Sukhdev (Dev) Nanda, PMP, PMI-ACP

POSITION OBJECTIVES:

To utilize my Project or Program Management experience and knowledge in: new product or services development, improving efficiency of business processes, and increasing productivity of business operations; to help develop students to become productive members of their selected area of specialty.

SUMMARY OF QUALIFICATIONS:

Highly successful and results oriented Project Management Professional possessing exceptional technical skills. Demonstrated commitment to successfully completing projects improving business processes and developing new product solutions that increase efficiency of operations, revenue, and profit. Extensive IT experience in a variety of industries including retail, banking, automotive, insurance, healthcare, and manufacturing in the following broadbased areas:

Project/Program Management Customer Satisfaction Team Leadership
Resource Management Quality Management Problem Solving
Strategic/Product Planning Change Management System Analysis/Design

KEY ACCOMPLISHMENTS:

- Key contributor to transformation of traditional software development process to Agile/Scrum methodology.
- Managed development of Health Information Systems (HIS) with multi-million-dollar revenue in new markets.
- Operationalized the off-shore development model for an IT application saving \$0.5 MM per year.
- Implemented an Electronic Software Distribution system with annual cost savings of over \$1 MM.
- Defined multi-million-dollar revenue and cost saving product and process improvement opportunities.
- Implemented project to develop a banking transaction system generating close to \$1 B in revenue.
- As Product Manager managed development, delivery, and life cycles of five products for specific markets.
- As Project and Resource Manager managed up to 125 people and an annual budget of \$12 MM.

PROFESSIONAL EXPERIENCE:

University of Dayton, Dayton, Ohio

Adjunct Faculty

2017 - Current

- Work with Lead Faculty for MIS 465 and MIS 475 to mentor and coach assigned Senior Project teams.
- Teach a section of the MBA 616 Project Management for Professionals effective September 2019

Antioch University – Midwest & Online, Yellow Springs, Ohio Adjunct Faculty 2005 – 2019

 Taught undergraduate in-classroom courses in Quality Management, International Business, and Project Management; and On-line courses in Senior Capstone Project, and Quality Management for Bachelor's in Business Management.

Ouest Diagnostics, Mason, Ohio

Senior Project Manager

2006-2018

- Managed multiple projects for Healthcare Information Systems (HIS) for new market opportunities and to enhance current products for expanded markets. Tailored and created new processes to meet time constraints and regulatory requirements. Projects ranged from 20 to 120-member teams with annual budget of over \$6.0 MM. (Web based development tools; Software as Service model; Java; Oracle; Networking; MS Project; Clarity; SharePoint)
 - * Implemented HIS for a Canadian province with over \$20 million revenue as a multi-supplier contract.
 - * Evolved existing product suite to an Electronic Health Records (EHR) system.
 - * Developed capabilities for the EHR system to meet US government certification requirements.
 - * Integrated 3rd party applications for functionality not inherent in the EHR system.
 - * Customized development life cycle and transitioned organizational processes to agile methodologies.

Nationwide Insurance, Columbus, Ohio

Consulting Project Manager

2006 - 2006

Managed standardization project for application development guidelines and life cycle processes. In a short 3-month tenure achieved project objectives that the organization had been striving for over a year.
 (Application Development standards and processes; Change Management; Process Improvement; MS Project; Clarity)

• Managed multiple projects concurrently for sales/order processing applications from initiation to delivery. Small to medium sized projects using up to 15 on-site and off-shore resources; annual budget of \$3 MM; to meet schedules for product launch plans:

(Windows; SQL Server; Visual Basic, C++ & configuration modeling languages; Client-Server architecture; MS Project)

- * Savings of \$ 0.5 MM per year by using off-shore resources with increased flexibility.
- * Improved system response time by a factor of two.
- * Enhanced quality, as experienced by the end users, by a factor of five.
- * Improved data synchronization time using internet by a factor of three and improved success rate by 30%.
- * Strengthened the production infrastructure improving system availability and reliability.
- * Managed work queues, budgets, resources, stakeholder needs, and project risks for business constraints.
- Managed multiple projects to implement enterprise-wide Electronic Software Distribution, Software Configuration & Change Management (SCM), Project Management Information Systems (PMIS), and Development/Test systems infrastructure supporting entire project life cycle. Small to large sized projects using 10-25-member cross-functional teams with an investment of \$2 MM to \$10 MM: (IBM- Rational tools; C, C++, Visual Basic, & Perl programming languages; UNIX; LINUX; Windows; SQL; Networking; Desired-State modeling tools; Web-based Information Reporting system; MS Project)
 - * Achieved \$1 MM in one-time and \$1 MM in ongoing annual costs savings; streamlined the process; and improved customer satisfaction in the Electronic Software Distribution project.
 - * Saved \$4 MM in one-time costs; increased developers' productivity; reduced ongoing support cost; reduced space needs by a factor of three in the Development/Test systems infrastructure project.
 - * Improved time-to-market by 13%; increased revenue from new product introductions by 5%; enhanced product/project manager skills; standardized the project management tool in the PMIS project.
 - * Increased customer satisfaction; productivity of development and service groups; standardized on a single SCM system by retiring five disparate tools in the SCM project.
 - * Prepared procurement documents; acquired relevant tools; to meet the scope and investment expectations.
- Defined and implemented a division-wide Customer Satisfaction & Quality Program to improve quality, cycle time, and efficiency of business processes reducing total cost of quality by 50%; improving customer satisfaction index by 25%; reducing staff equivalent of \$1.5 MM per year:

 (Process Management; Benchmarking; Problem Solving; Customer Driven Product Definition; Quality Management methodologies; MS Project)
 - * Engaged senior management in a benchmarking process resulting in organization wide buy-in to the program objectives/framework of the quality improvement efforts.
 - * Implemented, in collaboration with the stakeholders: a consistent Product Development process increasing annual project throughput by 6%; reducing Sales-to-Installation cycle time by 12%; reducing incoming call rate to the Service Center by 27%.
 - * Introduced workforce skills development programs using 3rd party Computer Based Training system, to support the quality initiative, saving \$1 MM the first year.

NCR Corporation, Dayton, Ohio. Managerial & Lead Technical Positions 1968-1985

Project, Development and Product Manager:

- Managed a large/complex project, using a geographically dispersed team of 125 engineers with annual budget of \$12 MM, to develop a banking transaction system that generated revenue of \$1 B over product's life cycle.
- Developed scope and architectural design for a terminal subsystem and a complex transaction processing system
 including standards for inter-component connectivity and information interchange with foreign host mainframes.
- Managed projects to develop and manufacture a customer specific product and a family of ATM products with revenue over \$1 B.

Individual Contributor:

Progressed to a Lead Operations Planner from an entry level Reliability Engineer gaining experience in planning, consulting, problem-solving, manufacturability, and reliability analysis, in engineering and manufacturing operation.

Other Work Experience: Research and Teaching 1964-1968 University of Wisconsin, Madison, Wisconsin and Punjab Engineering College, Chandigarh, India

EDUCATION & PROFESSIONAL DEVELOPMENT:

University of Dayton, Dayton, Ohio

Masters of Business Administration
University of Wisconsin, Madison, Wisconsin

Punjab University, India

Masters of Industrial Engineering
Bachelor of Mechanical Engineering

Professional Development:

- Project Management Professional certification (PMP) Project Management Institute.
- PMI Agile Certified Practitioner certification (PMI-ACP)
- Completed CMM training at Software Engineering Institute Carnegie-Mellon University; Software Quality Management Motorola University; Served as Quality Dayton Award Examiner used Baldrige Award Criteria.
- Member Project Management Institute; American Society for Quality; American Society of Mechanical Engineers;

TECHNOLOGY EXPERIENCE:

• Managed development projects using web-based application tools, Java, Oracle, SQL; mainframe application development tools, microprocessor, client-server architecture; proprietary, Unix, Windows operating systems; 'C', C++, Visual Basic, Basic, Perl programming languages; relational databases; networking; communications; configuration & desired state modeling tools; MS Project; MS Office Suite.

OTHER INTERESTS & RELEVANT INFORMATION:

- Coached varsity level soccer at local High Schools receiving Assistant Coach of the Year award.
- Coached and officiated Youth Soccer in Centerville at recreational and competitive levels.
- Active on the board of Dayton Chapter of PMI. Initiated University Outreach Program.