

Viji Munuswamy

Open to roles where I can lead or drive

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PROFESSIONAL SUMMARY

Accomplished IT professional with **20+ years of experience** and **15+ years of specialized expertise** in Project/Product Management, Program Delivery, Proven track record in leading software development, delivery, UAT, and rollouts.

Good exposure in Retail ERP, Point of Sale systems, and Digital eCommerce platforms,

Currently expanding technical capability through Vibe development and AI-assisted coding tools such as Cline and Cursor, improving development speed, prototyping, and product delivery efficiency.

CORE COMPETENCIES

Project Management Excellence

- Scrum Methodologies, Scrum Master
- Cross-Functional Team Leadership (50+ members)
- Client Relations & Stakeholder Management

Technical Leadership

- Full-Stack Development Management
- Technical Architecture & Solution Design
- System Integration (SAP, NetSuite, LS Central)
- Mobile & Web Application Delivery

Business Domain Expertise

- Retail ERP & Point of Sale Systems
- Digital eCommerce Platform
- Human Resource Management Systems
- Microfinance Solutions
- Visa Processing Systems

PRODUCT DELIVERY, ARCHITECTURE & AI-ACCELERATED DEVELOPMENT HIGHLIGHTS

- **AI-Accelerated Full-Stack R&D** : Leveraged AI tools—Cursor, GitHub Copilot, and Vibe Coding (Gemini AI/Antigravity, Kiro, Windsurf, Cline)—plus reasoning aids (ChatGPT, Perplexity) to boost delivery in a decoupled stack (Python, Django REST Framework, React/Vite, SQLite), shifting from manual coding to prompt engineering.
- **Global E-commerce Platform Migration**: As a Technical Program Manager, successfully led major initiatives, including platform migrations (Vue.js to Next.js). This involved orchestrating sprint deliveries across geographically distributed teams (USA, India) , improving stakeholder visibility, and enhancing delivery quality.
- **Mission-Critical System Rollout (COVID Lockdown)**: Managed a team to implement and roll out nearly **60+ mid-size and larger accounts** within 9 months , successfully maintaining execution through the Work from Home mode during the COVID Lockdown period.
- **ERP/POS Implementation Leadership**: Led the overall responsibility of the integration of Retail Excel Central Instance, iStore ERP & POS, and integration with SAP IS Retail for the client Al-Muhaidib Group & Sons in KSA
- **Legacy System Foundation**: Provided early core contributions as a Project Leader for the Software Development team, being a key member of the Super Store 2000 product development team.

AWARDS

Delivery excellence award

Intellect Design Arena Limited (formerly POLARIS)

Sep '06

Obtained Delivery excellence award in Polaris Software Lab Ltd during Sep 2006 for the timely delivery of the retail excel Customized Project.

"Konark" award

Intellect Design Arena Limited (formerly POLARIS)

Apr '05

Obtained the "Konark" award in Polaris Software Lab Ltd during April 2005. (Konarks is a group of selected associates in Polaris who have displayed exemplary performance on a consistent basis)

Team excellence award

Intellect Design Arena Limited (formerly POLARIS)

Aug '01

Obtained Team excellence award in Polaris Software Lab Ltd during August 2001 for the Successful delivery of Enterprise - Superstore Product

TECHNICAL SKILLS

Programming Languages: Java, React JS, Python.NET, C/C++, Visual Basic

Databases: MySQL, MS SQL Server, Oracle, PostgreSQL, MS Access

Mobile Development: iOS, Android Native, React Native, Ionic Framework

UI Design: HTML5, CSS3, Bootstrap, Django

PM Tools: JIRA, Confluence, MS Project, Advanced Excel, Google Docs

AI/Code Assistants: Cursor (with Claude 3.5 Sonnet), GitHub Copilot, Cline, Vibe Coding Workflow

WORK EXPERIENCE

Technical Program Manager/Scrum Master

Dec '23 — Present

Samsung Electronics - Digital eCommerce (Full-time Contract)

Chennai, India

- Process and Tooling Improvements: Establishing standards for story points, creating dashboards for visibility, and automating project planning.
- Agile/Scrum Leadership: Managing daily events, sprint planning, and retrospectives for multiple teams.
- Project Execution: Successfully leading major initiatives like the "VIP Management Program" and platform migrations (Vue.js to Next.js).
- Functional Contributions: Triaging tickets, debugging issues, and creating project requirements.
- Outcomes/Impact: Improving stakeholder visibility, enhancing team habits (estimation, delivery), and increasing delivery quality.
- Sprint Orchestration for each deliveries amongst the yearly Roadmap items published by the Leadership for every Calendar year (2024-till)
- Coordinator between Business Analysts, Creative Designers, Quality Analysts, Software Engineers, Testers and DevOps engineer teams, which are Geographically Distributed from USA, India.

SENIOR PROJECT MANAGER OF DIGITAL DELIVERY

Mar '23 — Jun '23

Photon Interactive Pvt. Ltd

- Responsible for Delivery with a team of 50+ team members including, Business Analysts, Creative Designers, Quality Analysts, Software Engineers, Testers and DevOps engineers. . Working with Geographically Distributed team comprising of Software Engineers and Technical Architects from USA, Indonesia and India.
- Handling Onshore and Offshore Program managers . Lead the Agile team beginning from Sprint Grooming to Sprint Retro activities
- Working closely with Client team for updates, follow ups and weekly meetings
- Discussing Weekly status report with all Stake holders. . Reviewing Daily and Weekly reports of cross functional team. . Handling both Front end(React JS and React Native) and Back end engineers(API

SENIOR PROJECT MANAGER

Aug '22 — Jan '23

Inspiria Cloudtech Pvt. Ltd

Pune, India (Remote)

- Managed a Team of 8 members . Coordinate internal resources and third parties/vendors for the flawless execution of NetSuite ERP and HRSuiteApp Implementation and Support.
- Responsible for Effort Estimation, Planning and Proposals for any new account coming in.
- Conducted Weekly Review Meetings with the Clients for project progress review and the Steering committee every fortnight with the top management from the client side.
- Successfully completed the UAT of Advy Chemicals Netsuite ERP and HRSuiteApp UAT of Aero Trans Cargo, UAE
- Handled the support, CRS for the existing support accounts spanned across UAE such as Global Holding Alliances, ICC

RETAIL PRACTICE HEAD

Nov '21 — Aug '22

Cetas Information Technology Pvt Ltd

Chennai, India

Managed a Team of 5 member's team.

- Coordinate internal resources and third parties/vendors for the flawless execution of LS Central Implementation and Support.
- Responsible for Effort Estimation, Planning and Proposals for any new account coming in.
- Manage changes to the project scope, project schedule and project costs using appropriate verification techniques
- Create and maintain comprehensive project documentation, Project Status Report to all intended Stake holders.
- Conducted Weekly Review Meetings with the Clients for project progress review and the Steering committee (Client) every fortnight
- Implemented and rolled out the LS Central Application, selective outlets of Dindugal Thalappakatti, a chain restaurant across India
- Was successfully executing the Support, CRs and the new projects transitioned from a different partner to CETAS for the client called Woodies | DIY Supplies and Accessories (UK) based out of Ireland having 35+ stores across Ireland, United Kingdom.
- Handled SAP, Food Aggregators, various Logistic systems, OCR based Document management systems Integrations with Micros Business Central.

ASSOCIATE VICE PRESIDENT - GLOBAL IMPEMENTATION HEAD

Feb '20 — Nov '21

Wondersoft Pvt. Ltd

Chennai, India

. Managed a Team of 20 Members (5 Implementation Leads, 15 Implementation Consultants) .

- Coordinate internal resources and third parties/vendors for the flawless execution of projects . Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility

- Ensure resource availability and allocation
- Develop a detailed project plan to monitor and track progress
- Manage changes to the project scope, project schedule and project costs using appropriate verification techniques
- Measure project performance using appropriate tools and techniques Report Risk Management and escalations to management as needed
- Delegate project tasks based on junior staff members' individual strengths, skill sets and experience levels Meet with Clients to take detailed ordering briefs and clarify specific requirements of each project
- Create and maintain comprehensive project documentation, Project Status Report to all intended Stake holders.
- Implemented and rolled out nearly 60+ mid-size and larger accounts within 9 months of time, during the COVID Lockdown period through Work from Home mode.

TECHNICAL PROJECT MANAGER

Oct '15 — Aug '18

SeaAnt Web Technologies Private Ltd.

Chennai, India

- Managed a Team of 2 Team Leads, 7 Developers (Web, Mobile)
- Project/Technical/Delivery Manager for the existing and the Custom made Web, Mobile applications.
- Data modelling, UX Prototyping for Web and Mobile applications
- Creation of Proposals against, BIDs and Tenders originating from the Singapore region.
- Part of the team, contributing to won the first account from Singapore territory against the tender offered by ComfortDelGro Driving Centre, Singapore for a DrivingApp. . Madura Microfinance Limited, India O Collection Application Loan Collections (Web, Mobile) O Data Excellence (Web, Mobile)
- Development of a new Web Application to assign the Loan accounts (members) to be audited and to view the Scorecard for the Data collected (CRM) Vs the Loan vs Audited Data O Audit Data for Field vs Audited.
- Integration of OTP by SMS for the Customer Verification
- Aadhar Enabled Payment System Integration in the Mobile App.
- Cash Withdrawal, Cash Deposit, Balance Enquiry O Implementation of Mobile Device Management O Control and track the mobile devices centrally by the IT team.
- Seamless app distribution and management O Lock devices to run configured set of apps with Kiosk mode. O Separate corporate apps from personal ones
- Royal Agro Trade, Dubai O E-Trading System
- A Web based application (mobile responsive) to record and track the orders from Quote to Delivery, Shipment and the Payments.
- Adrenalin E-Systems Limited, India. O Build of a new the corporate Website www.myadrenalin.com O Visa Management System . A Web based Visa tracking application to record the track the activities carried out for any UAE visa,
- Employee Prevalidation, Employee Onboard, Entry Visa Medical Checks, Medical Insurance, Emirates ID
- Work Permit Stamping, Renewal, Cancellation of Visas Dependent Visa, Passport Management, Dashboard and Reports, Alerts on Expiries Workflow for each activity built on BPMN 2.0
- Australian Essential Services Compliance, Australia O Site Tracker
- A Mobile application to track the Field Jobs attended by the technicians
- ComfortDelGro Corporation, Singapore (Government) O DrivingApp, a mobile application with the Web Backend System indented for the use of the learners, to register, enroll and perform the learner activities to socially responsible drivers.

EXECUTIVE PROJECT MANAGER

Nov '13 — Jun '15

Intellect Design Arena Limited (formerly POLARIS)

Gurugram, India

Project Manager for the iRetail Product Customization & Delivery, and Implementation for the Client Al-Muhaidib Group & Sons, Kingdom of Saudi Arabia. . Overall responsibility of the Integration of Retail Excel Central Instance, iStore ERP & POS and integration with SAP IS Retail. Single handily Managed the Client's Stakeholders for CIT, SIT, UAT at Onsite/Offshore

- Solution Architect for the Enhancements, Change Management, GAP Analysis, Architected, Designed and implemented the Comple functionalities in a short span of time and won the client confidence.

TECHNICAL DIRECTOR

Feb '12 — May '13

Unipro Tech Solutions Pvt. Ltd

Chennai, India

. Department Head of Development , Implementation and Support . Technical Architect for the new Point of Sale Product development under .NET framework.

- Created the Product Requirement Document with the module wise specifications and the wireframes design.
- Executed Product development and delivered on time.
- Successfully completion of .NET POS Product development in a short period. . Acquired major key accounts, Established an effective tracking system and processes in place for quicker TAT for the closure of the support tickets.

SENIOR PROJECT MANAGER

Jul '10 — Dec '11

Information Dynamics India Pvt Ltd

Chennai, India

Product Manager for the new Retail ERP & Point of Sale Product development, which is being migrated from the Visual Basic Platform to .NET framework. . Requirement Gathering from Various Market Sources and the Customers.

- Product Requirement Documentation, Effort Estimation, Project Planning, System Design, Development Tracking and Review.

SENIOR PROJECT MANAGER

May '09 — Jun '10

Intellect Design Arena Limited (formerly POLARIS)

Chennai, India

- Managed International accounts of the retail excel product.
- Responsible for Onsite System Study & Requirement Analysis and Project Planning for Various International Projects.

- Onsite Trip to Botswana, South Africa, Dubai, UAE for Requirement Study, Functional Pointers Estimation and Project Planning

PROJECT MANAGER

May '07 — Apr '09
Chennai, India

Ramco Systems

- Responsible for the Enhancement Development & Customer Support of the HCM application.
- Responsible for the Code Review, Version Control, Release Management
- Preparation of Weekly Status Report of all the customers using the HCM Base Product, for the weekly review meeting.
- Migration of the Product from RVW 1.4.3 version to RVW 2.0 within a short span of timeline
- Review statistical reporting to ensure that SLAs are being achieved in a timely manner.

PROJECT LEAD

Jul '00 — May '07
Chennai, India

Intellect Design Arena Limited (formerly POLARIS)

- Project Leader for the Software Development team, comprising of 10 resources.
- Highlights . Key member of the Super Store 2000 product development team, module Leader for the Accounting Module of the retail excel Product.
- Responsible for Successful Product Implementations and UAT Sign Off visits for various Clients across India
- Have built a Strong Development team for retail excel product Customizations
- Major Contribution towards the Customization of Point of Sale Application for incorporating the complex functionalities suggested by the Management and the Customers
- Developed a Full-fledged Report utility during the tenure as a Programmer

EDUCATION

M.Com in Banking and Insurance, Annamalai University

Diploma in Computer Technology, Directorate of Technical Education (GPA: 91% First class, distinction)