



## JOHN JOSEPH K

### Project Manager

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## Profile Summary

A PMP certified IT Project Manager leveraging expertise in current technological trend, people management and leadership skills to deliver successful programs/projects. B.Tech (IT) & MBA (Operations & Systems) graduate with overall **10+ years'** experience in **Project Management**, Product Management, **Program Management**, Account Management, **Client Servicing**, Business Analysis, **Web/Mobile applications**, Digital Marketing, Digital Content Management, Cybersecurity, **Agile & Waterfall** SDLC methodologies.

- PMP® and PSM™ I certified project manager
- Expertise in managing Web and Mobile Applications (*Android/iOS*) projects, Cybersecurity projects as well as Digital Marketing projects (*Videos, SEO, and other campaign activities*)
  - Acquainted in managing web application projects on Microsoft SharePoint, Sitecore, Drupal and .Net Framework
- Experience working with different industry verticals like Life sciences, Pharma, Cloud Computing, Digital Marketing, Insurance, IT etc.
- Proficient in playing the role of a Project manager as well as a Scrum master
- Know-how of tools/platforms like Jira, VersionOne & Trello (*Project/Task Management*)
- Experience in product planning and execution throughout the Product Lifecycle, including gathering & prioritizing product and customer requirements, defining the product vision, working closely with engineering, business & management to ensure revenue and customer satisfaction goals are met
- Primary functions include analyzing solution, feasibility analysis, budgeting, vendor management, requirement analysis using critical thinking and information-gathering skills, process analysis & re-design, account management, project management, delivery management, client servicing etc.

## Key Skills

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|--------------------------|----------------------|---|
| • Project Management     | • Account Management | • Business Analysis                     |
| • Scrum                  | • Program Management | • Web Applications/Technology           |
| • Client Servicing       | • Leadership         | • Microsoft Office                      |
| • Operations Management  | • Project Planning   | • Agile Methodologies                   |
| • Documentation          | • Team Management    | • Waterfall Methodologies               |
| • BRD/FSD                | • Reporting          | • Content Management Systems            |
| • Product Management     | • Cybersecurity      | • Critical Thinking and Problem Solving |
| • Strategic Planning     | • Vendor Management  | • Communication & Presentation Skills   |
| • Resource Management    | • UI/UX              | • Process Improvement                   |
| • Stakeholder Management | • Service Delivery   | • Requirement Analysis                  |

## Professional Experience

**ALLSTATE INDIA, Bangalore**

**January 2023 – Present**

*Senior Lead Consultant - PMO*

Serving as a **Project Manager** in managing Cybersecurity projects for Allstate family of companies.

- Managing the information security initiatives/projects helping to enhance the security policies, standards, guidelines, and procedures for the organization
- Responsibilities includes: Project Charter Development, Feasibility analysis & Requirements gathering, Project Governance, Stakeholder management, Risk Management, Project Monitoring & Controlling etc.
- Managing project artifacts in SharePoint as well as tracking project via VersionOne platform
- Providing timely updates & status reports on projects health to information security leadership

- Active contribution towards improvement of Information Security PMO within the organization by providing expertise and guidance on Project Management best practices
- Projects managed: Transparent Data Encryption (TDE) implementation and Hard-coded password remediation projects for National General, *an Allstate family of company*.

## INDEGENE, Bangalore

August 2017 – December 2022

*Project Lead*

Worked as a **Project Manager/Client Services Manager** in managing web applications, digital content creation, design & development projects for some of the top pharma companies like Pfizer, Mylan/Viatris, Allergan, Mundipharma etc.

- Working closely with clients/stakeholders to understand their needs & provide solutions
- Managing the day-to-day operational aspects of the project & client account including P&L ownership
- Build strong, lasting relationships and strategic partnerships through exceptional client service
- Accountable for managing the roll out of Indegene's Virtual Engagement Manager product in Pfizer engagement
- Worked as a Scrum master, removing impediments for team/project and facilitating team to deliver projects as per the Agile framework
- Managed the end-to-end project execution of web application design & development projects in Sitecore, SharePoint, Drupal and .Net Framework for different clients/brands
- Delivering projects within the triple constraints (*scope, cost, and time*) by developing and executing the project as per the project management plan
- Analyzing, gathering, documenting requirements (*BRD, FSD etc.*) and building business process flowcharts
- Facilitated internal & external meetings effectively, reviewing & approving the final deliverables before releasing to client stakeholders
- Working closely with pre-sales team during RFPs as well as creating project artifacts like Charter, SoW etc.
- Process improvement by developing best practices & tools for project execution and management
- Monitoring & managing vendors and third-party suppliers within the project(s)
- Few projects managed: Multiple HCP and Patient branded websites for Viatris/Mylan, Multiple HCP print portals for Pfizer, A homegrown workflow management portal rollout for Pfizer, Branded websites for Allergan.

## REGALIX, Bangalore

September 2014 – August 2017

*Assistant Business Manager*

Worked as a **Business Analyst/Project Manager** for clients such as VMware, Oracle, Pure Storage, Zuca etc. as well as managed critical Regalix products/initiatives.

- Managing day-to-day operational aspects of a project in terms of revenue, budget, scope etc.
- Effectively applying project methodology and enforcing project/process standards
- Gathering, documenting requirements, and building business process flowcharts
- Creation of Functional Specifications and Review of Test Plan and Testcases
- Facilitate team and client meetings effectively
- Reviewing deliverables prepared by team before passing to client
- Creation and execution of project work plans and revisions to meet changing requirements
- Initiation and end to end management of one of the organization critical initiatives ZillionGigs, *a work outsourcing & vendor management platform*
- Few projects managed: VMware Knowledge Portal mobile applications, Oracle Marketing Cloud website maintenance, Zuca E-commerce website development & maintenance, Multiple Videos & Infographic projects for Pure Storage, SEO projects for VMware, Oracle.

## COMPETENSYS SOLUTIONS, Bangalore

April 2013 – May 2013

*Scrum Master – Intern*

Worked with CompetenSys Solutions, Bangalore as a **Scrum Master - Intern** in the year 2013 (*2 months Internship*)

- Roll out of Agile Practices using CompetenSys Scrum Organizer tool
- Hands on experience on Scrum practices, tools adopted for scrum implementations, working closely with development team to develop the scrum tool

Worked as a **Software Engineer** for General Electric client at Wipro Technologies. Hands on experience in SAP, Embedded systems, C, UNIX etc.

- Project worked on: GE Smart Energy Meter Project
- Understanding the client requirements for the Spanish meter being developed
- Handling the DLMS module which acts as the link between the output & input for the energy meter
- Develop the software for the energy meter in embedded C
- Testing the software & its compatibility with the energy meter using the DLMS software tool

**ASTRUMS CONSULTING, Cochin***SAP Trainee***September 2010 – January 2011**

4 months of professional experience as an **SAP Trainee**. Hands on experience in ABAP programming as well as working with SAP modules like SD, PP etc.

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**Education**

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Christ University Institute of Management, Bangalore | 2012 - 2014

**MBA | Major: Operations & Systems | Marks: 66%**

Govt. Engineering College, Palakkad, Kerala | 2006 - 2010

**B.Tech | Major: Information Technology | Marks: 64%**

Kerala Higher Secondary Education, Thrissur, Kerala | 2004 - 2006

**XII | Marks: 90%**

CBSE, Thrissur, Kerala | 2004

**X | Marks: 85%**

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**Accomplishments & Activities**

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- Appreciation from Regalix, Indegene management on timely and effective project delivery
- Part of coordinating committee for 'SPORTS MEET' a monthly meet up of sports professionals in Bangalore (2012 - 2015)
- Part of Best Project award winning team at Wipro Technologies
- Prize winner in acting and orating competitions

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**Certifications & Courses**

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- Project Management Professional (PMP®) [certification](#) provided by Project Management Institute
- Professional Scrum Master I (PSM™ I) [certification](#) provided by Scrum.org
- Business Analysis Level 1 course organized by Valuebase at Christ University

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**Interests & Known Languages**

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- Very enthusiastic and passionate about sports especially Football & Cricket
- Acting, Orating, Listening to Music, Organizing events
- Reading Sports news, articles etc.
- Languages Known:
  - English, Hindi, Malayalam

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**Reference**

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Reference will be provided, *if required*.