# **Technical Delivery Manager | Project Manager | Technical Program Manager**

Program manager with over 10+ years of extensive experience in entire spectrum of technical project management, delivering high value and high visibility technology programs. Proven track record of consistent delivery in a fast-paced market and passionate customer service. Driven by growth, leadership opportunities, a reliable go-to person who delivers clear value to the business.

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| * Requirement Identification & Solution Definition * Scope & Schedule Management * Forecasting / Budgeting * Risk Management | * Business Readiness & Release Management * Practical Process Adherence * Waterfall, Agile, Scrum * Effective communication | * Wireless, E-commerce & Business Intelligence * Private Investments * Payroll Management * OEM / Retailing * Supply Chain |

# **Professional Experience**

**Technical Delivery Manager Jun 2017 - Present**

***OnCourse Learning*** | Remote

End-to-end single point of ownership and accountability in the delivery of features and enhancements for three distinct SaaS product lines that includes flagship Symphony Platform with 6.5 million users (B2B and B2C) and 8 million transactions per day, catering to professional development in health care, real estate and finance.

* Streamlined sustainment delivery model resulting in 40% increase in delivery efficiency.
* Leading a strategic initiative to revamp user interface for unified user experience; project revenue potential of $4 million.
* Managing team of 15 direct reports — 3 project managers, 10 developers, and 2 Ops — using clear communication of the end goal and interim delivery milestones; provide ongoing mentorship to the team by communicating effectively how their work practices could better help achieve the project goals.
* Leading story discussions, story pointing exercise and owned feature delivery, ensuring all acceptance criteria are met. An effective liaison between product and development team.
* Partnered with product team for product design, partnered with development team to ensure adherence to coding and UX standards.
* Communicating and collaborating with key cross-functional stakeholders, using verbal and written communication skills to ensure that key parties, such as the CTO, Director(s), Business stakeholders, Product team etc. remain informed and engaged in the process.

***Microsoft***|Redmond, WA

**Business Process Program Manager, Engineering Jul 2016 – Jun 2017**

Enabled single point access to users’ enterprise credentialing data for professional services team members to monitor and track professional skill-set development.

* Led the business process mapping and UX definition process, Integrated with 5 upstream data sources, customized existing ranking algorithm to meet the customer ranking rules.
* Spearheaded transition from waterfall to agile delivery model.
* Coached the delivery team on agile delivery model and transitioned to agile delivery in 1-month, reduced delivery time by 3 months (delivered in 9 months against projected schedule of 12 months) resulting in significant savings that was used to deliver other value additions to busines
* Enabled KPI tracking for business by independently delivering KPI dashboard; developed SQL queries for the dashboard.
* Unified portal to users’ credentialing data triggered professional development rate by 10% within 3 months from its launch.

***Microsoft — Continued***

**Program Manager Dec 2010 – Dec 2014**

Digitized business critical agreement to cash (e-commerce) process for OEM manufacturers, this platform accounted for 250+ million transactions and $5 billion revenue, owned BI platform to track activation patterns and fight piracy.

* Reduced the operation cost by 10% through negotiation with service provider team on the contract terms to load, maintain and serve data.
* Thorough and tight risk management resulted in CPE points of 8 out of 10.
* Prioritized business needs, defined requirements for user stories, conducted UAT and facilitated business readiness.
* Revised project management playbook for the PMO and institutionalized dynamic risk management process, defined standards for functional specification document.
* Led efforts to migrate BI platform from on-premises environment to COSMOS, Microsoft’s big data environment; performed data profiling; kept clear documentation for ISRM and SOX compliance.
* Product owner of Product Activation and Product Activation Intelligence platform.

**Technical Delivery Manager Jan 2015 – Jun 2016**

***Onvia*** | Seattle, WA

Partnered with product team to understand the product roadmap and delivered business value by identifying and delivering customer enabling features. Developed functional specifications . user stories, ensured that distributed delivery team understood requirements and delivered value. Tracked and managed end-to-end delivery to the product team.

* Organic migration of application from monolithic architecture to microservice based framework resulting reduced time to market - 20% reduction in time to market
* Developed functional specifications / user stories as appropriate.
* Launched three products in 15 months resulting in $1.25 million in revenue generation and increased customer engagement.
* Implemented new engagement that grew team size from 8 people team to 28 people, resulting in 80% revenue increase for the service provider within 6 months.
* 8 releases of different sizes including 3 new products and salesforce integration resulting in increase of user engagement by 20%.

**Sr. Program Manager Mar 2008 – Nov 2010**

***Motricity |*** Bellevue, WA

Lead Program Manager for customers with widely varying operation styles. Executed 15 launches, several of which were time sensitive. Launched brand new mobile portal for Verizon with complete ownership on budged and resources.

* Gathered and documented business requirements, solution design, app monitoring specification, performed API validations, orchestrated large production deployments.
* Led the team (architect, dev, ops, test) for time-critical projects through rigorous PMN practices resulting in significant ad revenues for the customer.
* Successful timely launches won maintenance contract resulting in additional quarterly revenue of $1 million.

# **Education**

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| **Masters of Business Administration**  Loyola Institute of Business Administration Chennai, Tamil Nadu, India  **Bachelor of Commerce**  Loyola College  Chennai, Tamil Nadu, India |

# **Credentials**

**Certifications & Awards**

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| AWS Certified Solutions Architect – Associate (Cloud)  *2018*  Certified Scrum Master  *2010*  Certified Mobile Strategist  *2013*  Project Management Professional (PMP)  *2008* |

# **Software Expertise & Technical Skills**

**Languages**

* C#
* .NET
* ASP
* VB scrip
* JavaScript
* HTML
* XML

**Applications**

* Salesforce.com
* SharePoint Server

**Web Technologies**

* Active Server Pages (ASP)
* ASP.NET
* XAML

**IDE**

* Visual Studio.NET

**Tools**

* Power BI
* COSMOS
* Bit Bucket
* SSRS
* MS Office Visio
* Visio Architect
* ErWin
* APIs

**Project Management Tools**

* MS Project
* TFS
* VSO
* JIRA
* New Relic

**Databases**

* SQL Server (SQL Server Management Studio)
* MySQL