Padmasri Dantu

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Program Manager

A highly-qualified, results-driven, innovative, and client-centric Program Manager adept at driving Agile projects end-to-end using SDLC best practices, overseeing optimal designs using the latest technologies (API/Web services), and project executions. A performance-driven Program/Project Management Professional with 12+ years of in-depth experience in the design, development, and delivery of successful cost-effective solutions.

Core Competencies

Process Enhancements | Efficiency | People Management | Program/Project/Process Metrics | Risk Management | Time and Cost Management | Release Management | Sustenance Engineering | Mobile Solutions | POS | Order Management Systems | QA | Project Management | Release Management | Mobile eCommerce | Test Management | Agile | SCRUM | Retail Sector | Analytical Thinking | Communication | Decision-Making | HP Quality Center | JIRA | Microsoft Project | Microsoft Team Foundation Server | Microsoft SharePoint | Microsoft Test Manager | Xacc Framework | SOAP UI | JASON | REST Clients | Visual Basic | Oracle | C++ | Java | VB Script | JavaScript | SQL server

Professional Experience

Wipro Technologies – Bellevue, WA 01/2005 – 03/2016
Release Program Manager, (Client: Microsoft, Redmond, WA), 02/2014 – 12/2014

- Established release processes for change management and published release status reports to leadership and global audiences to ensure projects were on track.
- Charged with managing Microsoft OEM Software Releases from conception to production release to increase Windows and Office revenue; delivered OEM monthly/hotfix releases; and demonstrated strong leadership skills for global teams to ensure projects were delivered on time/within scope.
- Planned/managed end-to-end release milestone/deliverable schedules and managed release tollgate meetings across global functional teams using Waterfall methodologies.
- Verified that all test plans were in place and monitored/controlled releases by managing risks, issues, and changes; led release status meetings with senior leadership and global project teams; and used MS Project Server and SharePoint servers for release plan tracking and status.
- Employed Agile Scrum methodologies to implement service improvement plans and foster the efficient delivery of OEM internal software projects leveraging Visual Studio for features and user story tracking; ensured 99.9% system uptime in production.

Test Manager, (Client: Microsoft, Redmond, WA), 10/2013 – 01/2014
Environment: Windows 8.0/8.1, SQL Server 2012, Visual Studio 2013, Microsoft Test Manager, C#, SQL Developer, Microsoft Test Manager, Data Staging Tools.

- Responsible for testing and maintenance for a suite of applications for volume licensing contract management (VLCM) within Enterprise Commerce IT (ECIT), using the latest technologies and leading a team of 15+ from India and Redmond, WA.
- Participated in functional specification, solution delivery, design, and test plan reviews; reviewed functional, system, and regression test cases for monthly/quarterly releases.
- Chaired daily standups and other project stakeholder meetings; point of contact for escalations related to QA; and completed testing efforts and resource plans.
- Created device process/performance improvement plans and automation roadmaps.

- Generated reports and presented them to project stakeholders; reports included Incident, After Action, Daily Status (during quarterly releases), Burn Down charts, Weekly Status reports, Risk Assessments, Test Metrics, and Defect Metrics reporting.
- Facilitate Bug Bash/Super User Testing meetings and triage meetings in conjunction with the Business team.

Program Manager, (Client: Microsoft, Redmond, WA) 06/2013 – 10/2013

- Helped develop a single dashboard for Service Agent's desktops of all agent-required applications to enable the most accurate and timely support, and to improve customer experiences.
- Enabled Agents to tackle multiple issues with several customers simultaneously using contextual help hints provided by the application.

Project Manager, (Client: Lowe's US Retail Chain, USA) 08/2012 - 05/2013
Technologies & Tools: Quality Center, Database technologies (SOAP UI, Endeca, and Facade)

- Developed user stories for the consumer app; oversaw Sprint planning for user stories; and directed test case development, execution, defect reporting, and Sprint closure.
- Participated in bug triage meetings with the Development team and provided vital information for defect fixes; completed RCA on the defects.
- Completed Log Analyses. Participated in testing/deployment of successful releases to the App store and Google Play, and helped test backend services including Façade and Ecommerce.

Project Manager, (Client: Nike, Portland, OR) 02/2010 – 06/2012

- Charged with analyzing the applications under scope for release, defined team work plans, and shared knowledge with the offshore team.
- Created Quality, Estimation, and Resource plans; facilitated project SCRUM meetings; and generated multiple status reports (Incident, After Action, Weekly Status reports, Risk Assessment, Test Metrics, Defect Metrics), and presented them to project stakeholders.
- Facilitated Defect Triage meetings in conjunction with Developers and Business Producers; served as a point of contact for all escalations related to Quality Management.
- Provided project data to internal forums including QIC, APR, MRM meetings, SAP Loss, Invoicing, and ECube.
- Accountable for performance evaluation/appraisals.
- Increased CSAT by 30% by developing SOPs as part of process improvement, effectively reducing ramp-up and execution time.

**QA Manager/Project Manager, (Windows Sustenance Engineering (OLSE Appcompat AE Automation tools)
Client: Microsoft Corporation)** 02/2009 – 01/2010

- Prioritized apps for general availability releases, provided project monitoring/tracking, generated monthly metric reports and status updates for client and Wipro management.
- Generated risk/quality dashboards weekly/monthly.

**QA Manager/Project Manager, (Windows Sustenance Engineering (OLSE Appcompat AE Automation tools)
Client: Microsoft Corporation)** 09/2008 – 01/2009
Environment: Windows 2003, XP, WTT, C#, Maui framework, AAF framework, XML

- Estimated project schedules/efforts including work allocations, resource leveling, and analyzing/prioritizing test cases for automation. Created work plans, and generated Project Data Metrics and Project Monitoring Reports. Served as the point of contact for automation queries.
- Conducted application feasibility studies; communicated testing statuses; and reported automation metrics.
- Performed code reviews/walkthroughs as per automation standards. Responsible for test planning, maintaining test data, automating test environments, and creating scripts.

- Conducted root cause analyses for regressed issues; improved code coverage by 80% by identifying optimal test cases.
- Accountable for risk/impact analyses, for generating mitigation and contingency plans for the identified project risks; and for preparing SLA/productivity data for client reviews.

Team Leader/QC, (Windows Sustenance Engineering (Windows Vista Avalon and DirectX team) Client: Microsoft Corporation) 08/2007 – 08/2008
Environment: Vista Client, Vista Server, Windows Server 2003, XP, WTT, JScript, XML, Magen tool, Xacc framework

- Delivered high-quality hotfixes, QFEs, GDRs, and security updates to Windows customers; tested service packs and GDR fixes for regressions, ship blockers, and security issues; and improved coverage using Microsoft Windows testing tools and technologies.
- Created team work plans, reviewed SLA data, PDMR/PMR reports, QIC inputs, and project review inputs.
- Tracked daily work items; reported statuses; prepared test plans, and completed MS checklists, case info tools, and signoff tools; and reviewed Effort Estimations/schedules.
- Provided direction and leadership to the System Integration and Verification teams; debugged issues using WinDBG, and provided stack traces to clients.
- Conducted LAM and postmortems for major milestones; ensured the risk management dashboard was current; and contributed Metric Analyses in PPA Meetings.

Additional experience gained as a **Module Leader/Software Design Engineer for Test** with Windows Sustenance Engineering (Windows Shell XP03 and Shell W2K) Client: Microsoft Corporation; **Software Design Engineer for Test** with Microsoft Corporation; **Software Test Engineer/QC** with Windows Sustenance Engineering (Windows Shell NT4, W2K) Client: Microsoft Corporation; **Software Engineer** with Global Energy Consulting, Pvt. Ltd; **Test Engineer** with D'alasoft Pvt. Ltd; and as a **Program Tester** with GE India Business Center.

Education, Training, & Certifications

Master of Science, Computer Science | Andhra University, Visakhapatnam **Bachelor of Science, Computer Science |** Andhra University, Visakhapatnam Negotiate to Win | 7 Habits of Highly Effective People Certified, **Project Manager** | Wipro Technologies Certified, **German Language** course | Goethe Institute, Max Mueller Bhavan