

Sunil Kumar Gutla

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SUMMARY

Results-driven Project Manager with 15+ years of experience in IT, ITES, and e-commerce, including 8+ years in project management. Proven expertise in delivering complex projects on time and within budget, managing cross-functional teams, and driving process improvements. Skilled in Agile methodologies, Jira, Risk Management and Cybersecurity. Proficient in tools like MS Projects, Salesforce CRM, Adobe Experience Manager (AEM), and Adobe Commerce. Recognized for improving customer engagement by 15%, streamlining user journeys, and implementing Cybersecurity governance and best practices. Committed to continuous learning, currently enhancing skills in Salesforce and Agile practices to deliver innovative solutions.

EXPERIENCE

DOTCOMWEAVERS

Project manager

September 2023 – October 2024, Hyderabad, India

- Led cross-functional teams on e-commerce projects, enhancing website functionality and user engagement, resulting in a 15% boost in customer engagement and a streamlined user journey.
- Led the integration of Adobe Experience Manager (AEM) with Search, Adobe Social, Adobe Analytics, and Adobe Target to enhance content personalization, optimize marketing campaigns, and improve customer engagement, resulting in a 25% increase in conversion rates.
- Utilized Jira to create and manage project workflows, track tasks, and monitor progress, ensuring timely delivery of e-commerce projects within budget and scope.
- Streamlined cross-functional team collaboration by configuring Jira boards for Agile sprints, backlog grooming, and sprint reviews, improving team productivity by 20%.
- Developed and maintained comprehensive project reports and dashboards, providing real-time insights into progress, risks, and resource utilization, leading to improved decision-making and a 15% increase in on-time project deliveries.
- Integrated Salesforce CRM with Adobe Commerce to synchronize customer data, automate order and inventory updates, and enable personalized marketing campaigns, reducing manual errors and improving customer retention by 30%.
- Implemented robust cybersecurity governance, including Multi-Factor Authentication (MFA), role-based access control, and data encryption, to protect sensitive data and ensure compliance with GDPR, SOC 2 Type 2, and PCI-DSS standards.
- Conducted risk analytics to identify vulnerabilities and implemented mitigation strategies, reducing potential security incidents by 25%.

NEUTARA TECHNOLOGIES PVT. LTD.

Project manager

November 2021 – April 2023, Hyderabad – Remote

- Led a team of 10+ Support Engineers, managing the support and development of 20+ e-commerce websites, ensuring 95% uptime and enhancing support response times by 15%.
- Conducted comprehensive risk assessments and implemented mitigation strategies, reducing potential security incidents by 25%.
- Managed Adobe Commerce projects, including catalog setup, payment gateway integrations, and order fulfillment workflows, improving operational efficiency by 20%.
- Developed and delivered insightful weekly/monthly business reports, driving a 20% improvement in meeting project milestones.
- Identified and proactively resolved project bottlenecks, cutting delays by 25% and increasing stakeholder satisfaction by 30%.
- Oversaw Adobe Experience Manager (AEM) implementations, including content migration, template development, and integration with third-party systems, ensuring seamless digital experiences.
- Ensured compliance with GDPR, NIST, and PCI-DSS standards by implementing Cybersecurity best practices, including data encryption and role-based access control.

CLOUDZME FZE

Project and Customer Support Manager

May 2017 – November 2021, Hyderabad – Remote

- Led the migration of on-premise systems to cloud-based platforms, ensuring seamless transition and minimal downtime, resulting in a 20% improvement in system performance.
- Managed cloud infrastructure projects, including deployment, scaling, and optimization of cloud services, achieving 95% uptime and 15% cost savings through efficient resource allocation.
- Oversaw cloud-based e-commerce platforms, ensuring smooth integration with third-party tools and APIs, leading to a 98% fulfillment accuracy and improved customer satisfaction.
- Conducted root cause analysis for cloud service disruptions, reducing issue resolution times by 25% and enhancing system reliability.
- Developed and implemented SOPs and SLAs for cloud service delivery, improving team productivity by 20% and reducing turnaround times by 35%.
- Managed compliance and governance frameworks, aligning cloud security measures with industry standards like GDPR, and PCI-DSS, reducing regulatory risks.

BLUEBERRY TECHNOLOGIES LLC

Associate Project Manager

April 2016 – May 2017, Hyderabad – Remote

- Coordinated cross-functional teams and implemented Agile methodologies, increasing project efficiency by 30%, enhancing collaboration, and boosting productivity by 20%.
- Created and presented training programs, leading to a 25% boost in team members' technical skills and customer support effectiveness.
- Coordinated and escalated complex client issues to senior technical teams, achieving a 95% resolution rate within expected time frames and ensuring effective solutions.
- Optimized resource allocation and budgeting processes, reducing overhead costs by 15% and improving project efficiency.
- Acted as a liaison between teams, accelerating project timelines by 20% and increasing stakeholder satisfaction by 30%.

AMAZON DEVELOPMENT CENTER PRIVATE LTD

Senior Digital Specialist

January 2013 – April 2016, Hyderabad

Digital Support Associate

October 2010 – January 2013, Hyderabad

Customer Support Representative

February 2009 – October 2010, Hyderabad

- Led process improvement initiatives as part of the Kaizen team, streamlining workflows, reducing resolution times, and enhancing overall team efficiency.
- Played a key role in new feature planning projects, collaborating with product and technical teams to gather customer insights, define requirements, and test new features for Kindle and Amazon Digital Services.
- Conducted GEMBA Walks as a point of contact, gathering employee feedback, identifying process-related issues, and presenting actionable suggestions to management for continuous improvement.
- Collaborated with content providers and technical teams to resolve Kindle eBook and Amazon digital services-related issues, ensuring seamless content availability and addressing technical discrepancies.
- Actively participated in quality assurance by testing and providing feedback for Amazon Music and Amazon Instant Video Services, contributing to the improvement of content delivery and user experience.
- Promoted to SME to manage a team of customer support representatives handling chat, email, and phone support for Kindle, Amazon Music, and Amazon Video services.
- Developed and implemented training programs for new hires, focusing on technical troubleshooting, customer service best practices, and knowledge of Amazon's digital ecosystem.
- Handled Tier 2 escalations, processed and raised tickets for complex issues related to Amazon Fire TV, Fire Stick, and Kindle services, and served as a point of contact for organizational-level escalations.
- Provided real-time technical support for Kindle Tablets, Kindle Books, Apps, Music, and Video services, resolving customer issues related to device functionality, content delivery, and account management.

EDUCATION

Bachelor of Science(Information Technology)

Chhatrapati Shahu Ji Maharaj University, Kanpur – 2007

CERTIFICATIONS

Project Management Professional (PMP)

PMI – Preparation in Progress

Agile Project Management

Google – 2024

Adobe Commerce Business Practitioner & Adobe Workfront Project Manager – Professional

ADOBE – 2024

Certified Scrum Master (CSM)

SCRUM ALLIANCE – 2023

Lean Six Sigma

Coursera – 2022

SKILLS

PROJECT MANAGEMENT: Agile Methodologies, Risk Management, Scope Definition, Budget & Time Management, Documentation & Reporting, Stakeholder Management.

TECHNICAL SKILLS: Salesforce CRM (Familiar), Jira, MS Projects, Zoho Projects, Confluence, Adobe Commerce Admin, Catalog & Content Management, Trello, Clickup, Netsuite, AEM (Adobe Experience Manager).

SOFT SKILLS: Stakeholder Management, Communication, Collaboration & Leadership, Conflict Resolution, Mentorship & Coaching, Communication.

E-COMMERCE: Catalog & Content Management, Order Fulfillment, Inventory Management, A/B Testing, User Feedback Analysis.

CYBERSECURITY & GOVERNANCE: Multi-Factor Authentication (MFA), Role-Based Access Control, GDPR, NIST, PCI-DSS Compliance, Risk Assessments, Data Encryption, Risk Analytics.