Pawanraj Sadhwani

IT CONSULTANT

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Education

MASTERS IN BUSINESS ADMINISTRATION
Indian Institute of Technology, Kharagpur
2004-2006

BACHELORS IN ENGG. (COMPUTER ENGG.)
L. D. College of Engineering, Ahmedabad
1999-2003

Certifications

AWS SOLUTIONS ARCHITECT (ASSOCIATE)
2020

IBM DATA SCIENCE CERTIFICATE (COURSERA)
2020

APICS CERT. PROFESSIONAL INVENTORY MGMT.
2012

ISTQB FOUNDATION LEVEL
2011

Skills

- QA & SDLC Assessments
- Agile & Waterfall Methodologies
- Quality Mgmt. Office Operations
- Process definition & implementation
- Project & Program Management
- Data Analysis & Interpretation
- Requirements Elicitation

Tools & Technologies

- Excel & VBA
- PowerPoint
- Amazon Web Services
- HTML / CSS Development
- Python
- SQL

Technology strategy consultant with 15+ years of experience spanning IT Transformation, SDLC advisory, large program delivery, and process reengineering. Passionate about delivering business outcomes for IT organizations by leveraging technology.

Work Experience

Cognizant Technologies Ltd.
Dec 2010 − Nov 2019

Consulting Manager | USA	2017 – 2019
Senior Consultant | USA	2014 – 2017
Consultant | Chennai, IN	2010 – 2013

Focus: IT Transformation, Program Governance, Process optimization

Notable Projects:

- **QA Transformation:** Implemented a Quality Management Office (QMO) to manage transition to a Business Process as a Service (BPaaS) model
  - **Consolidated processes** from disparate internal QA organizations to create a **standardized QA process library** for the combined QA organization. **Tracked process implementation** via audits
  - Streamlined **demand and capacity management** for the 400 FTE distributed QA team. Reconciled resource skillsets, availability, and skillset requirements to **reduce headcount by 15% over 4 months, directly impacting account profitability**
  - **Reported QMO progress to group CIO** in steering committee meetings

- **Model Office Strategy:** Defined a Model Office Strategy to support a multi-year transformation for a health-insurance client
  - **Defined a model office to assure operational readiness of the Consumer Business by verifying accuracy and interoperability of business processes, technology solutions, Policies & Procedures and compliance requirements after large scale digital transformation**
  - Model Office encompassed a joint business-IT governance model and operational model, including sprint duration, definition of done, roles and responsibilities, and sign-off criteria
  - Created a plan to pilot model-office and presented it to program leadership

- **Program Assurance:** Reduced delivery risk for a multi-year migration to TriZetto Facets by improving quality of requirements (Quality Shift Left)
  - **Reduced System Test defects due to unclear requirements from 20% to 3% of total defects, over two years** while **team size reduced by 2 FTEs** and **workload doubled**
  - **Achieved these results by designing a cross-functional requirement ambiguity review process** with review checkpoints and sign-off criteria during elicitation / user-story creation
  - **Implemented the new process** – **stood up a team** of requirements analysts that led ambiguity reviews and participated in elicitation sessions. **Onboarded client and Cognizant IT, business & BA teams** on the new process through job-aids and training
  - Provided visibility into team impact and progress report to VP by creating an **automated dashboard** (Excel VBA)

- **QA Organization Maturity Assessments:** Led and supported multiple QA process maturity assessments:
  - **Assessed QA organizations' maturity** using objective measures & client interviews across the dimensions of operating model, processes & tools

- o Defined the organization target state in conjunction with the IT executive leadership, prepared prioritized improvement plans with clearly defined short and medium-term milestones and KPIs, and presented to C-suite

- **Program Governance:** Test Program Manager & QMO lead for US's second largest pharmacy business
  - o **Managed test delivery for $1.5m QA program (~50 FTE distributed QA team)** in a multi-geo, multi-vendor program. Led test planning, defect management, change management and reporting for all testing activities (system test, integration test, performance test, & regression automation)
  - o **Strategized reduction of QA lab footage by 40%** by rationalizing hardware, consolidating retail and pharma QA labs, and near-shoring

- **IT Operations Process Optimization:** for a large insurance client
  - o **Reduced monthly CIO reporting from 25 person days to 8 person days** by consolidating and automating report creation process. Enabled creation of real-time reporting dashboard using QlikView
  - o Defined a new application availability metric as a KPI to objectively measure efficacy of IT Operations

Infosys Technologies Ltd.   Jun 2006 – Nov 2010
Consultant | Leiden, Netherlands   2009 – 2010
Business Analyst | Bangalore, India   2006 – 2009

Focus: Project Mgmt, Requirements Mgmt, Marketing and Pre-sales

Notable Projects:

- **Project Management & Requirements Elicitation** for a manufacturing client
  - o **Successfully delivered** change requests ($300,000/year) for a B2B storefront in a multi-vendor, distributed team.
  - o Activities included impact analysis in conjunction with vendor and ERP teams, requirements elicitation, consensus-based solutioning, estimation, quoting and approval of CR budgets, as well as coordinating delivery (scheduling, development, testing and deployment)

- **Offshore QA Manager:** of a team of 7 associates responsible for system and integration testing of code, using HPQC to manage test-lifecycle.

- **Marketing Analyst:** for manufacturing unit
  - o **Developed case-studies, point-of-views, sales collateral and go-to-market strategies** for automotive and aerospace solutions.
  - o **Defined processes** (documentation, templates and approvals) for publishing marketing artifacts

Elitecore Technologies Ltd.   Jun 2003 – Jun 2004
Software Engineer | Ahmedabad, India   2003 - 2004

- **Full-stack Developer** for a web-application using Java / J2EE Struts for the back-end and JSP / HTML / CSS for the front-end
  - o **Improved bill-generation time from 120 sec to 20 seconds per bill** by optimizing queries & refactoring components
  - o **Decreased developer-build-cycle time by 400%** by creating a GUI and refactoring ANT build scripts