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SHRINIDHI UPLADY MANJUNATHA ⭐ Featured

SAFe 5 Scrum Master seeking roles in IT Project Management,Portfolio Management,PMO Operations,Stakeholder Management,Application Support,Risk Management,Incident Management,Business Continuity,ServiceNow,Confluence,Jira,Java,JSP,WCS,JUnit,Oracle

Current Designation: Service Delivery Manager	Total Experience: 16 Year(s) 0 Month(s)
Current Company: Infosys	Notice Period: 15 Days or less
Current Location: Bengaluru / Bangalore	Highest Degree: B.Tech/B.E. [Computer Science]
Pref. Location: Bengaluru / Bangalore	

Functional Area: IT Software - Application Programming / Maintenance

Role: Project Mgr-IT/Software

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Scrum Master,Project Manager-IT/Software,IT Project Management,Portfolio Management,PMO Operations,Stakeholder Management,Application Support,Risk Management,Incident Management,Business Continuity,ServiceNow,Confluence,Jira,Java,JSP,WCS,JUnit,Oracle

Verified : 📞 Phone Number | Email - id

Last Active: 19-Jan-21   Last Modified: 19-Jan-21

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Summary

Experienced Service Delivery Manager with over 15 years of experience in IT applications development and implementation across multiple geographical locations in APAC region. Excellent reputation for resolving problems, improving customer satisfaction, and driving improvements. Technical competency along with Agile Project Management and IT Service Management (ITSM) experience.

Work Experience

◉ **Infosys** as Scrum Master -IT, Service Delivery Manager
Nov 2010 to Mar 2020

Develop, plan and deliver the portfolio of work for major transformation projects valued at 5M+ as per Scrum framework
Conduct daily scrum standups, scrum ceremonies, iteration & backlog planning, effort estimation sessions, and retrospective analysis for different projects
Maintain Kanban boards for project running on Kanban framework
Co-ordinate dependencies with other teams and remove risks for delivering on time
Lead and coach team on agile methodologies to build maturity in agile practices
Implement DevOps practices and automated testing for each release
Build relationships with all stakeholders including product owners and provide weekly reports
Ensure deliverables are of quality standards at end of each sprint

Service Delivery Manager Dec 2016 - March 2020
NBN Co. (Infosys Australia) Melbourne, VIC
Deliver changes to business-critical applications covered under NBN Workforce/Assurance platform including Maximo, Workforce Microservices & APIs, Remedy, BPPM
Lead production support and maintenance activities
Manage customer relationships to provide high service availability
Deliver change requests and ensure SLA compliance for production issues
Coordinate with multiple teams including customer's 3rd party vendors and delivery partners for end to end resolution of issues
Project management - ensure that all contractual obligation agreed in SOW are met, Work breakdown, allocation and management of workload within team
Project planning - create project briefs with feature backlogs, delivery milestones, scope, RAID, effort estimation, cost and financial summary
Assist and participate in Pre-sales activities including drafting RFP / RFQ / RFI responses
Perform monthly calculations and reporting of Service Levels and budget
Lead support engagements and administer the PMO activities
Maintain the JIRA dashboard and align with scrum agile delivery model
Define ITIL process maps, address any gaps in support model, and evolve the support

processes and methodologies
Manage and co-ordinate between onshore and offshore resources to ensure 24x7 support and smooth transition between various time zones
Ensure delivery of support from a time, cost and quality perspective
Draft statement of work (SoW) to include requirements, scope, milestones, acceptance criteria and pricing structure
Provide detailed reviews of service disruptions, metrics - Ensure that the SLA and KPIs are met as committed to customer in MSA
Perform periodic reviews with customer for improvements - Drive productivity improvement and efficiencies across the teams
Plan and execute the cloud migration strategy - manage the migration of on-premise applications to AWS cloud
Initiate and be involved in the change and release management process of the customer's environment to ensure success and service uptime
Manage monthly releases as per Release Change Requests (RCR) and drive approvals with Change Approval Board (CAB)
Co-ordinate and facilitate Performance Testing, SIT and UAT before Go Live
Liaise with multiple stakeholders including vendors and customers to implement changes in production as per run sheet during Go Live
Deliver change communications to all impacted stakeholders and send regular status updates to management
Drive root cause analysis for issues and co-ordinate with various internal and external vendor teams including Infrastructure, Development, Oracle DBA, Testing, and Change Management
Be self-driven and work independently to manage costs, team, SLA compliance and client management with minimum supervision and guidance from practice leaders

Project Manager Oct 2015 - Nov 2016
Maxis Telecom (Infosys Malaysia) Kuala Lumpur, Malaysia
Production Support and Maintenance
Handling production issues and resolving incidents as per service agreements
Manage onsite and offshore teams of around 30 members giving 24x7 support to various key applications for client
Requirements gathering, Business Analysis, Change Impact Assessments for Enhancements & Change Requests

- **Infosys** as Service Delivery Manager
Nov 2010 to Till Date

- **Aricent Technologies** as Senior Developer
Sep 2006 to Oct 2010

Requirements Gathering and Impact Analysis with the customer
Designing of the UI for the assigned modules
Implementing of the Business Logic for those modules based on Layer wise component design
Distributing the activities among the team members and keeping track of progress on work
Release Management activities
Technology: Java, J2EE, JSF with Validation Framework, Tomcat, XML, ClearCase, Ant, Eclipse, ClearQuest, Apache, Purify, Quantify

- **SLK Software India** as Software Developer
Aug 2004 to Sep 2006

Designing of the UI for the assigned modules using the struts framework
Creating UTCs of the Sites, Product Alert and News modules
Implementing of the Business Logic for those modules based on Layer wise component design
Designing, documenting and prototyping of the maintain User, search order, admin features, maintain sales org codes of the application using the struts framework
Implementing the code for assigned modules
Unit testing the code developed

Education

UG: **B.Tech/B.E. (Computer Science)** from **Manipal Institute of Technology (MIT)** in **2004**

IT Skills

Skill Name	Version	Last Used	Experience
ServiceNow			
CONFLUENCE			
JIRA			
Microsoft Word, Excel, Powerpoint			
Java, JSP			
WCS, JUnit			
ORACLE 10G			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Kannada				

Affirmative Action

Work Authorization

Physically Challenged: No

Job Type: Permanent

Employment Status: Full time

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Kannada				

Affirmative Action

Work Authorization

Physically Challenged: No

Job Type: Permanent

Employment Status: Full time