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Executive Summary

A visionary and hands-on technology leader with over 35 years of cross-domain experience in delivery management, enterprise consulting, quality assurance, governance, and compliance. Proven track record of leading 130+ complex technology projects, including 30+ Agile-based initiatives and the development of 10+ enterprise software products. Successfully transformed organizations to achieve CMMI Maturity Level 3 and then Level 5.

Having Master's in Business Management Expert in turning around underperforming programs, setting up and transforming PMO/RMO/VMO functions, enabling agile transformation, and conducting global maturity assessments across domains like banking, real estate, manufacturing, telecom, construction, fashion technology, and digital transformation.

Recently led the design, implementation, and optimization of an AI-powered Multivariate Voice Analytics (MVA) speech audit platform, integrating OpenAI models to improve audit accuracy from 30% to 94% through iterative tuning, attribute-level calibration, and phased multi-account deployment.

Professional Roles & Designations

1. Founder Director – SimpliGrow IT (Jan 2026 – Present)
2. Vice President & Chief Quality Officer – Movate (Oct 2023 – Jan 2026)
3. Director & Delivery Head – Advisory & Consultancy Portfolio, UST Global (May 2013 – Oct 2023)
4. Vice President –Delivery Head / Service Quality Head – Polaris Financial Technology Ltd (Jul 2006 – May 2013)
5. Asst. General Manager – 3i Infotech (Dec 2002 – Jul 2006)
6. Delivery Manager – SNR Infotech (Jun 2002 – Dec 2002)
7. Project Manager – HCL Perot Systems (Sep 2000 – Jun 2002)
8. Manager IT – BGSC Tech Ltd. (Jul 1996 – Sep 2000)
9. Head EDP – Videocon Ltd. (Mar 1990 – Jul 1996)
10. Senior Trainer – Megabyte Computer Academy (Jul 1988 – Mar 1990)

Core Competencies

Domains:

Banking & Financial Services / FinTech, Real Estate / Industrial Infrastructure, Apparel / Fashion Technology, Construction / Engineering, Telecom / Digital Transformation, Insurance, Healthcare, Public Sector, Retail, IT Infrastructure

Methodologies:

SAFe Agile, Scrum, Waterfall, ITIL, ISO (9001, 20000, 27001, 27017, 22301), CMMi (Dev & Svc), Six Sigma, Lean, SOX, Risk Management, Process Reengineering

Technology & Tools:

Proficiency with portfolio and delivery tools such as Jira, Azure DevOps, ServiceNow, Microsoft (MS) Project, Primavera ,and Technical languages/tools such as PowerBuilder, C/C++, Pro*C, Java/J2EE, VB, .NET, Python, R, SQL Server, Oracle, Unix, Shell scripting, Tableau, SAS, AWS, JIRA, BPMN (IBM Blue works), WebLogic, WebSphere.

Experience Highlights

Delivery Portfolio Leadership

- Delivered over 130 projects globally across financial services, real estate, telecom, fashion tech, and manufacturing and 10+ enterprise software products tailored for industry-specific use cases.
- Led 30+ Agile-based programs, including global rollouts and distributed delivery models.
- Developed and delivered

Consulting & Transformation

- 30+ enterprise consulting engagements across ITSM, PMO/RMO/VMO, Agile Maturity, ISO/CMMi, Knowledge Management, and Digital Strategy.
- Delivered PMO setup, lean process transformation, KPI design, vendor maturity frameworks, and enterprise quality models.

Governance, Risk, & Compliance

- Led audits and compliance programs for SAS 70, SOX, ISO 9001/20000/27001, and ISAE 3402.
- Served as Appraisal Team Member (ATM) in 5 CMMi assessments.
- Conducted 50+ internal and external audits; implemented early-warning frameworks for delivery risk management.

Training & Capability Building

- Trained over 2,000 professionals including PMs, AVPs, and VPs across Agile, ISO, CMMi, ITIL, project planning in MS Project, Estimation methods.
- Designed and delivered PM competency frameworks and course content (150+ hours annually).
- Trained 100+ leaders, project managers and associates in SAFe Agile & project management frameworks.
- Built Six Sigma capabilities within organization.

Strategic Quality Leadership

- As Chief Quality Officer at Movate, transformed organizations to achieve CMMi Maturity Level 3 and then Level 5 defined enterprise quality frameworks, digital transformation initiatives, vendor governance, and customer satisfaction strategy.
- Built and monitored KPIs, governance frameworks, and maturity dashboards to enable profitable growth.

Demonstrated Expertise & Certifications

I bring certified expertise in **change management, data science, governance, compliance, agile transformation, and portfolio delivery**, with a proven record of enabling large-scale transformation and measurable business outcomes.

- **Change Management: Prosci Certified Practitioner**, skilled in driving enterprise-wide adoption of new processes, tools, and digital initiatives.
- **Data Science & Analytics: Certified Master Data Scientist**, proficient in **Machine Learning, Python, R, Tableau, SAS, AWS** for predictive insights and automation.
- **Governance & Compliance: Lead Auditor (ISO 9001, 27001, 27017, 22301), ISO 31000 (Risk Management) Practitioner**, experienced in global audits, risk frameworks, and compliance programs.
- **Quality & Maturity: CMMi (Dev & Svc), SCAMPI Appraiser**, with a track record in organizational maturity and process excellence transformations.
- **Agile & ITSM: SAFe 4 SPC, SAFe Agilist, ITIL V3, Kanban Professional, JIRA Expert**, enabling scaled agile delivery, lean transformation, and service maturity.
- **Portfolio Tools: Proficient with Jira, Azure DevOps, ServiceNow, MS Project, Primavera** for governance, program execution, and delivery tracking, ability to **apply structured methodologies, analytics, and agile frameworks to real-world business challenges**.

Awards & Recognition

🏆 National Quality Excellence Award – 2014 – World Quality Congress

Education and Certifications

Chartered Engineer, AMIE (Institute of Engineers), MBA (Systems), B.E. Civil

Prosci Certified Change Management Practitioner

Certified Master Data Scientist

Certified Lead Auditor (ISO 9001, 27001, 27017 (InfoSec), 22301 (Business Continuity)), Certified Practitioner ISO 31000 (Risk Management)

Certified CMMi, SCAMPI A/B/C Appraiser

Certified SAFe 4 SPC, Certified SAFe Agilist, ITIL Foundation V3

Machine Learning, Python, Tableau, SAS, R, AWS Practitioner

Certified Kanban Management Professional, Certified JIRA Expert & Admin

Consulting & Strategy Leadership Profile

Key consulting outcomes include implementation of transitioning project management responsibilities from onsite to offshore, establishing and implementing **risk assessment**, **early warning frameworks**, standardized **delivery governance models**, **portfolio dashboards**, **KPI and metrics frameworks**, and **estimation and planning standards** that move organizations from reactive execution to predictive control. Extensive experience supporting organizations in **CMMI Level 3–5 journeys**, with strong emphasis on **Quantitative Project Management (QPM)** and institutionalized governance.

A strong **mentor and capability builder**, with extensive experience in **training and coaching Project Managers, Senior Project Managers, Program Managers, and Delivery Leaders**. Designed and delivered structured training programs covering **Project Planning & Control, Function Point–based Estimation, Quantitative Project Management (CMMI L4/L5), Agile & SAFe, Six Sigma, CMMI, ISO 20000, ITIL, Information Security (ISO 27001/27017), and PMO governance**. Trained **2,000+ professionals**, including **150+ Six Sigma practitioners**, enabling organizations to institutionalize best practices rather than rely on point consulting interventions.

Core PMO Consulting Focus Areas

- PMO / E-PMO Maturity Assessment & Transformation
- PMO, RMO, VMO Operating Model Design
- Portfolio Governance, Metrics & Dashboards
- Risk Assessment & Early Warning Frameworks
- Quantitative Project Management (CMMI L4/L5)
- Estimation Standards (Function Points) & Planning Excellence
- PM Capability Building & Leadership Coaching
- Transitioning PMO responsibilities to offshore

Consulting & Transformation Leadership

With over 12 years of focused consulting experience, have led 30+ high-impact enterprise consulting engagements across global organizations, driving operational excellence, strategic alignment, and sustainable transformation. Your consulting scope spans a wide range of areas:

1. Project & Portfolio Governance (E-PMO, RMO, VMO)

- Designed and implemented Enterprise PMO frameworks that aligned delivery with business goals across banking, manufacturing, and software service firms.
- Transformed traditional Project and Resource Management Offices (PMO/RMO) into value-focused, metrics-driven governance bodies
- Conducted maturity assessments and operating model redesigns for Vendor Management Offices (VMO) with emphasis on risk mitigation, vendor performance, and cost control.

2. IT Service Management (ITSM) & Knowledge Management

- Defined and implemented ITIL-compliant processes (Incident, Problem, Change, Knowledge Management) for large IT and infrastructure organizations.
- Designed ITSM KPIs and metric frameworks to measure service maturity, SLA adherence, and customer satisfaction.
- Led Service Desk maturity assessments and implemented triaging processes to improve turnaround and reduce ticket volumes.

3. Agile Transformation & DevOps Readiness

- Conducted Agile Maturity Assessments across development teams in banking, insurance, and product firms.
- Trained 100+ associates in SAFe Agile, Scrum, and Lean delivery frameworks.
- Coached leadership and delivery teams through agile scaling, role transition, backlog grooming, and metrics-based sprint performance tracking.

Trained project managers on PMP book of knowledge, for PMP certifications

4. Process Re-engineering & Lean Optimization

- Carried out Lean transformation and process re-engineering for global marketing operations, onboarding processes, and IT support functions.
- Designed and institutionalized automation frameworks, resulting in enhanced productivity (e.g., 26% to 60% jump in 2 months).
- Helped clients transition from manual to semi-automated or digitalized workflows across HR, IT Ops, and project finance areas.

5. Risk, Compliance & Quality Advisory

- Led audits and advisory engagements on ISO 9001, ISO 27001, ISO 20000, ISO 22301, ISAE 3402, CMMi, and SOX compliance.
- Implemented early-warning delivery risk frameworks, governance dashboards, and controls for issue escalation and audit readiness.
- Participated as ATM in 5 SCAMPI appraisals, designed control strategies for multiple ISO-certified organizations.

6. KPI & Metrics Framework Design

- Built enterprise-wide performance measurement systems, including balanced scorecards for PMO/ITSM.
- Designed vendor performance dashboards, contract compliance scorecards, and maturity heatmaps.
- Delivered scorecards for Service Quality, Operational Efficiency, Cost Optimization, and Delivery Risk.

7. Digital & Quality Transformation Strategy

- Advised clients on digital transformation roadmaps, including tool evaluation, migration, and change impact analysis.
- As Chief Quality Officer, defined the digital assurance strategy for Movate, covering quality governance, test automation, and standards alignment.
- Provided guidance on cloud migration readiness and service architecture for software product companies.

Industries Consulted:

- Banking & Capital Markets
- Industrial Real Estate & Property Tech
- Insurance & Asset Management
- Semiconductor & Manufacturing
- Technology Products & Services
- Professional Services & Auditing
- Retail, Infrastructure, and Construction
- IT Services, Infrastructure

Advisory and Consulting Assignments

Project Management Office (PMO), Resource Management Office (RMO), Vendor Management Office (VMO) Assignments

1. **PMO, VMO, RMO** – Maturity assessment of PMO and RMO
Evaluated the maturity of PMO and RMO functions for a multinational office and production print technology firm.
2. **PMO, VMO, RMO** – Transformation to enterprise PMO/RMO
Transitioned PMO/RMO operations to an enterprise-level structure for a multinational office and production print technology company.
3. **PMO, Asset Management, Financial Service** – Implementing PMO Best Practices
Established and implemented PMO best practices for a global asset management company.
4. **PMO, Semiconductor Manufacturing**
Assessed and reengineered global marketing payment workflows for a multinational corporation in the technology sector.

5. **PMO, ITSM, VMO, Asset Management, Financial Service**
Transformed vendor management office operations for a global asset management company.
6. **PMO - Risk Assessment Framework**
Developed and implemented an enterprise-wide Risk Assessment Framework to proactively identify, assess, and prioritize delivery, operational, financial, resource, with standardized risk scoring, impact-probability matrices, and mitigation planning.
7. **PMO - Early Warning Framework**
Building on the Risk Assessment Framework, designed and rolled out an Early Warning Framework to detect emerging risks before they materialized into delivery failures or compliance breaches.

Training Assignments

8. **Six Sigma Capability, MNC** – Successfully Built Six Sigma Capability
Established Six Sigma capabilities within delivery teams for multinational corporations, training more than 150 engineers, leads, managers, directors, and senior delivery leaders.
9. **Training, Agile** – Agile Methodology (Scrum & Lean)
Conducted training on Agile values, Scrum roles, ceremonies, and metrics, emphasizing transition from traditional delivery models. Enabled teams to improve velocity, transparency, and responsiveness to change.
10. **SAFe Agile** (Scaled Agile Framework)
Delivered SAFe training for large, distributed programs, covering PI planning, ARTs, portfolio alignment, and governance. Enabled leadership and teams to scale Agile while maintaining predictability and control. Provided training to over 100 associates in SAFe Agile and project management frameworks.
11. **Quantitative Project Management** (QPM – High Maturity)
Designed and delivered training on statistical process control, baselines, and predictive analytics aligned to CMMI Level 4/5. Enabled teams to use quantitative techniques for performance prediction, variance analysis, and data-driven decision making.
12. **Project Estimation** – Function Point Analysis
Conducted hands-on training on Function Point Analysis (FPA) for accurate size estimation, productivity benchmarking, and cost forecasting. Enabled consistent estimation models to improve bid accuracy, planning confidence, and delivery predictability.
13. **Project Planning & Control**
Delivered structured training on end-to-end project planning, covering WBS, scheduling, resource loading, risk planning, and tracking using metrics. Improved

planning discipline, execution control, and early risk identification across programs.

14. **CMMI (Development & Services)**

Designed and delivered comprehensive training on CMMI process areas, appraisal readiness, and institutionalization practices. Enabled teams and leadership to align execution with maturity goals, audit expectations, and continuous improvement.

15. **ISO 20000 – IT Service Management**

Provided training on ISO 20000 principles, service lifecycle processes, and compliance requirements. Enabled service teams strengthen operational controls, SLA management, and audit readiness for ITSM environments.

16. **ITIL (IT Service Management Framework)**

Delivered practical ITIL training covering Incident, Problem, Change, Service Level, and Knowledge Management. Focused on real-world application to improve service stability, customer experience, and operational efficiency.

17. **Information Security & ISMS (ISO 27001 / 27017)**

Provided training on information security principles, risk assessment, controls, and ISMS implementation. Enabled teams to embed security into delivery and operations while improving compliance and audit readiness.

ITSM Assignments

18. **ITSM – ITIL Process Definition & Implementation**

Reformulated and executed ITIL processes for a multinational organization specializing in software solutions and services.

19. **ITSM – Assessing ITSM Governance**

Conducted a comprehensive evaluation of ITSM governance for a global provider of software solutions and services.

20. **ITSM – Assessing ServiceDesk Maturity**

Reviewed and measured the maturity level of the ServiceDesk for an international asset management company.

21. **ITSM, Cloud Services – Assessing CMMI Maturity and Re-engineering Architectural & Engineering Services Processes**

22. **Assessed CMMI maturity and redesigned architectural and engineering service processes for a multinational provider of professional information, software solutions, and services.**

23. **Knowledge Management, ITSM**

Developed and implemented ITSM knowledge management practices for the world's largest industrial real estate company.

24. **ITSM – Designed ITSM Process complying to ISO 20000**
Established ITSM processes aligned with ISO 20000 standards for a multinational professional services firm and a global provider of professional information, software solutions, and services.

25. **ITSM, Metrics & KPI, Real Estate – Design & Implement Metrics & KPI Process for ITSM**

Developed and executed metrics and KPI processes for ITSM for both a global software solutions provider and the largest industrial real estate company.

26. **ITSM, IT Process, Contract Management, Real Estate**
Designed and implemented KPIs for vendor and contract management for the largest industrial real estate company.

27. **IT Services, ITSM, Tool Implementation – Enterprise Tool Evaluation and Migration**

Led the evaluation and migration of enterprise tools for a multinational provider of digital technology and IT transformation services.

Audits, Assessment and Other Assignments

28. **Consulting and Auditing, Financial Services – Assessing ServiceDesk Triaging Process**

Analyzed and enhanced ServiceDesk triaging procedures for a multinational professional services firm offering assurance, auditing, and security risk services.

29. **Consulting and Auditing, Financial Services, Banking – Agile Maturity Assessment**

Performed an Agile maturity assessment for a leading multinational universal bank.

30. **HR, Real Estate – IT Employee Onboarding Process**

Designed and optimized IT employee onboarding processes for the largest industrial real estate company worldwide.

31. **ISO, CMMI, Information Technology (IT) – ISO 9001, CMMI and ISAE 3402**

Implemented ISO 9001, CMMI, and ISAE 3402 standards for a global provider of digital technology and IT transformation services.

32. **IT Services, Productivity Improvement – Productivity Improvement Consulting Assignment**

Delivered productivity improvement consulting for a nearshore development center, resulting in an increase in productivity from 26% to 60% within two months.

33. **CMMI Maturity Transformation Journey for IT Services**
Guided an IT services and BPO organization through a CMMI maturity transformation journey, successfully achieving maturity level 3.