Email ▼ Print

ISAC BABU DONEPUDI premium Featured

CSM Manager-Software Development Engineering seeking roles in Application Development,Application Programming,Application Maintenance,Project Management,Requirement Analysis,Solution Architecture,Oracle ERP,SQL,PL/SQL,Informatica,Java,Jira,Git

Current Designation: Software Development Manager
Current Company: Cisco Systems (India) Private Limited
Current Location: Bengaluru / Bangalore
Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad
Functional Area: IT Software - Application Programming / Maintenance
Role: Program Mgr
Industry: IT-Software/Software Services
Marital Status: Married

Total Experience: 22 Year(s) 0 Month(s)
Highest Degree: MS/M.Sc(Science) [Electronics]

Key Skills: Manager-Software Development,Program Manager,Application Development,Application Programming,Application Maintenance,Project Management,Requirement Analysis,Solution Architecture,Oracle ERP,SQL,PL/SQL,Informatica,Java,Jira,Git

Verified : 📞 **Phone Number | Email - id**

Last Active: **Jan-Mar 2021**   Last Modified: **Jan-Mar 2021**

Jump to Section ▶   **Work Experience** | **Education** | **IT Skills** |

Summary

2+ decades of experience; contributed to the business and technology vision and direction by influencing strategies and monitoring execution of major technology initiatives
Developed & supported complex and critical Enterprise Business Systems using Oracle ERP/CRM and Cloud based Technologies
Contributed in strategy development, thought leadership & implementation, business & operational transformation execution, business solution delivery, and business development
Led the development & execution of Technology Roadmaps / Transformations in alignment with Business Transformations and Enterprise IT Strategy without impacting business continuity
Spearheaded large-scale, complex programs through aggressive governance processes; developed relationships with business stakeholders / leadership teams across geographies and departments; presented changes, issues, risks and contingency plans to Portfolio Steering Committees to balance project resources, schedules and scope

Work Experience

◉ **Cisco Systems (India) Private Limited** as Software Development Manager
Dec 2020 to Till Date

◉ **Cisco Systems India (Pvt.) Ltd.,** as Manager -Software Development Engineering
Jan 2005 to Jun 2020

Delivered large-scale, complex programs with a focus on technology transformation; collaborated with leadership teams to evaluate technology challenges
Built & led high-performing & motivated team from scratch; constructed SME strength in technology/functional domain
Supervised Channel Partner Delivery Portfolio ($11M) with agility and on-time delivery with right prioritization, engineering methodologies and resource strategy
Structured Audit & Control Framework to improve operational efficiencies through proactive data validation and alert mechanism which resulted in critical issue prevention
Improved user experience and slashed maintenance costs through application rationalization & consolidation
Cultivated Engineering & Operational Best Practices; implemented shift-left strategy that resulted in 10% defect density during QA phase and 90% phase containment; reduced QA cycle time by 25%
Established best practices & governance structure to meet the quality, security & life cycle compliance standards of the enterprise
Enabled scale & agility in delivering business capabilities through management of 130+ multiple vendor organization resources, SOW process, and resource strategy & optimization

Aug'12-Nov'14: Program Manager (Customer Care IT Organization)
Led Cisco Service Contracts & installed base domain and created program delivery roadmap in collaboration with IT & business stakeholders
Defined program structure & governance to align deliverables with enterprise release schedules/guidelines
Drove project management best practices and quality standards to meet consistent outcomes across the portfolio

Drove project management best practices and quality standards to meet consistent outcomes across the portfolio
Prepared program risk & mitigation document and facilitated weekly communications to stakeholders
Set up IT delivery change management process; championed strategic initiatives to achieve delivery excellence
Optimized resources across projects, drove productivity with resource strategy, aligned team's strengths with the organization priorities; conceptualized and steered Fresh grad training program which reduced ramp up time from 12 to 3 months
Facilitated functional brown bags, active mentoring by analysts to improve business acumen of Service Contracts Management team, resulted in technical architecture consolidation proposals for contract management applications
Established governance process in adherence with engineering best practices to achieve engineering excellence and delivery agility which resulted in nil postproduction critical issues due to release and smooth normalization periods; planned & implemented traceability matrix to prevent requirement gaps
Blueprinted Resource Strategy to drive the accountability at service asset level to improve SME knowledge, phase containment metrics (90%) and single digit defects during QA
Strategized service rollback plans for customer care org in partnership with key stakeholders to minimize the business impact in case of issues during releases

Dec'06-Jul'12: Project Manager (Customer Commerce IT Organization)
Delivered various projects using global workforce to support commerce initiatives and service sales optimization functions
Improved Installed Base Service Agreements Data Quality (IBSAVE), RMA update Process, Customer and Partner abilities to manage contracts and contract health report to reduce quoting validation issues

Jan'05-Nov06: Tech Lead
Worked in the Installed Base, Service Agreements Domain
Built the team from scratch and successfully started & operationalized the offshore engagement in India
Designed search service, data validation & governance process to improve data quality of Installed Base data attributes
Enabled users with contract management operations and improved RMA interface

◉ **Specsoft Consulting Inc**
Dec 2000 to Dec 2004

Education

UG: **B.Sc (Electronics)** from **Nagarjuna University** in **1992**

PG: **MS/M.Sc(Science) (Electronics)** from **Nagarjuna University** in **1995**

Other Qualifications/Certifications/Programs:
Certified Scrum Master
Proact Business Transformation Certification
Managing Projects
Scheduling & Cost Control

IT Skills

Skill Name	Version	Last Used	Experience
Oracle ERP			
SQL & PL/SQL			
Informatica			
SNOWFLAKE			
JAVA			
JIRA & RALLY			
Microsoft Project			
GIT & Jenkins			

Languages Known

Language	Proficiency	Read	Write	Speak
English				

Affirmative Action   Work Authorization

Physically Challenged: No

Job Type: Permanent

Employment Status: Full time