

Sonia Saligrama SatishKumar

+1.415.691.0861 / sonia019@gmail.com / San Francisco, CA

SUMMARY:

A passionate program manager with 11+ years of experience who thrives on creating order out of chaos, I am energized by “wicked” challenges and am comfortable with ambiguity, having served in multiple roles with distributed SaaS and on-prem solutions. I keep teams on track and have a knack for identifying blind spots and finding elegant solutions to unforeseen problems. I am looking for Technical Program/Project management (TPM) roles and am eager to contribute to the team's success & organization's vision through data-driven analytical thinking and creative problem-solving.

EXPERIENCE:

Exabeam, San Francisco, USA

12/2020 - Present

Program Manager, PMO Product Management

- Responsible for multiple simultaneous projects owning planning, coordination, risk mitigation, organization, and tracking.
- Cross-functional coordination with members of Product Management, Design, Engineering, Documentation, Customer Success, and Marketing.
- Track and report critical milestones and project dependencies, escalate when appropriate and provide visibility into projects' health.
- Communicate regularly with senior management on status, risks, and change control.

SAP Labs, Bangalore, India

07/2013 - 05/2019

Technical Program lead, TMS solution

- Formulated SMART goals, project milestones & roadmap, product priorities, critical success metrics, and key performance indicators to ensure on-time software delivery
- Managed cross-functional/organization dependency, risks, and changes effectively by optimizing scope, schedule and resources accordingly
- Developed a communication plan to effectively and proactively communicate program status, issues, and risks to stakeholders
- Power to influence peers/managers to build consensus when dealing with ambiguity by using data-driven problem-solving approaches
- Boosted team productivity by ~30% by employing effective agile practices like scrum of scrums, restructuring the team, removing impediments, optimizing sprint meetings, reducing technical debts, improving transparency, etc

SAP Labs, Bangalore, India

01/2018 - 05/2019

Associate Product Owner, SaaS TMS solution

- Strategically designed the business process, product strategy, program delivery, product roadmap with counterparts in product management
- Formalized and groomed requirement specification and business case for effective design and development by talking to customers, partners, and other stakeholders

- Worked with the engineering team to deliver a scalable architecture that not just meets current needs, but considers future growth scenarios
- Influenced key stakeholders to get buy-in and commitment for dependent topics
- Slashed development time by ~20% by building working prototypes to detect unknowns and gaps early on and to accelerate project completion

SAP Labs, Bangalore, India

12/2010 - 10/2018

Quality Program Lead, TMS solution

- Developed and analyzed statistical data and product specifications to determine standards and to establish quality and reliability expectancy
- Managed the development and execution of test plans, monitoring & reporting test execution, and quality metrics
- Trained new joiners/partners/customers regarding product functionality and processes
- Improved product quality and slashed defect rate by 20% by developing root-cause resolution summaries for defects, automation of critical scenarios, developing unit tests at code level, and incorporating quality mindset at every step of the development process
- Decreased time to set up a new system by 40% by rolling out tools and processes for automated configuration builder

SAP Labs, Bangalore, India

02/2018 - 05/2019

Diversity and Inclusion Program Lead

- Formulated and co-led the diversity program for culture and identity pillar
- Proposed the incorporation of a number of LGBT inclusive policies & benefits at SAP Labs
- Worked on sensitizing colleagues/leaders on LGBT issues and the need for an inclusive culture
- Fostered the development of a strong LGBT ally group
- Assisted and encouraged women colleagues to participate and submit papers for GHCI India
- Rolled out and facilitated mentorship and training programs for young budding women leaders

Vault Consultancy for SAP Labs, Bangalore, India

08/2008 - 10/2010

Quality Specialist, Banking

- Developed and maintained test configurations and scripts
- Managed projects overlooking QC & QA process

EDUCATION AND CERTIFICATIONS

Bachelors of Engineering - Computer science, VTU Bangalore(2004 - 2008)

Certified Scrum Master (CSM) from Scrum Alliance

International Software Testing Qualifications Board (ISTQB)

SAP Product Management Curriculum

SKILLS

Conflict resolution, effective communication, and collaboration, process improvement, data-driven decision making and problem-solving, leadership, negotiation, Jira, Aha!, Confluence