

SHRISHTI VYAS

PROGRAM MANAGER II

Technical & Business Management

PRODUCT | PRODUCT TRAINING | TECHNICAL ENGAGEMENT | RELEASE MANAGEMENT
SOLUTION || OPERATIONS || DELIVERY

IMMEDIATE JOINER

+91-9739558103

shrishtivyas3@gmail.com

Mahadevpura, Bengaluru.

[linkedin.com/in/shrishti-vyas-tpm-pne](https://www.linkedin.com/in/shrishti-vyas-tpm-pne)

EXPERIENCE

Apptio, An IBM Company— Program Manager II

May 2021 - PRESENT —TEAM PLAYER & LEADERSHIP —TBM

- Building strategies that are aligned with business strategic priorities, market trends and consumer insights.
- Leading projects including initiation, release, launch and maintenance while having an end-to-end scope (Customer needs and commitments, Sales, Service & Support, Marketing, Product Management, R&D).
- Collaborated with senior leadership to align program strategies with the company's overall objectives, resulting in increased efficiency and profitability.
- Managed program budgets, consistently achieving cost-saving targets through effective resource allocation and vendor negotiation.
- Fostered a culture of accountability and excellence, driving team members to meet and exceed project objectives.
- Established and maintained strong stakeholder relationships, facilitating effective communication and issue resolution.
- Implementing process enhancements to optimize program delivery by identifying areas for improvement.
- Flexible self-starter with perseverance and rigor on outcome, while keeping an eye on the people's aspects and growth, can initiate and drive improvements and proactively manage risks, dependencies and changes in organization, business and technology.
- Responsible for driving educated awareness of the product, and leading the development and release of the product, also effectively communicating value propositions to various stakeholder, internal and external both.

Google India, (Payroll of Encora)— Senior Software Quality Assurance Engineer

Feb 2019 - May 2021 —TEAM PLAYER —Google Reports Analytics

- Supported quality assurance efforts for Google Analytics and other reporting tools, ensuring data consistency and accuracy.
- Conducted data validation tests and analyzed discrepancies to identify root causes and recommend solutions.
- Collaborated with developers to resolve data-related issues and improve

SKILLS

- ★ Brand Awareness
- ★ Business Risk Management
- ★ Coaching & Mentoring
- ★ Company Newsletter
- ★ Cross Functional Collaboration
- ★ Data Validation & Verification
- ★ Event Management
- ★ Employee Engagement
- ★ Leadership & Teamwork
- ★ Market Trends
- ★ People Management
- ★ Product Marketing
- ★ Project Management
- ★ Quality Assurance
- ★ Release Management
- ★ Resource Management
- ★ Scrum Management
- ★ Sprint Planning
- ★ Stakeholder Communication
- ★ Structured Problem Solving
- ★ Technical Solutions
- ★ Value Propositions
- ★ Vendor Management
- ★ Work Plan Development
- ★ Writer || Editor

DOMAIN

- ★ E-Commerce
- ★ E-Learning
- ★ Fintech
- ★ Health Care
- ★ Intranet
- ★ Social Engagement
- ★ Technology Business Management

report generation processes.

- Assisted in the creation of test plans, test cases, and test scripts.
- Participated in cross-functional team meetings to gather requirements and provide QA insights.
- Maintained detailed test documentation and reported testing results to project stakeholders.

Tarams— Senior Software Quality Assurance Engineer —INDIVIDUAL CONTRIBUTOR—Web & Mobile Apps

Jan 2013 - June 2018

- Developed detailed test plans and test cases, ensuring full test coverage.
- Conducted manual and automated testing on web and mobile applications to identify defects and ensure functionality.
- Collaborated closely with cross-functional teams, including developers and wore the hat of product managers, to prioritize and address issues.
- Utilized test automation tools such as Selenium, Appium to streamline testing processes.
- Performed regression testing to validate software changes and maintain product stability.
- Reported, tracked, and documented defects using Jira and Testrail
- Contributed to continuous improvement efforts by suggesting process enhancements and best practices.

CURRENT PROJECTS & PROGRAMS- SOLELY RESPONSIBLE—END-TO-END

DIGITAL FUEL- Technology Business Management- R&D::SAAS::Support

- This TBM product brings together financial management and technology to maintain the TBM cost model, drive optimizations and validate the business cases.
- Worked on development of Technology Business Management Products as Quality Assurance Engineer while also leading a robust team of software developers, backend engineers, technical writers and test engineers.
- Sprint planning and overview, collaboration with major stakeholders- internal & external, report and matrix generation was part of the day-to-day job along with scrum master role.
- As a Program Manager, this 4mn\$ revenue generating product helped me learn to develop a comprehensive monitoring of risks, issues, dependencies, contingency plans, resource management ensuring customer experience remained unaltered while we constantly narrowed our R&D manpower thus saving cost without burning midnight lamp.

PRODUCT KNOWLEDGE BUILD-UP TRAINING- Train::Test::Certify

- Identified gaps within the development team and then designed this education program, turning this gap into opportunity- this could impact the brand build up soon.
- Worked closely with internal teams such as customer success,

CERTIFICATIONS

1. Fundamentals Of Digital Marketing
2. Advanced Product Management: Vision, Strategy & Metrics
3. Aspiring Managers
4. From Engineer To Technical Manage
5. Influence People with Persuasion Psychology
6. Management Skills - Team Leadership Skills 2022
7. Product Management 101
8. Product Management A-Z™: A Hands-On, Real-World Simulation
9. Product Management Fundamentals
10. Technical Program Management

TOOLS & TECHNOLOGIES

1. AGILE
2. CANVA
3. CONCUR
4. CONFLUENCE
5. DOGFOOD
6. GITHUB
7. JIRA
8. MONDAYBOARD
9. PAGERDUTY
10. SALESFORCE
11. SHAREPOINT
12. SLACK
13. SMARTSHEET
14. TEAMCITY
15. UNFUDDLE
16. WORKDAY

product, education, digital, and development leadership to drive this comprehensive solution.

- 2-phase comprehensive training was designed on the core products-products that defined business management and cloud management platforms.
- A handbook was created and SSME's were picked across departments, to deliver in class training to the nominated cohorts.
- Beginner phase was developed to ensure every department has a basic domain understanding of all the products along with some hands-on training on the product- involving data import, transport, model and report session.
- The deep dive phase consisted of training plan to focus on customer use cases, understanding the customer, presenting the solution along with walk through of implementation process
- This program was inclusive of product SSME's and self paced training with certifications to ensure product as well as career growth.
- Objective of this training plan was to educate employees about the products, their features, benefits, deep understanding of our product portfolio, USP and to meet customer needs.
- To ensure Maxgain, managers were requested to include this learning day as part of the sprints and grow-hour benefits were designated upon course completion along with a certificate that could prove as an aid in TBM orgs, internally & externally, both.

EDUCATION

- ★ **BMS Institute Of Technology (Bangalore)**, VTU— Bachelors Of Engineering
FIRST CLASS, JUNE 2012
- ★ **MPS (Jaipur)**, CBSE— Higher Secondary
FIRST CLASS, MARCH 2007
- ★ **Don Bosco Academy (Patna)**, ICSE— Secondary School
FIRST CLASS, MARCH 2005

RELEASE MANAGEMENT- APPTIO ONE-Develop::Test::Deploy

- Solely responsible for the full release cycle-development phase, integration build phase, release candidate phase and deployment phase- where every phase was designed, derived and delegated in the global space.
- Upscaled the tedious manual worksphere by getting the build tool- TEAMCITY-automated by involving the global CI/CD team. The process was solemnized after a plan was proposed and thus was acted upon swiftly.
- Dashboards and handbooks were updated religiously as a day-to-day chorus to keep spillage in check. Weekly global stakeholder(product management & Engineering Leaders) meeting had the reports derived which ensured there was never a last moment unseen hiccup
- Retrospective calls and scrum-of-scrum calls were brought into the system for continuous tweaking/fine tuning of the process.

HACKATHON-VISTA & APPTIO-Ideate::Innovate::Implement

- An inclusive and agile event organized globally with a predefined budget, theme and prerequisites, built to promote multidisciplinary collaboration in shorter innovation cycles that are better suited to addressing fast-changing consumer demands.
- Setting up judging criteria to define do's and don'ts, strategic timeline and setting up dummy instances to accommodate hack

requirements for the R&D teams.

- As this initiative targeted engineering teams only, for diversity & inclusion-added the Customer Success and Marketing folks as advisors.
- For those who had no team or wanted to participate, ideas and teams were built by studying their strengths and capabilities.
- Not only the product requisites but also the logistics was taken care ahead in time.

OPEN INNOVATION COHORT-APPTIO-Recognize::Innovate::Roadmap

- Hackathon being an yearly event, OIC was founded from the perspective that no idea had to wait for the Hackathon sun!
- OIC campaign was run on a weekly stint after green flag from the leadership and product management was obtained with a period of to's and fro's.
- Our tagline "WE CONTINUOUSLY IMPROVE" was received amongst the masses that reciprocated with design ideas in every cohort we run!
- This did not involve any budget or business wavelength consumption but just mentorship and time for incubation. Amongst all odd, OIC invited a lot of enthusiasm and customer appreciation which a short lived hackathon driven on a theme seldom could.

NEWS@COE-Company Newsletter-Create::Edit::Publish

- Some self motivated, enthusiastic- passionate folks came together and we together formed this creative newsletter group where every fresh edition was shipped monthly.
- It acquired quite a global fame-and it saw multi-site readers in Apptio who waited eagerly to jump answer the quiz puzzle and get kazoo'd.
- We started first by seeking help from the content creation but eventually started end to end job runs within the team- involved a lot of creative learning- like using Canva- again a free tool.

TEAM CONNECT DAYS-Products & Engineering-Lunch::Learn::Leverage

- Encouraging teams to participate in office events was never a task as the theme and goodies involved always had folks awaiting the dates.
- Activities planned twice a month- inter team and intra team.
- Intra teams activities remained within the teams tech learning scope but inter team events were planned for a lot of mirth, grit and laughter
- While organizing the events, vendor management came up as a skill that guaranteed day-to-day job's ease too.
- These events took care of current market learnings along with mental health and physical fitness as music class with instruments or fitness day along with an instructor helped people tone and relax.
- Employee flux was seen to be the highest on such days and the participant feedback always overtook the hardships!

