

ARUP KUMAR SETHY - PROJECT MANAGER, PO & PMO

SUMMARY

Project/Program Manager with 12+ years of experience leading enterprise IT, digital transformation, and AI-driven initiatives across diverse industries. Proven track record of managing ₹50+ Cr portfolios, driving strategic programs from inception to successful delivery while ensuring alignment with business objectives, governance standards, budgets, and timelines. Expertise in PMO setup, portfolio governance, stakeholder management, vendor partnerships, risk mitigation, and cross-functional team leadership. Successfully delivered AI-powered solutions, including Voice Bot and computer vision-based automation platforms, driving operational efficiency and innovation. Adept at leveraging Agile, Waterfall, and Hybrid methodologies to deliver complex programs, optimize processes, and achieve measurable business outcomes.

PROJECTS

- **Sunlife** : IFRS 17, Agile Portfolio Management, Archer, Integrated Risk Management, Global Retention Management System, Financial Crime Risk Management, Manhattan Space Scheduling, CRE DataMart
- **Amdocs** : COMCAST, Astro
- **Zensar** : KOTAK Business Process, Indigo Airlines System (Under IGT solutions)

WORK EXPERIENCE

Project Manager / Program Manager, 08/2025 - Current Hyundai

- Lead end-to-end project lifecycle management from initiation to closure
- Establish and maintain PMO frameworks, governance models, and best practices
- Develop and track project plans, timelines, budgets, milestones, and deliverables
- Monitor project performance, risks, dependencies, and mitigation strategies
- Drive stakeholder communication across leadership, business, and technical teams
- Ensure on-time, within-scope, and within-budget delivery of multiple projects
- Prepare executive dashboards, MIS reports, status updates, and performance metrics
- Identify process gaps and implement continuous improvement initiatives
- Manage resource allocation, vendor coordination, and capacity planning
- Ensure alignment between business goals, strategy, and execution

Associate Project Manager & Agile Business Analyst, 02/2020 - 07/2025

Sunlife India Service Centre Private Limited

- Led multiple cross-functional Agile teams delivering high-quality SaaS and digital platform solutions aligned to business and product objectives.
- Partnered closely with Product Owners, Engineering Leads, and stakeholders to drive roadmap execution, delivery efficiency, and cross-team collaboration.



CONTACT

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CERTIFICATIONS

- Project Management Professional (PMP®) – Project Management Institute (PMI)
- Certified Scrum Product Owner (CSPO) – Scrum Alliance
- Certified Agile Scrum Master (ASM) – Scrum Alliance
- Team Kanban Practitioner (TKP) – Kanban University
- Certified Agile Business Analyst (CABA) – Kanban University
- ITIL® 4 Foundation – IT Service Management

TOOLS KNOWLEDGE

- **Project & Program Management:** PMO Governance, Portfolio Management, Agile, Scrum, Kanban, Waterfall, Hybrid Delivery, Risk & Change Management, Stakeholder Management, Resource Planning
- **Project Management Tools:** JIRA, Confluence, Asana, MS Project, Smartsheet, Tableau, Archer
- **Requirements & Documentation:** JAMA, User Story Mapping, Business Process Modeling, Requirements Gathering, Functional Documentation
- **AI & Digital Transformation:** GenAI Solutions, AI Voice Bots, Computer Vision, Intelligent Automation, Digital Transformation Programs

- Defined and managed business and functional requirements through user stories, acceptance criteria, BRD, FRD, SRS, and use cases, supported by process flows, BPMN, and data models.
- Facilitated core Agile ceremonies (Sprint Planning, Daily Stand-ups, Reviews, Retrospectives), resolved impediments, and ensured adherence to Agile best practices.
- Managed product backlogs, prioritization, and release readiness to support continuous value delivery.
- Performed business process and data analysis (data mapping, modeling, profiling) to drive automation, performance optimization, and system enhancements.
- Coordinated SIT, UAT, and functional testing, ensuring quality, traceability, and stakeholder sign-off.
- Tracked and reported Agile delivery metrics (velocity, burndown, defect leakage) to support continuous improvement.
- Led workshops, JAD sessions, and SWOT analyses to align product solutions with business outcomes.

Sr. Business Analyst, 09/2018 - 11/2019

Amdocs Development Centre

- Analyzed operational data and system performance to identify trends, resolve issues, and improve service reliability.
- Led incident, problem, and SLA management, ensuring timely resolution of critical production issues.
- Collaborated with clients, stakeholders, and technical teams to drive issue resolution and operational excellence.
- Managed RCA, SOPs, and service improvement initiatives to reduce recurring incidents and enhance support efficiency.
- Oversaw environment management, system monitoring, and deployment activities across production and pre-production platforms.
- Directed release and change management processes, including risk assessment, impact analysis, and stakeholder communication.
- Supported Unix/Linux-based operations, automation, and infrastructure activities to ensure platform stability and availability.

Sr. Application Support & Operations Analyst, 11/2015 - 08/2018

Zensar Technologies

- Conducted in-depth analysis of ULD tracking, airport dispatch, and operational processes to identify inefficiencies and recommend system-driven improvements.
- Performed statistical analysis on large datasets from ACARS and AIMS systems to derive insights and support decision-making in flight operations.
- Prepared and presented reports on key operational metrics, including on-time performance, capacity utilization, and customer service levels.
- Provided analytical support to cross-functional teams such as Flight Operations, OCC (Operational Control Centre), and Customer Service.
- Investigated and resolved operational issues across airline applications (iCrew, CLMS, EFRC, SITA), implementing solutions to improve performance and customer satisfaction.

- **Enterprise Applications:** FCRM, AIMS, iCrew, Crew Management System, Crew Logistics Management System, ACARS
- **Data & Reporting:** Tableau, SQL, Executive Dashboards, KPI Reporting, Portfolio Reporting, Data Analytics
- **Technical Skills:** MS SQL, Java 8, HTML, CSS, Unix/Linux

EDUCATION COMPLETED IN

B.Tech., AE&I, 2014
Krupajal Engineering College - Odisha, India

Bachelor of Science, 12th, 2010
Fakirmohan University - Balasore, Odisha

HOBBIES & INTERESTS

- Exploring emerging technologies, Artificial Intelligence (AI), and digital innovation trends
- Reading articles and case studies on Project Management, Leadership, and Business Strategy
- Continuous learning through professional certifications and industry knowledge enhancement
- Mentoring teams and sharing best practices in Agile, Project Management, and Digital Transformation
- Traveling and exploring diverse cultures, business practices, and customer experiences
- Fitness, wellness, and outdoor activities that promote discipline, focus, and work-life balance

LANGUAGES

English: C2
Proficient

Hindi: C2
Proficient