Mahesh Bolikonda PMP and PMI-ACP
Technical Project-Program Manager
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- **AWS certified Cloud Practitioner, PMI Certified Project Manager (PMP)** and **Agile Certified Practitioner (PMI-ACP)** with over 20 years' experience managing Programs/Projects with cross-functional teams of technical experts to analyze systems, processes and implementing solutions.
- Expertise in managing all phases of the software development life cycle (SDLC), Waterfall and Agile/SCRUM/SAFe Methodologies
- Strong Technical experience in all J2EE and .Net related technologies which include REST API, Micro-Services, Web API, MQ, PCF-Cloud, Boomi, Security&PCI and Infrastructure.
- Expertise in tools like TFS, MPP, JIRA, Pivotel Tracker, Visio, Grafana, S3 Bucket, PKS, PPT, Splunk, Adobe Analytics, Github-Boomerang, Contentsquare, Glassbox, Celonis, Ivation and Tableau.
- Entrepreneurial mindset with a combination of strategic thinking & execution
- Core Competencies:
  - Technical Project-Program Management
  - Leading Cross-Functional Global Teams
  - Ecommerce and Payments/PCI background and Telecom Service Provider
  - IT security, Network, Infrastructure setup and Hardware
  - Driving Technical Requirements, Analyzing, & scoping requirements.
  - Security, Data Protection, Fraud Management, Data Analysis, Data Management and Data Visualization

PROFESSIONAL EXPERIENCE

State of Wisconsin – HHS Project Manager   06/2020 – Present

Decision Support Services (DSS) within Health and Human Services (HHS) Behavioral Health Services (BHS) division, performs advanced oversight, consultative services, and technical assistance functions with latitude for initiative and exercising independent judgment. Performs advanced work related to the development of applications and enterprise level data management systems under the direction of the functional Director, needing minimal supervision. This division ensures that applications and enterprise level data management systems are developed and maintained consistent with the HHS-BHS mission, applicable laws, rules, and policies, especially those related to security, executive decisions, and user needs. Deliver oversight of programs requirement gathering, development delivery of superior user acceptance testing (UAT), and implementation that meets clients' and programmatic needs.

Responsibilities:

- Driving all activities of agile scrum with Dev team including release management.
- Driving quality management by following test driven development, working with SDETs, Integration testing and supporting E2E testing.
- Driving activities to collect data, Analyze Data, Enterprise data management and visualization of data, recommendations for business process improvements
- Manage Projects using Agile Project Portfolio Management (PPM) to execute and deliver successfully.
- Managed Cross-functional and External Stakeholders and Lead a group of 30+ resources across Enterprise-Program, Product, Engineering and Operations to achieve Product goal and vision, high performance and resilient software.
- Manage components of highly complex and visible projects and/or program initiatives
- Follow project management methodologies and governance processes to deliver work products on time and within a set budget
- Collaborate with the end-user and key stakeholders to provide status updates and gather requirements, with the vendor on their implementation and delivery of contract deliverables, and with the internal IT Team
- Responsible for maintaining and managing the timeline for multiple projects
- Identify project risks and issues and proactively manage a plan to mitigate the risks and resolve the issues

- Responsible for project scope delivery adhering to and optimizing schedule, costs, and resources. Projects include HHS, partners, and third-party deliverables.

Federal Govt – Veterans Affairs Project Manager   03/2017 – 06/2020

Data Center Implementation Management is to take care of all the infrastructure related activities for VA, this includes many medical data collections software and their infrastructure upgrades and Veterans Affairs Elastic Cloud which AWS and Azure both. Moving on premises application to cloud and upgrading software and hardware. Making network connectivity for various VA BioMed centers. Colleting instrument data and creating dashboard and monitoring the activity.

Responsibilities:
- Driving all activities of agile scrum with Dev team including release management.
- Driving quality management by following test driven development, working with SDETs, Integration testing and supporting E2E testing.
- Lead CICD implementation and Deployed in PKS. S3 Buckets are used implement Config data.
- Participating business, design, architectural meetings and providing inputs and driving the activities related payments.
- Providing status in various formats to management and taking care of quality management.
- Meeting the budget/revenue targets and maintaining no downtime across the year.
- Interacting with all VA interlocks and outside vendors to track the program at all phases.

Dell – Ecommerce Platform Payments, Senior Program Manager   02/2014 – 02/2017

Payments module is one of the e-Commerce applications for Dell (dell.com). This module is responsible for all kinds of payments types and verification, validation and storage of customer payments PCI info. This module also responsible for all payment operations Like Validate, Authorize, Capture, Void and retrieve to interact with different payment types Like credit card, PayPal, DFS (Dell Financial Services) and Bitcoin. In 2018 we replaced credit card processing vendor to a global vendor, this involves lots of infrastructure setup like MPLS circuits, PCI HAFT, ICORP server setup, NAS storage I led this work at program level. Were required to integrate payment application with multiple systems like SAP, Oracle EBS, Salesforce, Workday, PayPal and other external payment systems using BOOMI. Converting quotes and orders received from salesforce and submitting to payment and order processing.

Responsibilities:
- Defined technical requirements & developed user stories by converting business requirements.
- Involved in PCF-Cloud transformation of some of the payments applications and followed Pivotal Model of project delivery
- Experience as Administrator for AWS AMS console.
- Driving quality management by following test driven development, working with SDETs, Integration testing and supporting E2E testing.
- Working in both Agile and SAFe methodologies.
- Driving all activities of agile scrum with Dev team including release management.
- Driving activities to collect data, Analyze Data, Enterprise data management and visualization of data, recommendations for business process improvements
- Participating business, design, architectural meetings and providing inputs and driving the activities related payments.
- Taking care of payments in all aspects Security, Load-balancing, Firewall, Infra (BIG-IP and 3DNS) and DB.
- Providing status in various formats to management and taking care of quality management.
- Meeting the budget/revenue targets and maintaining no downtime across the year.
- Interacting with all Dell interlocks and outside vendors to track the program at all phases.

America Movil - CCS (Convergent Charging System), Senior Project Manager   10/2011 – 01/2014

Worked as a project manager to rollout and maintenance of rating charging and billing product (**CCS** - Convergent Charging System) in different America Movil sites.

Responsibilities:

- Worked with internal and external global distributed teams across multiple sites in project delivery.
- Worked as Scrum and Scrum of Scrum master.
- Lead Team of 18 people as manager by giving technical and career directions in all aspects.
- Worked with third parties vendors to meet project deliveries.
- To make sure project execution within the planned schedule and effort.
- Mentoring in agile-scrum methodology.
- Manage the overall budget & cost of the projects confirming to the policies and regulations.
- Advise clients on improving the effectiveness and efficiency on technology and business risks.

SFR (Paris, France) - Fulfillment of TSP, Senior Project Manager   03/2009 – 09/2011
Worked as a project manager for enhancements and maintenance of all SIMCARD activation, MNP (Mobile Number Portability), SIM Security and CRM in different SFR sites.
Responsibilities:
- Integrating of different technology groups like open systems and **SAP.**
- Lead Team of 20 people as manager by giving technical and career directions in all aspects.
- Execution of **SAP and Non-SAP** software development in the same project in-parallel.
- Integration of ERP (**Oracle-BPEL**) and Data warehousing tools/ETL (DT Engine) with other applications.
- Handled Oracle upgrade from 9i to 11g for 8 applications in all environments.
- Involved in infrastructure and setup data center
- Involved in **Transition Planning** which includes travel, different kinds of KT.
- Derived ODC (Offshore Development Center) setup.

Verizon Wireless - ACSS, Project Manager/Technical lead   01/2007-02/2009
The Automated Customer Support System (ACSS) is a system that will ensure all customer service representatives have easy access to information and perform many major call-handling functions from a single, controlled location through an intuitive application. It is the Universal Desktop (UDT) tool used in the Verizon Wireless call centers.
Responsibilities:
- Implemented Web Access Management.
- Implemented Web Single Sign-on / Enterprise Single Sign-on (ESSO) using CA single-sign-on
- Lead Team of 11 people as manager by giving technical and career directions in all aspects.
- Metrics collection and tracking.
- Handled Oracle upgrade from 9i to 10g in all environments.
- Hiring, coaching, training, mentoring, performance reviews
- Estimating efforts and schedule of all phases in the project and pipeline projects.
- Involved in efforts and cost estimation and contract (SOW) writing.
- Involved in all kinds of discussions with client to get SOW signoff.
- Involved analyzing the requirements and work allocation between team and collecting all deliverables for the release.

Symantec Corporation - CPS-CRT, Technical Lead   03/2005-12/2006
The CPS (Consumer Products and Services) division at Symantec is focused on developing software products in the Internet Security Solutions area to help individuals protect and manage their digital assets. There are separate groups within CPS working on each of the products.
Responsibilities:
- Involved in Understanding the customer issues.
- Involved Preparing design document to resolve the issue.
- Involved in code modifications accordingly.
- Involved in patch creation and delivery process to QA team
- Responsible for the integration of Settings application with other modules

- Done unit testing, integration testing and regression testing.

Sun Micro Systems - Sun One Synchronization, Senior Software engineer   12/2004- 02/2005

Sun ONE Synchronization is a software product that runs on a Windows personal computer to synchronize data between Sun ONE Calendar Server and another data source such as a personal information manager (PIM) or mobile device or Outlook.

Responsibilities:
- Gathered User Requirements and designed the application.
- Involved in code modification for version upgrade.
- Responsible for the integration of software modules (version control and packaging releases).
- Done unit testing, integration testing and regression testing.

E**mbarcadero - Data Transit (DT) Engine, Senior Software Engineer**   11/2003-11/2004

Data Transit (DT) Engine is a part of the DT/Studio product-line from Embarcadero. DT/Studio is a Java based ETL (Extract-Transform-Load) tool, and is used in the data management and integration domain

Data Transit Engine extracts data from heterogeneous sources (like databases, flat-files etc), applies transformations on the data (sort, eliminate duplicates, calculate mean, median etc), and loads them to target databases. These target databases eventually serve as data warehouses or data marts.

Responsibilities:
- Involved Understanding the user requirements
- Involved in defect fixing and Patch Preparation and deployment
- Involved in packaging of the patch.
- Responsible for the integration of software modules (version control and packaging releases).

Globarena – Infovision Document Security, Software Engineer   09/2000-10/2003

Document Security Application is a Wrapper around the PDF document, which will provide security from copying, print screen and email options of the PDF and also tying up the document to the PC. This helps the publishers from pirating of their documents.

Responsibilities:
- Developed Wrapper Application which wraps the PDF document using C++, Win32, and MFC.
- Developed the security module which disables the copy, print screen, email options of the PDF document.
- Developed and written Hooks that will run the race to prevent copying of the document from other third party hooks.
- Testing of the application in different environments.

EDUCATION, CERTIFICATIONS AND COMPANIES WORKED WITH

- Master of Computer Applications (MCA) with 78% from Sri Kirshnadevaraya University Campus Andhra Pradesh India
- Project Management Professional (PMP) from Project Management Institute (PMI)
- Agile Certified Practitioner (PMI-ACP) from Project Management Institute (PMI)
- AWS Certified Cloud Practitioner from Amazon Web Services (AWS)
- ITIL 2011 certified by internal Wipro
- Working with Dell Technologies from Feb 2014 to till date.
- Worked with Tecnotree PVT Ltd from Oct 2011 to Dec 2013 for about 2 years.
- Worked with Wipro PVT Ltd from Dec 2004 to July 2011 for about 7 years.
- Worked with AZTEC PVT Ltd from Nov 2003 to Nov 2004 for about 1 years.
- Worked with Globarena PVT Ltd from Sep 2000 to Sep 2003 for about 3 years.