

# Chetan Hireholi



Permanent Resident



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SAFe® 5 POPM Certified

AWS Solutions Architect Associate

ITIL Foundation Certificate

## Experience:



### Software Product Owner

December 2021 - Present

#### Philips Healthcare

- Kick-started a new product journey for 7 business stakeholders by preparing a plan, aligning with organisational roadmap, grooming top features, and is scheduled for its first prototype release in Q3 2023.
- Administered an impactful user acceptance validation for 4 releases, resulting in the resolution of 15% of pre-production defects by organizing daily sync-ups to triage, discuss feedback and prioritizing high impact defects/findings.
- Executed 5 successful program increments, resulting in the achievement of 80% of the team's objectives through careful planning, refinement, and prioritization of portfolio backlogs.
- Maintained the NPS scores at 80% for 2 products by evaluating and prioritizing key feedback collected in quarterly surveys.
- Achieved the following Key Performance Indicators for 2022:
  - 85% User Stories completed as planned.
  - Target vs. actual rework due to feature/functional rejects by the customer (defect count): average of < 10 Production defects per release (4 releases in total).
  - 90% of User Stories meet Definition of Ready for PI and Sprint planning.



### DevOps Product Owner and DevOps Engineer

January 2020 – November 2021

#### Philips Healthcare

- Minimized the deployment duration from 1 hr to 15 mins by developing designs and strategies for Continuous Deployment frameworks on AWS-enabled environments.
- Delivered high-impact reporting solutions resulting in gain of productivity up to 40% by collaborating with Engineering teams, Quality Assurance, Management and Business Units.
- Implemented 'Single-Click' deployments to Cloud Foundry and AWS EC2 instances in just 20 mins by architecting an Automated Deployment framework using Jenkins and Python.
- Develop strategic relationships with key stakeholders to understand Philips' Remote Service Workspot and develop operational roadmaps.
- Mentored 2 batches of interns, conducted 20+ hiring interviews, and did 50+ of readability reviews.



### Software Engineer 1 → Software Engineer 2

July 2016 – March 2020

#### Philips Healthcare

- Architected and implemented a real time production monitoring framework using Prometheus, Grafana, Slack and PagerDuty by replacing New Relic saving ~\$110k of licensing cost.
- Played a key role in driving and managing a board including various Scientists, Remote Monitoring Engineers and Stakeholders where critical production issues are discussed and deployed machine learning models on On-Premises/Cloud environments.
- Performed software tool validation for 10 tools to support Philips Q&R standards.
- Managed multiple project-specific tickets with a focus on detail by troubleshooting P1 - P4 customer bugs and incidents.
- Increased team productivity by 40% by developing best practices based on learnings from customer engagements.

## Technical skills:

Languages: Python, SQL, Bash, Groovy (*Most to Least Proficient*)

Technologies: Docker, Cloud Foundry, Jenkins, Apache Superset, Prometheus, Grafana, AWS Services, Terraform

Project Management tools: Microsoft Azure Dev/TFS, Trello, Confluence, Service Now, Jira

PDLM tool: Windchill

## Education:

Master of Technology (M.Tech) in Software Engineer

June 2014 - August 2017



PES University

3.7/4 GPA