

Sathya Kapaganthu

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Technical Project Manager | IT Project Manager



PROFESSIONAL SUMMARY

Results-oriented Technical Project Manager with 9+ years of experience leading cross-functional teams in the successful delivery of complex projects. Expertise in managing full project lifecycles, from initial concept to final implementation, ensuring alignment with business objectives, timelines, and budgets. Proficient in Agile methodologies (Scrum, Kanban), with a proven track record in managing software development, technical integrations, and system deployments. Adept at collaborating with stakeholders, translating technical requirements, and driving continuous improvement to optimize team efficiency and project outcomes. Demonstrated success in risk management, stakeholder communication, and resource planning.

SKILLS

Tools & Software: Jira, Asana, Trello, Monday.com, Confluence, Slack, Microsoft Teams, Git, SVN, Microsoft Project, Google Workspace, Microsoft Office Suite

Project Management: End-to-End Project Delivery, Scope Management, Timeline Management, Resource Management, Budget Management, Scheduling and Milestone Tracking, Cross-Functional Team Leadership, Client Relationship Management, Risk Identification, Mitigation, and Resolution, Dependencies Management, Issue Tracking, Stakeholder Communication, Reporting

Agile Methodologies: Agile Project Management (Scrum, Kanban, SAFe), Scrum Master Facilitation, Sprint Management, Agile Retrospectives, Continuous Improvement, Hybrid Project Management Methodology, Iterative Development, Feedback Loops

Software Development Life Cycle (SDLC): Requirements Gathering and Documentation, Feasibility Studies, Business Analysis, Test Planning and Execution, Integration and Deployment Strategies

Business and Data Analysis: Process Optimization, Forecasting, Excel, Power BI, SQL, Business Requirement Gathering, Trend Analysis

Technical Knowledge: Web Technologies (HTML, CSS, JavaScript, PHP), Content Management Systems (WordPress, Contentful), API Integrations, Web Services, Cloud Technologies (AWS, Azure), Database Management (SQL, NoSQL), Software Architecture, Design Patterns

Quality Assurance & Continuous Improvement: Quality Control, Performance Metrics, Implementing Agile Processes, Performance Reviews, Sprint Improvement Plans, Agile Retrospectives

Problem-Solving & Analytical Skills: Root Cause Analysis, Solution Design, Process Optimization, Efficiency Improvements, Change Management, Adaptation, Risk & Issue Management, Verbal and Written Communication, Presentations, Stakeholder Engagement, Expectation Management, Discovery and Requirement-Gathering Sessions, Cross-Team Collaboration, Conflict Resolution, Decision-Making

CERTIFICATION

Project Management Professional (PMP)

PROFESSIONAL EXPERIENCE

Technical Project Manager, Mastercard | MO

Nov 2024 – Present

- Managed cross-functional teams of 15+ professionals to deliver financial software projects on time and within budget, utilizing Agile methodologies (Scrum, Kanban) and Jira to track progress and manage tasks.
- Supervised project budgets ranging from \$2M to \$10M, optimizing resources and monitoring expenses with Microsoft Project and Excel, ensuring financial objectives were met while adhering to project timelines.
- Led the deployment of a secure and scalable payment processing platform using cloud technologies (AWS, Azure), increasing transaction processing speed by 20% and system uptime to 99.98%, enhancing Mastercard's transaction capacity.
- Facilitated Agile Scrum ceremonies for 3 teams, managing sprint planning, stand-ups, reviews, and retrospectives using Jira and Confluence, improving team velocity by 15% over 6 months.
- Led data-driven process improvements using SQL and Excel to identify and eliminate workflow bottlenecks, cutting project turnaround time by 15% and enhancing delivery reliability.
- Drove cross-functional collaboration between technical teams and business stakeholders to define scope and deliver 10+ user-requested features and system upgrades, increasing platform adoption and boosting customer satisfaction scores by 20%.
- Integrated mainframe systems with cloud-based solutions (AWS, Azure), ensuring seamless data flow and minimizing operational downtime, leveraging API integrations.
- Identified and mitigated risks proactively using Jira and Microsoft Project, resolving 98% of potential issues before they affected timelines, ensuring seamless project execution and stakeholder confidence.

Project Manager, Centene | MO

Feb 2022 – Oct 2024

- Managed end-to-end delivery of healthcare software projects across teams including developers, QA engineers, product managers, and business analysts, ensuring on-time project completion with the help of Agile methodologies (Scrum) and Jira, achieving a 95% on-time delivery rate across 20+ projects.
- Led the implementation of 8 major system integrations and software upgrades to streamline operations, using cloud solutions (AWS, Azure), resulting in a 30% reduction in process bottlenecks.
- Directed the migration of legacy systems to AWS and Azure cloud-based solutions, reducing operational costs by 25% and enhancing system scalability, reliability, and data security.
- Applied forecasting models using Power BI to predict resource demands and operational needs for healthcare IT projects, helping the team meet 95% of project deadlines.

- Directed project delivery using Jira and Microsoft Project, ensuring 95% on-time completion and driving a measurable increase in stakeholder satisfaction and trust.
- Oversaw the modernization and optimization of mainframe systems, coordinating with cross-functional teams to enhance system performance, reduce processing time, and improve overall software architecture
- Served as the primary client interface, translating technical requirements into clear deliverables, and delivering 50+ client-facing solutions on time — contributing to a 98% customer satisfaction score and increased client retention.
- Improved resource management processes using resource management tools, enabling more effective team allocations and reducing project delays.

Associate Project Manager | Charter Communications

Oct 2020 – Jan 2022

- Coordinated the execution of broadband and telecommunications software projects across 10+ cross-functional teams, utilizing Agile methodologies (Scrum, Kanban), and achieving a 97% on-time delivery rate.
- Delivered 5 key software upgrades and system enhancements for Charter Communications' broadband systems, using Agile frameworks and Jira, resulting in a 15% increase in customer engagement and a 10% reduction in customer complaints.
- Led risk management strategies during software deployments using Jira and Microsoft Project, reducing project downtime by 40% and ensuring continuous service.
- Conducted trend analysis on customer feedback data, identifying patterns that informed service improvement strategies, reducing customer complaints.
- Implemented new project tracking processes using Jira and Confluence, integrating tools to streamline task assignment, issue tracking, and reporting, reducing manual reporting time.
- Acted as the primary communicator between internal teams and external clients, ensuring transparent reporting and alignment throughout the project lifecycle via Microsoft Teams.

Project Manager, State of NY (Dept of Taxation & Finance)

Aug 2018 – Aug 2020

- Managed the planning, execution, and delivery of 5 IT projects, including system upgrades and cloud infrastructure migrations to AWS, utilizing Agile methodologies to ensure efficient progress.
- Led a team of 8 developers, analysts, and QA engineers to migrate legacy tax systems to a secure AWS cloud infrastructure, reducing maintenance costs by 40% and increasing processing speed.
- Implemented data security protocols and compliance management systems to protect sensitive taxpayer information, reducing system vulnerabilities by 50% and ensuring state and federal compliance requirements for cybersecurity.
- Developed and managed project schedules to ensure timely delivery of system updates using Microsoft Project and Agile methodologies, ensuring minimal disruption.
- Built strong relationships with government stakeholders using Microsoft Teams, achieving a 95% stakeholder satisfaction rate through clear communication and high-quality solutions.

Senior Business Analyst, MaxisIT

Jul 2017 – Aug 2018

- Coordinated with cross-functional teams of 5+ members to analyze and optimize business processes using Agile methodologies, improving process efficiency by 20% and reducing project delivery time.
- Used advanced Excel modeling, Power BI, and SQL to create financial forecasts, improving accuracy and reducing forecasting errors.
- Collaborated with stakeholders and product teams to gather and analyze business requirements for IT solutions, reducing post-deployment issues by 30% through better requirement accuracy.
- Conducted cost-benefit analysis for IT projects, providing insights that led to the approval of 3 major projects totaling over \$2M, increasing client retention.
- Created reports and presentations using PowerPoint and Tableau, enabling senior leadership to make data-driven decisions that boosted customer satisfaction.

Financial Analyst | 7FinCorp Group | India

Jun 2014 – Dec 2015

- Developed financial models using Excel and VBA to forecast cash flows for 50+ investment portfolios, increasing annual returns by 12% and reducing risk exposure.
- Analyzed financial data with quantitative techniques and financial ratios to optimize performance across various sectors, leading to a reduction in operational costs.
- Monitored market trends and prepared financial reports using Excel, contributing to a 15% improvement in investment strategies.
- Implemented financial reporting standards and systems, streamlining processes and reducing manual errors with automated data validation tools.

EDUCATION

Master in finance | University of Bridgeport | CT

Dec 2017

Bachelor in Accounts & Finance | Osmania University | India

May 2014