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| .   |  | | --- | | Ritika Prashant |   **Contact**     |  |  |  |  | | --- | --- | --- | --- | |  |  | Bangalore,India,560090 |  | |  |  | 8861944211 |  | |  |  | prash.ritika@gmail.com |  |      |  | | --- | |  |   **Core Qualifications**   * ****Product Lifecycle Management**** * ****Service Delivery Excellence**** * ****Project Planning & Management**** * ****Agile & Scrum / Kanban Methodology**** * ****Client & Stakeholder Relationship Management**** * ****Risk Mitigation & Control**** * ****Team Management & Leadership**** * ****Leadership**** * ****Coaching and Mentoring**** * ****Collaborative Problem Solving**** * ****Communication**** * Team management * Knowledge of Core Java, DB, AWS and Cloud * ****Decision-making**** * ****Facilitation**** * PMI-ACP, SAFe and CSM qualified  |  | | --- | |  |   **Accomplishments**   * Software Development Manager with 14+ years of experience in large engagements including complex IT Project Management, Software Development Lifecycle & People Management across Education & IT Domain * CSM & PMI-ACP Certified professional * Leading teams of people across multiple products and responsible for hiring, mentoring, and appraisal * Skilled in Scrum Agile Project Management Methodologies with proficiency in directing project teams and maintaining high-quality deliverables within time and budgetary parameters * Strong project management, implementation, analytical and training skills that have resulted in repeated success in the design & leading-edge solutions and best practices * Strong people managed skills, guiding, coaching, and mentoring to the team members to maximize team productivity and help individuals' career growth * Forged strong, lasting relationships, working as a bridge builder between stakeholders * Successfully executed various projects including Banner Student, Banner Financial Aid, Claredi OTTS, Labor Management, Oracle Mantas Know Your Customer, Alert Management - Mantas AML and so on * Skilled in providing effective resolution to customer queries related to production support and improving relationships with the customers by anticipating their future requirements, thereby ensuring a positive customer experience * Participated in Product roadmap creation * Experience in managing the scrum ceremonies effectively and maintaining a healthy backlog * Interacting with the product owner to keep the team aligned on right priorities * Facilitating the discussions between various stake holders * Working with the third-party vendors to ensure on-time delivery * Managing the upcoming risks and coming up with a plan to mitigate the same * Leading the Lean In Circles within the company * Project progress reporting and Change Management * Performance-driven professional with excellence in client engagement; project delivery strategy and operations readiness in coordination with On-shore & Off-shore Teams * Strong management skills, capable of leading & motivating individuals to maximize levels of productivity; knack for motivating team for exceeding customer expectations in delivery of committed services  |  | | --- | |  |   **Certifications**  ****CSM****  ****PMI-ACP****  ****SAFe****   |  | | --- | |  |   **Languages**  English and Hindi |  | **Professional Summary**  Motivated Software Engineering Manager with 14+ years of experience adept at making critical decisions, managing deadlines, and conducting team reviews. With expertise in analysis and quantitative problem-solving skills, dedicated to company growth and improvements.   |  | | --- | |  |   **Experience**  June 2021 to Current  Software Development Manager *Ellucian*, Bengaluru, India   * Managed and executed software development projects from beginning to finish without difficulties or assistance. * Monitored customer reviews and employee feedback to implement new ways of improving services. * Guided, trained, and mentored software development engineers * Worked with Agile teams to ensure quality throughout the software development lifecycle. * Used well-organised methodologies to efficiently manage project needs. * Planned efficient use of resources to control expenditures. * Coordinated hiring, training and performance management for 20+employees. * Leading a team of 20 people and responsible for hiring, setting, and monitoring of annual performance plans, coaching, and career development * Participated in Product Roadmap creation and estimation * Supervise global development in delivering multi-tier enterprise solutions using Agile methodologies * Worked on new product development and ensured customer satisfaction by tracking the requirements * Designed cost-effective project management solution pertaining to project planning, scheduling & resource forecasting as per the technical and commercial specifications * Planned for contingencies to ensure minimal effect on deliverables, held and led review / project meetings and coordinated with other team members for defining best practices * Conducted system study and coordinated with team members for product documentation, system design & integration, coding, application maintenance * Interacted with team members for ensuring smooth progress of project work; ensured adherence to quality norms throughout the implementation process * Agile and scrum mentoring across organization * Managing program level processes, execution, and continuous improvement * Facilitate System Demos and Solution Demos * Working with various stake holders in resolving impediments * Encourage collaboration between teams and System and Solution Architects/Engineering * Foster the learning culture within the team * Create and maintain the release plans * Guide the team in identifying the WIP limit * Analysing current processes and practices and suggest/ drive improvements and, defines processes as needed * Working on business and systems analysis methodologies, practices, and artifacts including functional requirements, requirements mapping, requirements traceability matrices and report specifications * Work with Product and Solution Management, Product Owners, and other stakeholders to help ensure strategy and execution alignment * Organizing company level learning initiatives * Recognized documents related to components and maintained detailed study of the same as per the product changes, by getting in touch with the product developers * Provided post-implementation, application maintenance and enhancement support to the client with regards to the product / software application * Developed competency among the team members, conducted interviews to recruit the right talent & resources   November 2017 to June 2021  Senior Project Manager *Ellucian*, Bengaluru, India   * Managed project to successful completion and closeout * Collaborated with cross-functional teams * Spearheaded key projects, which resulted in high customer satisfaction and increased business revenues. * Delivered status reports to stakeholders for project tracking. * Met project deadlines by managing and team and the work at hand * · Agile and scrum mentoring across theorganization * Managing program level processes, execution, and continuous improvement. * Facilitate System Demos and Solution Demos * Working with various stake holders in resolving impediments * Encourage collaboration between teams and System and Solution Architects/Engineering * Foster the learning culture within the team * Create and maintain the release plans * Guide the team in identifying the WIP limit * Analysing current processes and practices and suggest/ drive improvements and, defines processes as needed * Monitored the risks   August 2017 to November 2017  Lead QA *Ellucian*, Bengaluru   * Managed defining of quality standards and metrics for company's product development and testing projects. * Stayed updated with new testing tools and test strategies through networking and researching. * Managed planning, scheduling and delegating work to QA team, ensuring projects stayed within allocated timeframes. * Created and presented test results to stakeholders to keep them updated on milestones, progress and amendments required. * Designed, developed and executed automation scripts using appropriate tools, such as Selenium and Cucumber. * Designed tests for conducting in-depth quality assessments into products to determine durability, usability and safety.   April 2015 to July 2017  Senior QA Engineer *United Health Group*, Bangalore   * Created and ran UI automation tests to quickly reveal and remedy issues. * Prioritised bugs through focused data collection and analysis, driving continual innovation. * Wrote detailed test scenarios and cases, accurately logging errors and defects in comprehensive test reports. * Carried out automated and manual test execution, delivering relevant test coverage. * Used Agile methodologies to aid team delivery of effective, quality software solutions. * Defined and maintained automation testing for various software applications.   June 2010 to April 2015  Senior IT Quality Analyst *Manhattan Associates*, Bengaluru   * Wrote detailed test scenarios and cases, accurately logging errors and defects in comprehensive test reports. * Carried out automated and manual test execution, delivering relevant test coverage. * Documented, triaged and managed defects in JIRA and worked with developers to facilitate timely resolutions. * Tested functionality, performance and compliance of products against design specifications to maintain strong development standards and high customer satisfaction. * Helped coordinated quality assurance processes throughout development life-cycle. * Logged findings in detail following standard procedures for optimum collaboration across technical team. * Installed and configured new hardware in preparation for software tests. * Wrote and updated manual test cases, maintaining optimal organisation for team productivity.   August 2008 to June 2010  Associate Consultant *Oracle Financial Services Software*, Bangalore   * Manual Testing * SQL based Testing * Product development * Document creation and verification * Requirement Analysis  |  | | --- | |  |   **Education**  2008  B.Tech Information Technology  United College of Engineering and Research, Allahabad |  |

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