

Apoorva Manikumar V

PROGRAM MANAGEMENT/GOVERNANCE | SCRUM MASTER | TEAM MANAGEMENT

Certified Scrum Master & Certified Scrum Product Owner offering over 6 years of progressive journey with extensive experience in Project Management, Technical Thought Leadership, and Digital Transformation; targeting assignments as a Program Management Professional in an organization of high reputation.

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- **Visionary Consultant** with experience guiding multiple-sized teams through planning, development, rollout, and migration across diverse domains, including E-commerce, Automotive Retail Cloud, and VFX
- Skills in **Project Management from scoping, resource planning, defect tracking, risk management, and ensuring delivery** of projects within assigned time, quality & cost norms; expertise in **Cloud-based Solutions and Delivery**, translating technical concepts into requirements documents and user stories.
- Expertise in increasing the team performance by more than 35% by initiating the process of appreciating the employees like "Spring Employee of the Month"
- Successfully led a 50-member diverse Scrum team to develop a program from scratch within committed timelines, resulting in a 30% profit increase, and achieved a 90% migration success rate enhancing customer experience while retaining legacy data, with a strong interest in driving high-complexity technical initiatives for transformative impacts on products and profitability
- Success in reducing the product backlog from 2000 tickets to 8 tickets by considering it to new sprints by prioritizing it with Product by Backlog refinement
- **Digital Transformation Specialist** with an impeccable record of developing & encouraging digital working cultures by shaping the skills, processes, people & tools; leading the ideation, design & delivery of innovative technology products, resulting in major savings and business automation
- **People Engagement specialist and a high-performance motivator**, expert in sourcing best-fit talent, and building & leading strong professional teams. **Customer-focused professional**; demonstrated success in building a culture of innovation, ownership, accountability, and healthy customer relationships

CORE COMPETENCIES

Project Management / Program Management / Software Development / Team Management / Agile/Scrum / Digital Transformation / IT Strategic Planning & Leadership / Digital Strategy & Roadmap / Project Planning & Management / Quality Management System / Time & Cost Management / Innovation & Thought Leadership / Business Process Strategy & Transformations / Gap Analysis and Resolution / Process Automation / Stakeholder Engagement

TECHNICAL SKILLS

- Languages: Python, DBMS, MySQL
- Tools: MS Office, Cgit, Vim, Sublime
- Operating System: Windows, Unix, Linux
- Version Control System: Git
- Project Management Tools: JIRA, Confluence

EMPLOYMENT CHRONOLOGY

Since Nov'22 till Present | Tekion India Pvt. Ltd., Bangalore as Technical Program Manager

Key Result Areas:

- Delivering solutions as a Program Manager orchestrating programs for ARC, a cloud-native automotive retail SaaS platform while working on process improvement to increase the business productivity
- Devising & formulating Technology Roadmap; managing non-functional requirements and delivery of services by collaborating with Product and Engineering teams, coordinating product development stages
- Prioritizing tasks for prominent industry dealers such as American Honda Motors and GM, ensuring effective communication and documentation
- Conducting comprehensive risk assessments for product development and closely monitoring project progress against planned milestones
- Documenting project specifics, maintaining customer communication, supporting product owners, contributing to release documentation managing On-call support, and effectively escalating issues during new feature development

Highlights:

- Enhanced development efficiency by 30% and feature delivery by 50% through customized templates, ensuring complete information availability and eliminating incomplete feature requests to the Dev team
- Minimized production issues by implementing lead approval, mandatory dev testing, and detailed change area specification, resulting in a reduction of production issue count from over 50 to under 20 and saving development effort for new sprints
- Played a key role within a 3-membered TPM team, overseeing the largest program spanning 6 modules

- Spearheaded a successful Jira migration, enhancing team transparency and overall productivity
- Implemented capacity planning during design and solutions, ensuring streamlined project execution.

PREVIOUS EXPERIENCE

Oct'21-Nov'22 | Hevo Data, Bangalore | Technical Program Manager

- Successfully implemented Agile processes within the design team, effectively managing multiple priority requests from diverse stakeholders, resulting in streamlined request handling, proper prioritization, and convincing stakeholders about capacity and customer-driven priorities within 2 months
- Implemented bi-weekly cross-team calls, issue documentation, and knowledge sharing, resulting in improved focus, prioritization, and reduced redundant fixes within the infrastructure team, enabling prompt issue resolution by team members and effective handling of planned and priority tasks
- Spearheaded the Hevo platform, ensuring seamless data integration and advanced analytics
- Orchestrated teams across Infrastructure, Design, Platform, ETL, and reverse ETL for smooth project execution
- Implemented productivity changes and streamlined team operations through sprint ceremonies and used Jira and Confluence for precise project management and documentation.

May'20-Oct'21 | Springworks India Pvt Ltd, Bangalore | Associate Technical Lead

- Revitalized support operations by meticulously planning and implementing strategies, reducing support ticket backlog from 200 to 1-9 per day, through efficient handover calls, automation for self-resolution, clarity-enhancing dev calls, and the introduction of dev rotational support
- Swiftly orchestrated the migration of an application from PHP to React during a lockdown, mitigating downtime due to high user volume, by communicating benefits, addressing issues through dedicated developer assignments, and setting up a comprehensive war room for thorough testing, resulting in a seamless transition within 3 weeks while maintaining ongoing development
- Boosted team productivity by motivating project groups to reach milestones and deliverables, optimized marketing KPIs through collaboration with web design and analytics, managed client activation and ROI, established product analytics, improved key performance metrics via cross-functional teamwork, and efficiently executed projects using Jira and Confluence

May'17-Apr'20 | MPC Technicolor, Bangalore

Growth Path:

May'17-Feb'18 as Software Assistant

Mar'18-Apr'20 as Software Analyst

- Addressed lack of expertise by implementing a comprehensive training plan, introducing documentation practices, and establishing SLAs, resulting in immediate issue resolution, elimination of aged issues, and the creation of a robust knowledge base for new team members
- Developed, troubleshoot, and documented software tools, while leading training and process enhancement initiatives, in the global VFX domain using technologies such as Python and Git

CERTIFICATIONS

- Certified Scrum Master
- Certified Scrum Product Owner
- Certified in Core JAVA, Software Testing, and Agile from "Testing Campus," Bangalore

ACADEMICS

- 2016 | BE (Computer Science Engineering) from T John Institute of Technology, Bengaluru, Visvesvaraya Technological University, Belagavi in 2016

WORKSHOPS

- Participated in a workshop on Android Development
- Participated in Ethical Hacking Workshop

PUBLICATIONS

- Published a paper titled "Automation Framework- Strategy to Quality Software" in IJRET journal, Volume 5, Special Issue 04, May'16
- Presented the paper - "Automation Framework – Strategy to Quality Software" in ICESMART 2016
- Participated in the 3rd National Conference on Recent Advances In Technology and Engineering (RATE 2014)

PERSONAL DETAILS

Date of Birth: 28th February 1994

Languages Known: English, Hindi, Malayalam, Kannada, Tamil, Telugu