

Sonia Saligrama SatishKumar

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SUMMARY:

A passionate program/product 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/Product/Customer success management roles and am eager to contribute to the team's success & organization's vision through data driven analytical thinking and creative problem solving.

EXPERIENCE:

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 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

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 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

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 new system by 40% by rolling out tools and processes for automated configuration builder

SAP Labs, Bangalore, India

06/2016 - 07/2017

Automation Program Lead

- Formulated the business case and convinced top management to release budget to automate top 60 business scenarios
- Architected the automation framework, formed a team, set priorities and processes, managed communication and risks effectively
- Partnered with other business org to achieve the goal and negotiated to assume script maintenance responsibility after the project completion
- Reduced manual testing efforts by ~70% for 4 scrum teams
- Decreased the bugs reported during acceptance phase of new features by 30%

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 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