

# SIM MANN

## Senior Software Program Manager

Email: [Sim.MannSPM@gmail.com](mailto:Sim.MannSPM@gmail.com)

Mobile: (519) 802-9265

LinkedIn: <https://www.linkedin.com/in/simran-mann/>

Website: <https://www.aboutsim.com>

### Overview

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- 5+ years experience in end-to-end complex, multi-functional software projects management and delivery (**API experience**)
- 5+ years experience managing cross-functional teams for high-value projects (certified Agile Scrum Master - SAFe)
- 3+ years experience specializing in SAP software implementation & integration projects (**hands-on software experience**)

### Education

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#### Lazaridis School of Business & Economics

(Waterloo, Canada 2015-2019)

- Honors Bachelor of Business Administration (BBA)

### Relevant Professional Experience

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#### Senior Software Program Manager (SAP Software)

April 2022 to Present

IBM (Toronto, Canada)

- Led software engineering program office (PMO) in successful implementation & management of **\$65M** SAP software project
- Provided strategic direction, leadership, and project governance for project launched with **6M** customers
- Oversaw management of **55+ cross-functional** IBM team members along with complex integration with vendor teams
- Led define stage by integrating all relevant delivery teams to capture and baseline project requirements and scope
- Oversaw incorporation of **6 API interfaces** into overall software solution and regularly validated viability with product owners
- Delivered **executive communication & presentations** to help drive decision-making process, including constructing dashboards
- Demonstrated advanced understanding of end-to-end software program management through portfolio planning & delivery
- Created & deployed effective strategic program roadmaps to allow for in-scope and on-time software delivery and launch
- Collaborated with software engineering program office to oversee **design, development, unit testing, and quality assurance**

#### Software Program Manager (SAP Software)

March 2020 to April 2022

IBM (Toronto, Canada)

- Integrated **43 cross-functional** IBM SAP software engineering team members to effectively deliver **\$40M** SAP software project
- Collaborated with software engineering program office to **schedule** the design, development, unit testing, and quality assurance
- Managed planning & execution of **7 solution playbacks** to solution architects, product managers, vendor teams, and leadership
- Developed accurate reporting on project status throughout its lifecycle (design, build, test) including post-mortem analysis
- Led management & integration efforts required for **52 defects** (root cause analysis, resolution, timely status updates)
- Oversaw **9 cutover milestones** to move build and **API interfaces** from non-production to production environment

#### Software Project Manager (Agile Integrator)

Sept 2018 to Jan 2019

Manulife / John Hancock (Waterloo, Canada)

- Collaborated with Senior Project Managers to manage and deliver **\$5M** SAP software implementation project (payments focused)
- Managed integration efforts with cross-functional teams to capture detailed updates by leading daily Scrum (**team size 28+**)
- Created effective status reporting dashboards to communicate project milestones, risks, and dependencies to project leadership
- Coached **28+ team members** regarding project charter, resource planning, and appropriate project outcomes
- Simultaneously further developed existing **technical SAP hands-on skills** to continue being a power user throughout career

### Project ([www.TouchofEleganceShop.com](http://www.TouchofEleganceShop.com))

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- Founded & established luxury South Asian fashion e-commerce business end-to-end using the Shopify platform
- Developed & executed a comprehensive business plan, market research, target audience analysis, and competitive positioning
- Optimized website for seamless UI/UX, including easy navigation, secure payment gateways, and mobile responsiveness
- Utilized Shopify's analytics & reporting tools to track key performance indicators (KPIs) and make data-driven decisions
- Created roadmaps based on annual South Asian holidays, allowing for accurate inventory fulfillment and timely dispatch

### Additional Skills

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- **Softwares/Tools:** SAP ERP Software (BRIM - SAP SOM & MM), Keynote, Office 365, Confluence, JIRA, MS Project
- **Experience:** Certified Scrum Master, Agile Methodologies (SAFe), Executive Presentations, Gantt Charts, Roadmaps, RAID
- **Leadership Style:** Concise Communication, Strong Prioritization Skills, Distill Meaningful Information (Audience-specific)