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| Ammala PhollurxaProject Manager | | | 469-693-8961• Frisco, TX [amphollurxa@gmail.com](mailto:amphollurxa@gmail.com) [linkedin.com/in/ammala-phollurxa](https://www.linkedin.com/in/ammala-phollurxa/) | |
| Accomplished IT professional with extensive experience in project management, business analysis, and quality assurance. Adept at leading cross-functional teams and bridging gap between technical and business realms. Strong analytical and problem-solving skills, adaptable and self-motivated. Enthusiastic about the opportunity to contribute to a company’s success as a Business Analyst, Product Owner or Project Manager. | | | | |
| Areas of Expertise | | | | |
| * Agile Project Management * Business Analysis & Requirements * Problem-solving | * Collaboration * Stakeholder Management * Release Management | * Cross-functional Team Leadership * Scope, Schedule & Cost Management | | |
| |  |  |  | | --- | --- | --- | | Technical Proficiencies | | | | * Agile Methodologies * Scrum Framework * SDLC | * Azure DevOps * Jira * MS Office | * Salesforce * Visio * MS SQL Server |  Accomplishments | | | | |
| * Agile Leadership: Orchestrated Agile methodologies for multiple engineering teams, boosting sprint velocity and increasing team engagement scores through targeted improvement initiatives. * Data Analytics Expertise: Developed groundbreaking lease conversion analysis model that directly contributed to increase in division revenue, showcasing ability to translate complex data into actionable business insights. * Quality Assurance Leadership: Spearheaded QA efforts for critical phone switch conversion project, ensuring zero downtime during implementation and improving system reliability. * Stakeholder Management: Implemented new problem management process that improved customer satisfaction scores and reduced support inquiries, highlighting strong communication and customer-centric approach. | | | | |
| Career Experience | | | | |
| RealPage, Inc. – Richardson, TX Integrated software and data analytics for property management companies | | | | Feb 2008 – June 2024 |
| **Scrum Master – Spend Management (Jan 2021 – June 2024)**   * Orchestrated Agile methodologies for three engineering scrum teams across local and offshore locations. * Facilitated all Scrum ceremonies, including daily standups, sprint planning, reviews, and retrospectives. * Identified, tracked, and resolved team impediments to ensure sprint and quarterly goals were completed as planned. * Organized and led quarterly planning events, aligning team goals with organizational visions and objectives. * Managed stakeholders and leadership communications, presenting bi-weekly status updates to business leaders. | | | | |
| **Product Project Manager – Facilities Application (Sep 2017 – Jan 2021)**   * Developed product roadmaps in collaboration with stakeholders, aligning with business strategy and market demands for RealPage Facilities web application and mobile app products. * Managed product backlog and led planning sessions and sprint goal prioritization for scrum teams. * Collaborated with Product Support for escalation management, ensuring production issues were resolved within service level agreement; led cross-functional initiative that reduced customer escalations by 32% within one year. * Oversaw release communication strategies, including preparation and distribution of release notes. * Facilitated cross-functional collaboration between development and business teams. | | | | |
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| **Business Analyst – Document Management Application (Jul 2012 – Sep 2017)**   * Gathered and documented system enhancement requirements from various stakeholders, including customers, user groups, and management. * Organized and led planning sessions with development teams to size and estimate efforts for backlog items. * Created process flow diagrams and screen designs for functional requirements. * Collaborated with Project Managers and Product Owners to align enhancements with strategic goals. * Managed data extraction and lease analysis reporting for monthly and quarterly business reviews. Collaborated with development teams to optimize and automate reporting process. | | | | |
| **Quality Assurance Analyst – Contact Center Application (Feb 2008 – June 2012)**   * Led QA efforts for Contact Center applications across all testing stages, including Unit, System Integration, System Assurance, and Production testing. * Managed defects and resolution processes, collaborating with development teams to ensure service level are met. * Successfully coordinated testing between QA team and call center agents in a lab environment to simulate real-world scenarios for a major phone switch conversion project, ensuring zero downtime during implementation and improving system reliability. * Implemented risk-based testing approach, reducing overall testing time while maintaining quality and increasing test coverage. | | | | |
| Additional Experience | | | | |
| **Mortgage Loan Originator** – First Texas Lending (2005-2009)   * Originated loans and assisted borrowers in determining the loan program best suited for their needs, gather required documentations and worked with mortgage broker to ensure smooth and timely closing for borrowers.   **Business Analyst (Contract) –** Young Presidents’ Organization International (2006-2007)   * Served as a liaison between business owners and Database Operation department, documenting and managing required changes through completion of development and implementation for CRM application. Created interactive training videos using Macromedia Captivate software, and trained new users of the application.   **Quality Assurance Analyst** – Publishing Concepts, Inc. (2004-2006)   * Create test plans and tested university alumni web applications through multiple environments, from test servers to user acceptance in staging and post release in production, validated test data using SQL queries. Collaborated with in-house and offshore developers and project managers to ensure high quality deliverables.   **Business Analyst** –RealPage, Inc. (2000-2003)   * Defined and documented business requirements, logical data and process designs, use cases and test scenarios, and implementation plans, as part of the product management team working on new development of RealPage OneSite application for property management.   **Compliance Analyst** – The Associates Financial Services Corp. (now Citi Group) (1993-2000)   * Defined and documented system control parameters based on compliance changes for lending applications. Collaborated with Development and QA teams in processing various loan programs to validate loan forms generated successfully based on system changes. | | | | |
| Education | | | | |
| Bachelor of Science in Accounting, University of Science and Arts of Oklahoma, Cum LaudContinuing Education classes in Computer Science, University of Texas at Arlington | | | | |
| Licenses & Certifications | | | | |
| Certified Scrum Master | Certified Scrum Product Owner | Certified SAFe Scrum Master | | | | |