

MANIKANTA C

Project Manager | Senior. Scrum Master |

ChakanaManikanta.Sm@Gmail.Com |

+91 8500324751 | [LinkedIn](#) | [GitHub](#)

Objective:

Experienced Associate Project Manager & Scrum Master with **9 years** of experience in the IT industry with expertise in full-stack development, AWS DevOps, and Workday (HCM) ERP. Seeking growth opportunities in an innovative organization.

Professional Work Experience:

Project Manager with 6+ years of experience in Agile, AWS DevOps, and API integration. Led content management, finance, and AI/ML projects, including XMS, Engro Website Revamp, and SmartPredict AI Analytics, focusing on performance, security, and timely delivery. Skilled in team leadership, stakeholder coordination, and cloud deployment

Professional Summary:

- Proficient in Agile & Waterfall methodologies (Scrum, Kanban, SAFe) and project management tools like Jira.
- Skilled in business requirements analysis and delivering impactful solutions within Agile frameworks.
- Expertise in project scope definition, end-to-end project planning, and managing multiple projects simultaneously.

SkillSet:

Primary Skill:

- **Project & Product Management:** Agile (Scrum, Kanban, SAFe), Lean Six Sigma, PMBOK, SDLC, TDD/BDD, MVPs
- **Project Management Tools:** Azure DevOps, Jira, Confluence, Notion, Asana, Trello, MS Project, Dynamics 365
- **Documentation:** BRD, SOW, Project Charter, Change Requests, Test Plans, ServiceNow ITSM, Archer
- **ServiceNow:** ITSM, ITIL, SPM, ITOM, GRC, HRSD, SecOps, DevOps

- **CRM Platforms:** Salesforce, ServiceNow (PPM tool)
- **Testing & QA:** Automation Testing, CI/CD Pipelines, RCA, QA Processes
- **Team Management:** Leadership, Performance Tracking, Task Management, User Stories
- **Development:** HTML, CSS, JavaScript, React.js, [Node.js](#)
- **Cloud & DevOps:** AWS, CI/CD, DevOps Tools
- **Databases:** MySQL, MongoDB, SQL, SSIS, SSRS

Secondary Skills:

- **Infrastructure & Orchestration:** Ansible, Kubernetes, Terraform, Microservices, APIs
- **Containerization:** Docker
- **Backup & Recovery:** Veeam, Zerto, Commvault
- **Productivity Tools:** MS Excel, PowerPoint, Word, Slack

Project Experience - 1.0:

DAO Soft

December 2024 to Present

Product Name: Decision Intelligence Platform

Domain: Decision Intelligence

Client Name: Confidential

Role: Project Manager

Project Overview:

Spearheaded the development and deployment of the Decision Intelligence Platform, aimed at enhancing data-driven decision-making through structured workflows and role-based access. Successfully implemented the platform across diverse sectors, including automotive (Ford Motor Company) and higher education, leading to significant improvements in operational efficiency and user engagement.

Key Responsibilities:

- **Project Leadership:** Directed the full project lifecycle—planning, execution, monitoring, and delivery—ensuring alignment with stakeholder goals and agile methodologies.
- **Workflow Optimization:** Architected and continuously improved modular workflows for decision support tailored to domain-specific use cases.
- **SDLC Management:** Oversaw SDLC phases using Agile-Scrum, ensuring timely sprints, high-quality deliverables, and effective team collaboration.

- **DevOps Strategy:** Facilitated transition from a 3-tier (Dev–QA–Prod) to a 4-tier environment (Dev–QA–Pre-Prod–Prod), optimizing staging and release readiness.
- **Performance Engineering:** Directed system benchmarking and performance optimization initiatives, including implementation of Apache JMeter for load testing.
- **Test Automation:** Initiated and managed automation test framework adoption using **Playwright** and **Cypress**, improving test coverage and reliability.

Achievements:

- **Process Improvement:** Streamlined project workflows, reducing delivery timelines by 20% and enhancing overall process efficiency.
- **System Enhancement:** Improved system reliability and scalability through targeted performance optimizations and DevOps enhancements.
- **Client Satisfaction:** Customized the platform for Ford Motor Company, enabling predictive maintenance and delivering actionable customer insights.
- **Educational Impact:** Modernized technological infrastructure for higher education institutions, resulting in improved student engagement and retention.

Notable Technical Contributions (GenAI R&D – Strategic Guidance & Oversight)

As part of DAO Soft’s innovation initiative, provided strategic direction and technical guidance to the engineering team on incorporating Generative AI capabilities within the Decision Intelligence Platform.

Plug-and-Play LLM API Integration:

- Guided the team in architecting a **chat-based interface** with backend logic to support **dynamic switching between LLMs** (e.g., Gemini, Hugging Face models).
- Advised on the implementation of **configurable multi-provider API routing**, enabling seamless integration with proprietary and open-source models.
- Oversaw the planning and execution of **live demos** showcasing LLM capabilities within a toy chat app environment.

Interactive Data Visualization with LLMs:

- Directed the design of a conversational system to generate, edit, and customize **dynamic tables, charts, and visuals** based on structured LLM outputs.

- Provided recommendations for enabling **real-time editing**, **multi-format display**, and **JSON-driven rendering logic** to support iterative data visualization.
- Recommended the use of **Vuetify and modern charting libraries** (e.g., Chart.js, ApexCharts) for building an intuitive, responsive user interface.

Scalable Long-Term LLM Memory System:

- Championed the development of a **scalable memory and session management architecture** using Redis, PostgreSQL (JSONB + PGVector), FAISS, and LangChain.
- Defined system requirements for features such as **versioned checkpoints**, **persistent memory snapshots**, **real-time session caching**, **RBAC**, and **audit logging**.
- Ensured alignment with a **microservices-based architecture**, focusing on **compliance**, **traceability**, and **long-term extensibility**.

Key Milestones:

- **December 2024:** Project onboarding, stakeholder engagement, and initial process assessment.
- **January 2025:** Realigned SDLC processes for enhanced efficiency and established structured pull request (PR) practices.
- **February 2025:** Transitioned to a 4-environment DevOps setup, optimizing deployment and testing workflows.
- **March 2025:** Integrated features such as a JSON editor, role-based access control, and implemented advanced testing frameworks.
- **April 2025:** Led User Acceptance Testing (UAT) and ensured seamless product deployment, accompanied by post-launch performance monitoring.

Project Experience - 1.1:

Engro Technologies

Company Duration: June 2024 to Oct 2024

Project Name: XMS

Project Duration: June 2024 to Oct 2024

Domain: Content Management

Client Name: Internal Product

Role: Associate Project Manager

Roles & Responsibilities:

- Coordinate and manage all project activities to ensure timely delivery and

a strong understanding of workflow processes, including invoice generation.

- Coordinated project activities to ensure timely delivery with a focus on Cybersecurity for content management systems.
- Integrated Datacentre Team (COI) for infrastructure setup and ensured alignment with security protocols.
- Facilitate stakeholder meetings and maintain effective communication channels.
- Design the project layout and define functionalities based on stakeholder requirements.
- Kick off the project initiation meeting with the stakeholders to gather detailed requirements and create a comprehensive project document.
- Ensure smooth client API gateway integration, conducting rigorous testing in Postman to verify reliability and alignment with project specifications.
- Collaborate with penetration testing teams during client-facing engagements to identify potential vulnerabilities and ensure robust security measures.
- Oversee website deployment using AWS, leveraging experience in managing service providers and DevOps in the cloud to ensure a smooth launch.

Achievements:

- Successfully integrated multiple modules into XMS to enhance functionality and user experience, allowing for customizable content management.
- Achieved a 40% increase in system performance through optimization and efficient code reuse across modules.
- Enhanced security posture by addressing vulnerabilities identified by penetration testing teams, leading to a more secure application.

Milestones:

- **June 2024: API Documentation**
 - Conducted kickoff meetings with stakeholders to finalize project scope and objectives.
 - Developed detailed project documentation outlining

requirements and deliverables.

- **July 2024: API Integration**
 - Integrated API with the XMS platform.
 - Completed initial round of testing using Postman to ensure seamless integration and data flow.
- **August 2024: Development Phase Completion**
 - Coordinated development efforts to ensure they align with project specifications. Familiarity with architectural patterns.
 - Collaborated with the UI/UX team to finalize the application interface, focusing on user-friendly design.
 - Frontend developers worked on the UI while backend developers developed APIs.
 - Facilitated the integration of frontend and backend components, effectively addressing queries and providing solutions. Demonstrated strong analytical skills in project execution and workflow processes.
- **Sep 2024: User Acceptance Testing (UAT)**
 - Conducted UAT sessions with key stakeholders, gathering valuable feedback for refinements.
 - Made necessary adjustments to the application based on user input.
- **October 2024: Deployment & Go-Live**
 - Engaged with clients post-deployment to address any security concerns identified by penetration testing.

Project Experience - 1.2:

Engro Technologies

Company Duration: June 2024 to Oct 2024

Project Name: Engro Website Revamp
Oct 2024

Project Duration: June 2024 to

Role: Associate Project Manager

Roles & Responsibilities:

- Coordinate and manage all project activities.
- Managed API integrations and collaborated closely with Datacentre

- Cybersecurity for ensuring all security aspects were covered.
- Facilitate communication and meetings with stakeholders.
- Design the project layout and its functionalities.
- Lead the project initiation meeting with stakeholders to gather requirements and create comprehensive documentation.
- Ensure seamless client API integration, conducting thorough testing in Postman for reliability and compliance with project specifications.
- Oversee the development process in collaboration with UI/UX developers.
- Manage website deployment using AWS DevOps cloud.
- Integrate Sales Point Software data into the website, ensuring accurate representation of sales analytics and metrics.

Project Experience - 1.3:

Engro Technologies

Company Duration: June 2024 to Oct 2024

Project Name: Artemis (Int. Product) **Project Duration:** June to Oct 2024

Role: Associate Project Manager.

Roles & Responsibilities:

- **Project Coordination:** Manage all project activities to ensure timely delivery and alignment with objectives. Engage with new technologies through proof of technology, pilot programs, and phased rollouts.
- Ensured infrastructure security through collaboration with the Datacentre Team (COI).
- Supported Cybersecurity teams in protecting sensitive data and communications throughout the project's lifecycle.
- **Stakeholder Communication:** Facilitate regular meetings and maintain effective communication channels among all stakeholders.
- **Project Design:** Create the project layout and define core functionalities.
- **Client Onboarding:** Conduct the project initiation meeting to gather requirements, followed by the creation of detailed documentation.
- **API Integration:** Manage seamless API integration, performing rigorous testing in Postman to ensure reliability and compliance with project specifications.
- **Development Oversight:** Coordinate the development process,

collaborating closely with UI/UX developers to maintain design integrity.

Project Experience - 2.1:

Graficali IT Company

Company Duration: April - June 2024

Project Name: TOTG (Traffic Violation)

Project Duration: April - June 2024

Domain: Law Enforcement

Client Name: New IN Blue

Client Location: U.S.A

Role: Software Project Manager

Roles & Responsibilities:

- Coordinate and oversee all project activities.
- Facilitate stakeholder meetings and communication channels.
- Design project layout and functionalities.
- Kick off the project initiation meeting with the client to note down the requirements and make a detailed document.
- Ensure smooth client API integration, including rigorous testing in Postman for reliability and alignment with project requirements.
- Oversee the development process, coordinating with UI/UX developers.
- Handle app deployment using an IIS (Internet Information Services) server.

Project Experience - 2.2:

Graficali IT Company

Company Duration: April 2024 - June 2024

Project Name: Adcomp Kiosks

Project Duration: April 2024 - June 2024

Domain: Finance, telecommunications, technology

Client Name: AdComp Systems Group

Client Location: U.S

Role: Software Project Manager

Roles & Responsibilities:

- Coordinate and oversee project activities.
- Design overall system architecture.
- Develop and integrate software components.

- Implement IVR capabilities and integrate with WPOS.
- Develop the Citation System functionalities.

Project Experience - 3.1:

GSS Informatics Pvt. Ltd.

Company Duration: Sep 2019 - Jan 2024

Project Name: *SmartPredict AI Analytics Platform* **Project Dur:** Mar 2023 - Jan 2024

Domain: *Predictive Analytics, AI/ML, SaaS*

Client Name: *FinTech Innovators Inc.*

Client Location: *New York, NY, USA*

Role: *Senior Scrum Master.*

Roles & Responsibilities:

- **Project Leadership:**
 - Directed the end-to-end development and deployment of the SmartPredict platform.
 - Led a multidisciplinary team including data scientists, ML engineers, software developers, and UX designers.
 - Ensured alignment with the client's strategic goals and objectives.
- **Stakeholder Engagement & Pre-Sales:**
 - Worked closely with client executives to define project scope, deliverables, and success criteria. Supported pre-sales by gathering requirements, providing demos, and creating proposals.
- **AI/ML Product OwnerShip:**
 - Implemented Agile methodologies, facilitating sprint planning, daily stand-ups, retrospectives, and sprint reviews.
 - Managed the project backlog, ensuring clear and actionable user stories and acceptance criteria.
- **Technical OverSight:**
 - Integrated **AWS IoT** to collect real-time data from connected devices, enhancing predictive capabilities.
 - Implemented **AWS Kinesis Video Streams (KVS)** for streaming and processing video data, allowing for advanced analytics on visual data such as customer interactions and security monitoring.

- **Quality Assurance:**
 - Coordinated rigorous testing and validation processes for the AI models and the platform.
 - Implemented automated testing and continuous monitoring to ensure high-quality and reliable performance.
- **Deployment and Maintenance:**
 - Managed the platform deployment using CI/CD pipelines on cloud infrastructure (AWS/GCP).
 - Provided post-deployment support and optimization to ensure seamless operation and user satisfaction.

Project Experience - 3.2:

GSS Informatics Pvt. Ltd.

Company Duration: Sep 2019 - Jan 2024

Project Name: *ConnectCollab SaaS* **Project Duration:** May 2023 - Jan 2024

Domain: *SaaS, CRM*

Client Name: *GlobalTech Enterprises*

Client Location: *Chicago, IL, USA*

Role: *Senior Scrum Master.*

Domains: *SaaS | CRM | ITSM | Cloud | DevOps*

Project Description:

ConnectCollab is an enterprise SaaS platform designed to unify customer engagement (CRM), IT operations (ITSM), and service delivery automation (DevOps) on a secure, cloud-based infrastructure. The system integrates Salesforce for customer lifecycle management and ServiceNow for IT service management, with robust CI/CD pipelines hosted on AWS. It supports hybrid deployments using VMware and Hyper-V, with a focus on compliance through GRC modules and automation via DevOps.

Technical Architecture Summary:

- *ITSM: ServiceNow modules (Incident, Change, Problem, Request, SPM, GRC, HRSD, SecOps).*
- *DevOps: GitLab CI, Jenkins, and ServiceNow DevOps plugin for automated change approvals.*

- *Cloud Infrastructure: Hosted on AWS (EC2, S3, RDS), also deployed on VMware/Hyper-V.*
- *Security/Compliance: GRC module for audits, GDPR and HIPAA adherence.*
- *CRM: Salesforce integration (Leads, Contacts, Campaigns, Opportunities).*

Roles & Responsibilities:

Scrum Master & Agile Coach:

- Led Agile ceremonies: Sprint Planning, Stand-ups, Reviews, Retrospectives.
- Facilitated team velocity tracking, backlog grooming, and burn-down charts.
- Coached cross-functional teams (dev, QA, UX) on Agile/SAFe best practices.

Project & Stakeholder Management:

- Worked closely with GlobalTech stakeholders to gather CRM + ITSM requirements.
- Aligned sprint goals with business priorities and release plans.
- Facilitated release demos and stakeholder sign-offs.

CRM & ITSM Implementation Oversight:

- Integrated **Salesforce CRM** for customer onboarding, lead tracking, and support workflows.
- Managed end-to-end **ServiceNow ITSM** implementation (Incident, Change, Problem).
- Introduced **ServiceNow modules**: GRC for compliance, SPM for portfolio management, HRSD for internal workflows, and SecOps for risk mitigation.

Cloud & DevOps Integration:

- Led infrastructure setup on **AWS** (EC2, S3, RDS) and on-prem VMware & Hyper-V for hybrid environments.
- Oversaw DevOps pipelines (GitLab CI, Jenkins) for automated testing, build, and release.
- Integrated **ServiceNow DevOps** plugin to trigger CI/CD workflows via change tickets.

Security, Governance, and Compliance:

- Ensured **GDPR and HIPAA compliance** using ServiceNow GRC for access control, audit logs, and policy enforcement.
- Monitored SLA adherence and compliance KPIs via ServiceNow dashboards.

Quality Assurance & Deployment:

- Coordinated UAT, regression, and performance testing cycles.
- Deployed production builds via automated pipelines, with rollback and blue/green deployment strategies.
- Managed ServiceNow Dev environments and sandbox testing for ITSM configurations.

Achievements:

- Reduced service request resolution time by 35% through ITSM automation.
- Delivered 9 sprints on time with 95%+ story completion rate.
- Enabled seamless API sync between Salesforce and ServiceNow.
- Ensured zero critical issues in go-live deployment across multi-region environments.

Project Experience - 3.3:

GSS Informatics Pvt. Ltd

Company Duration: Sep 2019 - Jan 2024

Project Name: Implement LendingPad Factory into OMNI BANK

Project Duration: May 2021 - May 2023

Domain: Lending and Loan Management, Banking

Client Name: Omni Capital Retail Finance BANK

Client Location: London, United Kingdom

Role: Senior Scrum Master

Roles and Responsibilities:

- **Pre-Sales & Solution Design:** Assisted in defining solution scope and technical requirements during pre-sales phase.
- **Project Scope and Objectives:** Defined in collaboration with business analysts, developers, and stakeholders.
- **Stakeholder Engagement:** Assembled stakeholders and team members to establish project goals and deliverables, providing regular updates through meetings and newsletters, while emphasizing cybersecurity awareness.
- **Project Planning:** Developed detailed project plans with resource Planning & Forecasting allocation and timelines using JIRA and MS Project.

- **Cross-functional communication:** Managed communication between teams and external vendors to align with business objectives.
- **Agile Methodology:** Implemented Agile practices for iterative delivery and continuous feedback.
- **Requirements Gathering:** Conducted workshops for documenting functional and technical specifications and prioritized features.
- **Risk Management:** Monitored project risks, tracked issues, and developed mitigation strategies, including a specific focus on cybersecurity risks.
- **Regulatory Compliance:** Ensured compliance with financial regulations and cybersecurity standards throughout the project lifecycle, integrating legal and audit checkpoints.
- **User Acceptance Testing (UAT):** Coordinated UAT with internal teams, including cybersecurity tests to validate security controls.
- **Change Management:** Developed strategies to facilitate user transition and address resistance.

Project Experience - 3.4:

GSS Informatics Private Limited Company Duration: Sep 2019 - Jan 2024

Project Name: *OmniShop eCommerce Platform* **Duration:** May 2021 - May 2023

Domain: *E-commerce*

Client Name: *Global Retail Ventures*

Client Location: *New York, NY, USA*

Role: *Scrum Master.*

Roles & Responsibilities:

- **Pre-Sales Support:** Worked with sales teams to define technical solutions for the eCommerce platform.
- **Project Leadership & Delivery:**
 - Led the end-to-end delivery of a scalable OmniShop eCommerce platform with integration across Order Management (OMS), Payment Gateways, and Middleware.
 - Directed a cross-functional team of 25+ professionals including developers, testers, UI/UX designers, and business analysts.

- Oversaw release planning, execution, and post-deployment support.
- **Agile Project Management:**
 - Acted as Scrum Master facilitating sprint ceremonies – sprint planning, daily stand-ups, sprint reviews, and retrospectives.
 - Maintained Agile best practices, fostering collaboration and continuous improvement.
 - Implemented Jira-based sprint and backlog tracking with regular burndown metrics reporting.
- **OMS Integration (IBM Sterling):**
 - Coordinated closely with architects and backend teams for IBM Sterling OMS integration for order orchestration, fulfillment, and returns.
 - Managed performance tuning and API orchestration between OMS and frontend microservices.
- **Payment Platform Integration:**
 - Integrated and tested secure payment modules with PayPal, Fiserv, and Stripe for seamless global transactions and fraud checks.
 - Ensured PCI compliance during the development and QA phases.
- **Middleware & Data Flow (Boomi):**
 - Facilitated the integration of Boomi middleware for data syncing between front-end commerce, OMS, warehouse systems, and CRM.
 - Managed Boomi connectors and workflows for near real-time order and inventory synchronization.
- **Risk, Release & Change Management:**
 - Maintained a risk register, proactively identifying and mitigating project risks.
 - Led change control meetings, ensuring stakeholder alignment on deployment plans.
 - Managed multiple release cycles with zero downtime by coordinating UAT, staging, and production environments.
- **Stakeholder & Client Engagement:**

- Collaborated directly with client-side stakeholders (New York HQ) to define product backlogs, KPIs, and customer experience goals.
- Provided weekly project health reports, issue logs, support metrics, and strategic recommendations.
- **Knowledge Transition & Documentation:**
 - Successfully conducted Knowledge Transition (KT) sessions from outgoing vendor teams.
 - Documented operational workflows, system architecture, and support SOPs for smoother post-go-live handover.

Project Experience - 3.5:

GSS Informatics Private Limited
Jan 2024

Company Duration: Sep 2019 -

Project Name: *Global Clinical Trials* **Project Duration:** Sep 2019 - May 2021

Domain: *Clinical Research and Medical Writing*

Client Name: *MedTech Innovations, Inc.*

Client Location: *San Diego, California, USA*

Role: *Scrum Master*

Roles & Responsibilities:

- **Pre-Sales & Solution Definition:** Provided technical input during pre-sales to align solutions with client needs.
- **Project Management:** Develop and manage project timelines, standards, budgets, and forecasts related to medical writing projects.
- **Collaboration:** Work closely with cross-functional teams to meet project deliverables and timelines.
- **Monitoring and Reporting:** Regularly monitor project timelines and provide status updates to stakeholders.
- **Client Management:** Identify, address, and resolve queries and provide solutions while offering effective solutions.
- any client management issues that arise during the project lifecycle and Vendor Management.
- **Quality Assurance:** Ensure all documentation meets established quality processes and regulatory compliance.
- **Independent Work:** Ability to work autonomously while

managing multiple projects under pressure.

Freelancing - Personal Project Experience - 1:

Project Duration: August 2016 - August 2017

Project Name: GreenWave Learning Solutions

Domain: EdTech SaaS for Sustainable Education

Development & Integration:

- **Backend Development:** Constructed the server-side application using Node.js and Express.js, implementing secure and scalable RESTful APIs for managing course listings, user authentication, and enrollment processes.
- **Frontend Development:** Developed a dynamic and responsive user interface with React.js, ensuring an engaging learning experience on both desktop and mobile devices.
- **Database Management:** Utilized MongoDB for data storage, designing collections to efficiently handle courses, user profiles, and enrollment data.

Project Management Responsibilities:

- **Team Coordination:** Led cross-functional teams, facilitating effective communication among developers, designers, and stakeholders to ensure alignment on project objectives and timelines.
- **Agile Methodologies:** Implemented Agile practices, including daily stand-ups and sprint planning, to enhance collaboration and adaptability throughout the development process.
- **Stakeholder Engagement:** Actively engaged with stakeholders to gather requirements, provide project updates, and address concerns, ensuring the project met business goals.

Integration of Third-Party Services:

Integrated services such as Stripe for payment processing and SendGrid for email notifications, enhancing the overall functionality and user experience of the EdTech SaaS platform.

Freelancing - Personal Project Experience - 2:

Project Duration: August 2017 - August 2019

Project Name: HealthWise Hospital Wellness Platform

Domain: Health and Wellness Hospital

Roles & Responsibilities:

- **Development & Integration:**
 - **Backend Development:** Developed the server-side application using Node.js and Express.js, creating secure and efficient APIs for user management, program tracking, and content delivery.
 - **Frontend Development:** Implemented a responsive, user-friendly interface using React.js, ensuring a smooth user experience across various devices.
 - **Database Management:** Designed and managed the database using MongoDB, optimizing it for storing user profiles, wellness programs, and activity data.
 - Integrated third-party services, including Twilio for SMS notifications and Google OAuth for secure user authentication.

Education:

Master of Technology (M.Tech)

College Name: TKR College of Engineering & Technology

University: Jawaharlal Nehru Technological University Hyderabad

Duration: Aug 2016 - Sep 2019

CGPA: 7.7, Percentage: 73%

