

Vikas Raina

Profile

Mr. Raina is presently responsible for managing Defense Health Agency (DHA) program management activities for a \$60 million contract. This program management activity involves operational management infrastructure, test integration direction and technical approaches for AHTLA-CHCS program, manages project integration initiatives and supporting staff through SDLC phases. Provides engineering services for AHTLA-CHCS system component of software development, system-level design, programming and development, testing, data and system analysis, performance management, security, AHTLA-CHCS, functional testing, and system integration. and support technical discussions to optimize AHTLA-CHCS system. Provided testing and technical support to production environment issues and requests. Provide relevant metrics and accomplishments. Directs communications and collaborations with multiple customers for issue management support, clarification and prioritization development, and sustained projects. Provides oversight of financial contractual requirements and management. Ensures compliance as per DHA directives. Provides senior decision-making consultation with government customers and senior government leaders. Participates in panel discussions and design groups for DHS future optimization efforts. Presently, managing four subcontracting partners to support program activities.

Mr. Raina is a senior management professional who has been an outstanding performer on multiple mission programs and contracts for major federal agency like – DHA, HHS, CMS, and SSA and commercial Fortune50 companies like Deloitte, Citibank, Exelon, Blackberry. He has defined, implemented, managed, and supported enterprise business solutions and processes based on client needs, company objectives and industry best practices. Comfortable managing multiple efforts and teams concurrently in fast-paced and changing environments. Mr. Raina has experience working with CMMI, ISO, ITIL and Agile organizations. Implemented a Test Center of Excellence for several companies to include people, process, tools and training. PMI, ASQ, ISTQB, and Scrum Alliance certified.

Skill Highlights

- Portfolio, Program and Project Management
- Budget Management of more than \$100 million
- Quality Management and Auditing
- Governance, Risk Management & Compliance
- ISO 9001 and SEI CMMI Implementation
- Life Cycle Process Definition and Measurement
- Performance & Process Improvement Strategies
- Architecture and Implementation Technical tool selection
- Independent Verification & Validation (IV&V)
- Test Strategy and Architecture
- Managed geographical distribute team size of > 165.

Professional Certifications

- PMP (Project Management Professional)
- Azure Certified Professional (Microsoft)
- CSM (Certified Scrum Master)
- SAFe 5.0
- Six Sigma Green Belt & Yellow Belt
- ITIL Certification
- Certified 508 Tester

Agency Clearance

- DOD - Secret
- HHS – Public Trust
- CMS – Public Trust
- Social Security (SSA) – Public Trust

Professional Work Experience

Unissant Inc– Herndon, Virginia: November 2019 – Present

Client – Defense Health Agency (DHA)

- **Program Manager** : Responsible for the Program management practice and staff of 5 direct project manager reports for a team of 60 IT resources for a \$60 million annual budget DHA program consisting of 3 projects with 1300+ IT assets part of these projects.
 - Oversight of incoming new work requests, assisting senior management with continuous portfolio management (status, projections, resource planning, new request monitoring), ongoing budget reviews (actual vs budget analysis, projections, periodic reporting), cost projections in the future across the portfolio

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- Facilitating the project forecasting process for assigned teams and providing revised forecasts and variances to management on a monthly basis is a key job responsibility. This includes timely reporting of actuals to forecast as well as key project changes, variances, and risks
- Successfully deliver the project portfolio on time and within budget, ensuring that business outcomes are achieved and risks are effectively resolved or mitigated
- Work with IT delivery team, support and vendor teams to successfully deliver the portfolio of work
- Manage the portfolio of projects through the full project management and software development lifecycle, complying with Macquarie's internal policies and processes for IT project delivery and change management
- Ensure consistency and best-practice methodologies for project delivery are followed across all platform teams and projects within the portfolio
- Lead a team of senior, experienced staff, providing services to Unissant's customer.
- Develop, update and maintain the program plan to ensure timely delivery of IT, consulting or other services and adequate resource allocation.
- Work with individual Project Managers to manage P&L, budgets and forecast through financial controls as well as establish and implement metrics and key performance indicators to manage various projects and report results to senior management and the customer.
- Responsible for transition planning and execution of multiple initiatives, advising customer on strategy and present complex ideas and IT solutions to large number of government officials, including business stakeholders.
- Responsible for management, manpower utilization, and supervision of employees (including subcontractors) of various labor categories and skills across projects.
- Work with government contractors, Unissant Project Managers and Contracting Officer Representatives for oversight and milestone delivery of projects.
- Effectively communicate and keep Unissant management and client stakeholders aware of project status, budget utilization, issues, risks, and successes. Escalate critical items appropriately.
- Identify critical success factors at onset and throughout program lifecycle and ensure removal of barriers to success.
- Identify and communicate the project's business benefits to project teams and the client stakeholders to create a unifying sense of direction and purpose.
- Identify and champion opportunities to expand the business benefits of the program beyond current scope by developing business cases that qualify and quantify the anticipated return on additional client investment.
- Responsible for Subcontract management.

Key Achievements:

- 2021 GSX Change Agent Award
- Client saving of >\$50,000 in base year of the program.
- Created real time operational dashboard within first 8 months of the program.

Deloitte– Arlington, Virginia: April 2019 – Present

Client – UFMS

- **Senior Program Manager (Quality & Testing):** Responsible for the Program quality and test management practice and staff of six direct quality manager reports for a team of 60 testing resources for a \$12 million annual budget UFMS program consisting of 3 projects with 300+ IT resources part of these projects. The testing practice ensures compliance and staff perform system, process and product audits; ensure standards and procedures are followed; ensure deliverables meet quality standards, lead process improvements.
 - Work with the leadership team to establish strategic objectives for continuous improvement initiatives across government official and Deloitte Managing Director level and above..
 - Lead the definition, implementation, and maintenance of Quality and SDLC processes, methodologies, and templates for use by the program. Facilitate lessons learned sessions; capture and manage lessons learned records.
 - Plan, monitor and execute internal program audit activities, ensure corrective and preventive actions are managed; spearhead root cause activities.
 - Define, analyze and report on program metrics; define key performing indicators (KPI); determine areas for improvement based on reported trends.
 - Manage test integration efforts for UFMS, CDC, FDA, IHS, PSC.
 - Program Risk Review Board member; work with program management to ensure program risks are tracked and addressed.

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- Federal and Contractor point of contact for software testing & test lab hosted in UFMS infrastructure environment.
- Provide QMO direction and control to include managing budget, staff hiring, performance appraisals, staff training, department scope, risks, etc.
- Chair the program Process Review Board.
- Managed 60+ tester from 5 government organization for integration, system, functional, performance, UAT testing across all the project in UFMS

Key Achievements:

- Reduced non testing by 60% within April 2019..
- Customer satisfaction index improved by 50% within April 2019.
- Escape defect rate to production reduced 50% since April 2019
- UFMS Testing Road map for next 2 years which adopting Agile and DevOps with automation as core focus.
- Introduced unified QA Dashboard for transparency and runtime status of QA team.

GDIT– Baltimore, Maryland: January 2016 – April 2019

CMS Program Experience – HIGLAS & DECC

- **Program Test Manager (Quality & Testing):** Responsible for the Program Quality and Test Management Office (QMO) and staff of six direct quality manager reports for a team of 109 testing resources for a \$60 million annual budget Centers for Medicaid and Medicare Systems (CMS) program consisting of four software development projects utilizing varied lifecycle models including Agile with 400 plus GDIT employees/contractors. The QMO ensures compliance and staff perform system, process and product audits; ensure standards and procedures are followed; ensure deliverables meet quality standards, lead process improvements.
 - Work with the leadership team to establish strategic objectives for continuous improvement initiatives across the program and GDIT.
 - Work with other CMS application development organizations and CMS on various enterprise process improvement working groups utilizing Serena and HP tools, e.g., requirements management, test management, tools integrations.
 - Lead the definition, implementation, and maintenance of Quality and SDLC processes, methodologies, and templates for use by the program. Facilitate lessons learned sessions; capture and manage lessons learned records.
 - Plan, monitor and execute internal program audit activities, ensure corrective and preventive actions are managed; spearhead root cause activities.
 - Managed test integration efforts for CMS catering the need of 16 Service providers
 - Provide direction to staff and directly participate in preparation of CMMI-DEV, V1.3 L4 assessment activities to include preparing t program staff for interviews, providing training, ensuring program artifacts are developed and maintained; ensuring PIID artifacts are identified and organized for targeted process areas being assessed, etc.
 - Define, analyze and report on program metrics; define key performing indicators (KPI); determine areas for improvement based on reported trends.
 - Program Risk Review Board member; work with program management to ensure program risks are tracked and addressed.
 - Managed controlled software testing & test lab consisting of 27 server hosted in federal environment.
 - Provide QMO direction and control to include managing budget, staff hiring, performance appraisals, staff training, department scope, risks, etc.
 - Chair the program Process Review Board.
 - Managed IV&V Team for 12 people for Social Security Administration to validate the team of EFI transaction

Key Achievements:

- Successfully led program through the CSRA division CMMI-DEV, V1.3 Level 3 and 4 SCAMPI C-A activities, with the program attaining its CMMI-DEV, V1.3 Level 3 rating in Sept 2015 and CMMI-DE, V1.3 Level 4 rating in May 2016 with no weaknesses cited.
- Implemented a Risk Based Testing strategy which is now being used by CMS and other CMS contractors. The Risk Based strategy has been implemented as a manual process and automated via HP ALM.
- Revamped training program infrastructure using SharePoint, increasing access to employee training records and program training artifacts by 75%.

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- Revamped Peer Review process using Serena Business Manager to facilitate inspections increasing visibility of peer reviews by 75%.
- Revamped the Corrective Action and Preventive Action (CAPA) process incorporating SharePoint improving audit visibility 100% and quality of audit finding records by 50%.
- Automated manual test data preparation efforts to reduce testing efforts from 15 days to 1 days.
- Introduced unified QA Dashboard for transparency and runtime status of QA team.
- Enhanced software testing scope and quality assurance by 30%
- Increase team productivity by 45% by without changing quality scope.
- Optimize hardware expense 25% to improve team profitability.
- Introduced unified 508 testing process based on standard level.
- Escape defect rate to production reduced @ 25% since Jan 2016

Citibank Inc (OneMain Financial). – Baltimore, MD: January 2012 – December 2015

- **Vice President (QA & Testing)** : Oversaw quality and testing team operations of Citibank, Personal loan division. Administered \$25 million annual technology budget. Managed staff.

Quality Assurance & Control

- Develop & execute project startup plan, expectations, deliverables schedules, teams, processes, and quality, budget, capacity planning and control mechanisms.
- Oversight of Project requirement gathering & analysis and scoping efforts
- Software acceptance test planning and monitoring for ease of business/client acceptance.
- Monitoring software test efficiency and software testing quality at organizational level
- Management and process monitoring of software testing & test lab worth \$2 million.
- Reviewing, creation & execution of test coverage, test case and test data
- Involve project teams to formulate, design, & implement approved software testing architecture of automation, functional and test data
- Managed IV&V team of geographical distributed team around 9 different location with in the United State of America

Project Management & Software Delivery

- Monitor QA/QC lifecycle process, risks, and deliverables.
- Closely working with PMO (Project Management Office) for QA efforts in the project(s) for scoping efforts.
- Continuous upgrading of service levels to meet/exceed client expectations
- Decision making for escalated issues in project management, manpower, and delivery
- Release Management

People & Team Management

- Team member hiring, mentoring and performing their annual appraisals.
- Manage/coordinate relationship, communication, & efforts between US (multiple locations) and offshore teams for better quality and productivity.
- Motivate & mentor project teams to deliver quality systems based on project needs
- Team expansion / managed manpower growth planning and execution.

Key Achievements

- Incorporated Project Life Cycle vs Testing Life Cycle approach to leverage the benefit of related projects.
- Introduced Projectized approach vs. Functional approach in agile environment.
- Automated manual regression suite of 22000 test scripts to reduce the regression cycle from 9 days to 3 days.
- Developed unified QA Dashboard for transparency and runtime status of QA team.
- Increase the scope of software testing and quality assurance by 30%
- Increase team productivity by 45% by without changing quality scope.

Professional Engagement Summary

Designation	Year	Organization
Vice President	Jan 2012 – Dec 2015	Citibank (OneMain Financial,MD,USA)
Test Manager	May 2011 – Dec 2011	Constellation Energy, MD,USA

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Senior Test Manager / Account Manager	March 2008 – April 2011	Good Technology (Boxtone) , MD,USA
Test Manager / Account Manager/	Oct 2004 – Feb 2008	Impetus Technologies, USA

Academic Education

- Master in Computer Science
- Post Graduate Diploma in Business Management

Technical Skills

Methodologies	DevOps, Agile-Scrum, Rational Unified Process (RUP),Spiral & Waterfall
Business Verticals	HealthCare, Financial, Energy, Mobile, Telecom, CreditRisk Mgt, HRMS, Insurance, Advertising
Project Management	Quality Mgt, Client Mgt; Requirements Engineering; Team Mgt, Cost Mgt; Scope Mgt Multiple Project Management; Change Management
Process Management	SEI-CMMI, SEI-CMM;
Automation Tools	UFT 12.2, Test Complete 8.2, Silk 6.5 , QTP 9.2, QTP 10.0,QTP 11.0
Test Management Tools	HP Application Life Cycle Management 12.5, Quality Centre 10.0, Oracle Test Manager (OTM), Pivot(Digite),
Database	Oracle 12g, Oracle10g, Oracle9i, MS SQL Server 2005, MS SQL Server 2008
VMware	VSphere1.0, VCentre 3.5
CRM& Project Mgt Tools	Service Now, Share point 2010 , MS Project 2010, Sales-Force, Remedy, Siebel 7.0,
Others	Oracle Financials(Pyxis), Contract Manager, Primavera P6, JIRA, Subversion, Serena Business Manager, Serena Dimensions RM, Serena Dimensions CM, Serena Development Manager, Serena Requirements Manager, Rational Requisite Pro, Rational ClearCase, Rational ClearQuest, DOORS,

Conference Presentations

- Software QA and Testing Conference (STPCON),
- ASQ (American Society of Quality)
- Maryland Board of Education

Personal

U.S. Citizen