024	<b>AWS Practitioner</b>
2022	<b>Engagement Manager Training   SAFe Agile</b>
2021	<b>PMP Training</b>
2020	<b>Veeva Technology</b>
2019	<b>Business Analyst</b>
2018	<b>PL1 on Program Leadership</b>
2016	<b>Service Automation   Quality Assurance</b>
2015	<b>Test Automation</b>
2008 - 2010	<b>CRM   BPM   CMMi Audit</b>

## AWARDS & RECOGNITION

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2021	<b>'First Mentor' Award</b>	Foundation For Excellence
2018	<b>'Best Customer Person' Award</b>	Cognizant
2016	<b>'Best Employee' Award</b>	Cognizant