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| **PROFILE**  Software professional with ~14 years of experience in providing solutions for Fortune 500 customers. Excellent leadership record of leading team in product development projects. SPOC for account teams facing customers for strategy, technical support & queries. Contact PHONE:  +91-9632136711  WEBSITE:  <https://www.linkedin.com/in/smita-patro/>  EMAIL:  [smita.patro1@gmail.com](mailto:smita.patro1@gmail.com) CERTICATIONS/ SKILLS  * Certified Scrum Product Owner® (CSPO) * Certified SAFe® 5 POPM * Program Management * Release Management * Customer escalation handling * FMEA * Root Cause & Corrective Action * Problem solving - 8D, 5-Why(s), Fishbone  TeCHNICAL SKILLS  * **Operating System**: Unix, Windows, QNX, VxWorks * **Programming Languages:** C programming, C++ * **Software Tools:** Watcom Debugger, GDB, Coverity (Static code analyzer) and proprietary tools * **Bug tracking Tools:** JIRA, ClearQuest, IBM iPLM * **Configuration Management:** IBM ClearCase * **Concepts:** Software Engineering, Embedded systems, Data Structures, Software Development & Testing  LANGUAGES English  Hindi InTERESTS Yoga  Travelling  Music  Reading  Networking |  | Smita Patro  Release Management| Program Management | Product Owner |
|  | EDUCATIONNational Institute of Science and Technology, India 2004 – 2008, B.Tech. Computer Science Lam Research, Software Manager Oct 2019 – Oct 2022   * Software Manager to the Direct Metals Business Unit (DM BU), there by taking care of the overall software strategy and technology landscape involved in the complex semiconductor wafer fabrication process. * Gather requirements and steer the software engineering activities through architecting, designing, and developing software utilizing waterfall/agile delivery methodologies. * Lead and manage release risks, customer issues and escalations. * Collaborate with stakeholders across the globe (Japan, India, Korea, Fremont, etc.) and work with development team to prioritize the product backlog and plan the software release. * Contribute to overall product vision by supporting release/iteration plans and ensuring feature execution and completion. * Represent the software team during cross functional forums (along hardware & process groups) to provide details on architecture views, technology roadmaps, program schedules, risks and strategies throughout Project Lifecycle Deliverables. * Liaise with business and technical stakeholders to anticipate business needs and propose eﬃcient technology solutions to requirements and support critical development activities. * Act as POC for Account teams from Fortune 500 clients (Intel, Toshiba, Samsung, TSMC, etc.) to handle customer escalations and JDP (Joint Development Program) for confidential projects. * Facilitate Alpha/Beta entry and release retrospectives with stake holders.  Lam Research, Engineer July 2012 – Sep 2019   * Served as an engineer and also lead to a team of six individual contributors, contributed and also streamlined activities including requirement gathering, design, code, and documentation to meet project requirements for functionality, scalability and performance. * Evangelized strategic IT development programs and work with business and technical teams to align and deliver against a roadmap of high-impact projects * Entrusted with responsibilities for benchmarking product’s field performance and tracking emerging requirements. * Provided technical leadership and consultancy to a wide audience in my area of expertise and interface with SMEs. * Provided leadership with a vision that assists in the creation and promotion of an environment for innovation, organizational agility, and continuous learning.  Wipro Technologies, Project Engineer August 2008 – July 2012   * Worked on OME6500 which is a network element by Ciena, used in Metro and Access networks. * Part of the Alarms module, which is the fault management module that helps in detection and managing of fault, raising and clearing alarms, fault managing and provisioning & fault co-relation. * Worked on HDX Control Plane by Nortel, which is the software that sits above the network element for intelligent and automatic network connection, provisioning, management, and restoration.  **AWARDS & RECOGNITIONS**Lam Research  * Recognized by customer and bagged “**Spot Bonus Award**” from VP for leading a task force team for a critical customer escalation. * Received “**Spot Bonus Award**” from VP handling a critical customer issue by supporting with root cause, solution and patch and driving along several meetings with various stake holders to keep everyone informed on the progress. * Received “**Spot Bonus Award**” from VP for co-working with process group in identifying critical particle issues and fix to multiple customers. * Received “**Spot Bonus Award**” from senior manager for contribution in new module development * Received multiple “**Above & Beyond**” awards from various accounts, cross-functional team and own team members  Wipro Technologies  * Received twice “**Feather in My Cap**” award for various feature development * Awarded twice “**Thanks a Zillion**” in the modules of Control plane  OTHER RELEVANT INFO Hold Valid B1 Visa, multiple travel to US for critical project initiation and discussion with key stake holders. |