

FORAM GANDHI

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STRATEGIC PROGRAM MANAGEMENT LEADER

Program Deployment | Strategic Teambuilding | Corporate Relations | Project Management

Diversified program and project management leader with experience leading technology programs worth \$10M+. Experienced in driving international teams of 65+ resources to develop and deliver streamlined technology solutions that drive efficiencies and revenue. Excels at recruiting, mentoring, and leading teams to enhance corporate capabilities and drive success.

Core Knowledge & Skills

Strategic Program Management | Technology Project Deployment | Technical Staff Recruiting & Retention Operations Management | Executive Communication | Domestic & International Resource Management | Revenue Growth | E-commerce | Cost Control | Workflow Analysis | Vendor Management | Cross-functional Technical Programs | Complex Technology Initiative Deployment | Agile | SCRUM | Extreme programming

PROFESSIONAL EXPERIENCE & CONTRIBUTIONS

WOLTERS KLUWER | NEW YORK, NY | 2013 – PRESENT

Program Management & Technology Delivery Leader

Directs teams of technical and business program professionals, launching actionable programs and technology deployments that drive corporate operations and enhance profitability.

- **Established Project Management Office**, consolidating resources and personnel to improve results and **coordinate corporate-wide programs**.
- **Leads international, cross-functional team of 65+ resources** in deploying Agile methods that improve efficiencies and enhance deliverables.
- **Directs technology programs** that deliver ERP, SaaS, e-commerce, and other business solutions across the organization.
- Builds cohesion and efficiencies throughout the organization; **strengthens internal operations** through **strategic process improvements** and leveraging technology to enhance critical business functions.
- **Collaborates with executive leadership and strategic stakeholders** from external organizations to build corporate relations and facilitate program effectiveness.

Significant Achievements:

- **Created and deployed centralized system** that leverages 12 subsystems to track and record 500K+ terms and conditions agreements; efforts **reduced operational risks** and **enhanced compliance efforts** with corporate requirements.
- **Established strategic relationships** with corporations through communication and collaboration; **secured real-time data mining agreements** to access to third-party systems, **streamlining client-facing systems** and enhancing efficiencies.
- **Increased lead generation by 500%** and **reduced annual costs 250%** by leading the redesign and transformation of corporate website.
- **Led the design and deployment** of Wolter Kluwer's web-based e-commerce capabilities, **generating \$24M in additional annual revenue** through consolidated order management, digital product catalogs, and online payment methods.
- **Championed integrated e-commerce system** enhancing customized sales solutions and strategic client support initiatives; new system produces **\$12M in added income** through increased sales and enhanced client relations.
- **Reduced customer service labor expenditures by 50%** by leading the design and deployment of online invoice payment solution for the organization, **streamlining operations** while **stabilizing cash flows** through reduced collections.
- **Salvaged strategic website**; successfully led the debugging of corporate business website, reducing bugs from 2,000+ to less than 100 in six months and **delivering stabilized, high performing system** for corporate applications.

WHITE & CASE, LLP | NEW YORK, NY | 2012 – 2013

Senior Program Manager

Recruited to deploy effective management functions for strategic technology programs. Oversaw the maintenance and use of specialized applications for use throughout the organization.

- Led the creation of the organization's project management capabilities, **implementing Agile methodologies** to directly support 20+ internal working groups.
- Engaged with non-technical stakeholders including internal leadership and external partners to identify requirements, establish standards, and implement effective solutions.

Significant Achievements:

- **Launched organization's off-site product management** capabilities, using technology to hire Philippines-based management team that excelled at deploying and maintaining technology products and systems.
- Oversaw the development and implementation of project management tools and applications that enhanced client-facing operations and internal methods.

INDEPENDENT CONSULTANT | NEW YORK, NY | 2006 – 2011

Senior Technical Consultant

Delivered strategic project management and technical consulting solutions to a wide range of private sector and government consumers. Coordinated with strategic leadership and senior management to understand client needs, develop project scope, and deliver solutions.

- Designed specialized technology solutions and offerings using commercial and specialized software applications to balance client needs and maintain project costs.
- Implemented streamlined operations to enhance project outcomes and deliver projects within budget.

Significant Achievements:

- Directed the deployment of **document imaging and management system to support 1.5B documents** and **specialized** implementation process for the New York City Department of Health and Mental Hygiene.
- Delivered \$2M technology upgrade solution for a major law firm that redesigned document and records management system across 20 international locations, delivering **cost savings of up to \$1M** in annual expenditures.

Previous Roles Include:

***Senior Applications Analyst** for Wilson Elser, LLP, New York, NY (2005 – 2006)*

***Technical Support Consultant** for Vonage Holdings, Edison, NJ (2004 – 2005)*

***Application Developer** for PwC, Fort Lee, NJ (2000 – 2003)*

EDUCATION

Bachelor in Computer Science, Business Administration Minor– New Jersey City University, NJ

PROFESSIONAL CERTIFICATIONS

Certified SCRUM Master – SCRUM Alliance

Certified PMP (former) – Project Management Institute

TECHNICAL KNOWLEDGE

MANAGEMENT – Agile, SCRUM, Lean, Continuous Deployment (CD), Continuous Integration (CI), TFS 2017, JIRA, MS Project, Sharepoint, Confluence

TECHNOLOGIES – DRUPAL, .NET, Eloqua, Sendgrid, SQL Server, Salesforce, ERP, HTML 5, CSS 3