**Hari Prasad Reddy Veeram**

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**PROFESSIONAL SUMMARY:**

**PMP and CSM Certified** Project manager/Scrum Master/QA Manager with 13 years of rich experience in Project Management/Agile Methodology, Software Testing providing cradle-to-grave management over large-scale IT implementations., expert in agile and waterfall project management methodologies, acted as a test liaison between Product Delivery and Test teams. Excellent communicator in leveraging technical, business and financial acumen to communicate effectively with client executives and their respective teams to achieve on-time, on-budget and on-spec project completions. Capable of merging customer and user needs with business requirements, budgetary restrictions and logistical considerations to meet project deliverables. Leverage strong problem-solving skills in analyzing complex issues and developing effective solutions.

**Responsibilities:**

* Manages and directs overall project team activities and monitors progress, including project health, capacity planning, developing and mentoring staff, and internal process improvement activity
* Directs cross-organizational program teams through project lifecycle from ideation to project execution, including executive approval and multiple demand management processes
* Proven track record of managing and delivering high-quality and timely projects utilizing agile, iterative, and waterfall delivery methodologies.
* Work closely with technology team to develop product roadmaps and execute delivery of technology platforms
* Coordinate internal resources and third parties/vendors for the flawless execution of projects
* Ensure that all projects are delivered on-time, within scope and within budget
* Develop a detailed project plan to monitor and track progress
* Manage changes to the project scope, project schedule and project costs using appropriate verification techniques
* Provide leadership in establishing and reporting on and around key project metrics to create more data driven, objective measures around project efficacy
* Responsible for controlling and monitoring performance across the project management team for all aspects of an assigned project
* Manage the relationship with the client and all stakeholders
* Effectively communicated project scope, schedule, and budget with both customers and contractors.
* Proficient in Change management, Perform Integrated Change Control (PICC), Perform risk management to minimize project risks
* Well versed with Lean Six Sigma concepts.
* Manage team in advancing Quality Assurance methodology and industry best practices.
* Mastery of project management, SDLC methodology, test & validation.
* Experience establishing, standardizing and maintaining test processes and procedures.
* Experienced in Cloud implementations, SaaS, modernization, COTS projects.
* Expertise in Vendor management.
* Excellent written and verbal communication and presentation skills

**TECHNICAL SKILLS:**

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| **Project Management** | Project Life cycle Management, Enterprise-wide Implementations, System migrations, Requirement definition and analysis, Team building and Leadership, Project planning, Project budgeting and cost controls, Project Schedule, Project Risk and Issue management, Project scope change management, time management and resource management, managing multiple large-scale projects simultaneously, Project and performance reporting, Analytical/critical thinking and problem solving, Strong team building and stakeholder engagement skills, Lean Six Sigma, CI/CD principles, TDD, Kanban, XP programming |
| **Software Testing** | Quality Assurance, QA methodologies, Software testing principles, Verification/ Validation techniques, Manual Testing, SDLC, Test Automation, System Testing, User Acceptance testing, Test Strategy, Test Plan, Requirement Analysis, Agile methodologies, Regression Testing, Defect Tracking, Scrum, Functional testing |
| **Technologies** | Sales Force, Service Cloud, Siebel CRM, Mainframes, SAP MDM, SAP MM, API interface, IBM suite (WKC Watson Knowledge Catalog, Cloud Pak, Watson Studio), Tableau, Power BI |
| **Agile Tools:** | Jira, Confluence, TFS, Version1 |
| **PM Tools:** | Project and Portfolio Management (PPM), MS Visio, Microsoft Project, MS Office product suite, Microsoft Teams, MS SharePoint |
| **Databases:** | MS-Access 03/07/10, SQL Server, Oracle, DB2, MongoDB |
| **Bug Tracking Tools:** | ALM, Xray (Jira), Rational ClearQuest |
| **Languages:** | C, C++, Visual Basic, SQL/PLSQL, DBMS, Java, Java script, Data Structure, unix, DBMS/SQL |
| **Operating Systems:** | Windows98/NT/2000/XP/7,10, Unix, Red Hat Linux, Solaris, AIX, VSE Mainframe. |

**PROFESSIONAL EXPERIENCE:**

**Department of Labor and Industries, State of Minnesota – St Paul, MN Nov 2020-Present**

**Quality Assurance Manager**

**Responsibilities:**

* Analyzing the scope of new releases of the most prestigious project with DLI agency in coordination with MNIT.
* Working on Agile/Scrum methodology to execute project deliverables and implementation
* Communicating status and roadblocks to stakeholders including executive team and made proactive recommendations to remove roadblocks leading to the on-time and on-budget delivery of the project.
* Proposed resource requirements, process requirements, solutions.
* Expertise in maintaining project documentation, facilitating project discussions, track/manage project issues and risk logs.
* Preparing Project Management document templates for PMO.
* Maintain regular communication with Cloud migration architects and other technical team members to perform application assessment and lay down migration strategy.
* Managing application migration project throughout the Azure cloud implementation lifecycle covering from requirements, architecture& design, implementation, validation, cutover and maintenance.
* Managing the scope boundary of the project as well as identifying cloud migration process improvements.
* Documenting risks, developed mitigation plans, managed scope, created and implemented communication plan.
* Leading QA and UAT efforts during surge period.
* Initiated and participated in organization’s DevOps transition.
* Leading Data migration, Data cleanup efforts including EDI claims.
* Working on setting up QA organization, frame work, automation, regression, functional, security, performance efforts.

**Department of Innovation and Technology, State of Illinois – Springfield, IL Nov 2018–May 2020**

**Project Manager/QA, UAT Lead/Scrum Master**

**Vendor: IBM**

**Project Manager:**

* Primarily responsible for the successful completion of the project.
* Managed system database migrations and maintenance.
* Partnered with DBA in setting up and administering SQL Server Database Security environments using Profiles, database Privileges and Roles.
* Coordinated with CMS Data center team in installing IBM WKC.
* Provided support in SQL Server database physical model creation and implementation (data type, indexing, table design)
* Worked with Data steward team in administering Database maintenance, replication, tuning, system database migrations and maintenance.
* Delegate or assist with delegating daily tasks for all protocol(s) to Data architects, Data steward team, Data governance teams.
* Supported in developing and/or optimizing automated database administration processes and procedures to reduce overall man-hours needed to support existing DB2 infrastructure.
* Coordinated with IBM tech team in utilizing IBM suite of products for deploying Unified Data Governance (IBM WKC, IBM Watson Studio, IBM Cloud Pak).
* Managed deploying solutions on IBM Cloud Pak for governance of data and AI models.
* Championing the integration of data governance within the standard project methodology.
* Ensuring that all “strategic” data is modeled, named, and defined consistently.
* Providing technical support for data governance and data cleansing efforts where required.
* Worked with engineers and application developers’ groups to implement solutions for the company’s LDAP services, Active directory services in Unix/Linux environment.
* Ensured the operational tech support for all facets of the client’s Directory and Authentication systems.
* Maintained a team who handles all LDAP services and administration - Performs LDAP Directory upgrades, enhancement and revisions.
* Prioritized tasks and carefully managed time to consistently meet delivery dates;
* Use standard project performance metrics to assess and evaluate the program.
* Closely collaborated with project members to identify and quickly address problems.
* Assign roles and hold individuals accountable for meeting responsibilities.
* Organize and lead project status and working meetings.
* Detailed improvements to restoration plan by creating detailed budgets, schedules and cost estimates for clients.
* Performed detailed assessments of risks to determine constraints and develop mitigation strategies.
* Monitor the overall cost, control, adherence to schedules, and technical quality of work.
* Took an active role in company growth by consistently providing quality customer service to promote growth and retention.
* Created and maintained a schedule to protect the company from dead-deal expenses while meeting contractual obligations.
* Delivered projects to predetermined budget, maintaining time parameters and quality standards.
* Prepare and distribute progress reports and all required Status Reports.
* Analyze spend-down.
* Determine and provide a prioritized list of custom reports including report design/filter requirements before the start of this work package.
* Handling and mitigating project risks, issues and handling scope changes aligned to statement of work and PCRs.
* Ensure that the Project deliverables are met, Project Schedule is completed, approved and updated as required.
* Worked with senior leadership to complete complex projects on time and under-budget.
* Developed and initiated projects, including managing costs, schedule and performance.
* Developed process improvement initiatives and analyzed problems to create corrective action strategies.
* Kept the project on schedule and within budget while serving as project leader.
* Collaborated with team members to develop, identify and accomplish assigned goals and objectives.
* Lead acceptance testing of each of the work packages and provide prompt continuous feedback.
* Develop and update business process documentation for testing and training management.

**Business Analyst/Scrum Master:**

* Coached and mentored the Agile team to facilitate adoption and maturity of Agile processes
* Facilitated Agile Scrum ceremonies like stand-ups, sprint planning, release planning, backlog refinement, and retrospective
* Track and report team performance metrics
* Plan and coordinate schedules and resolve dependencies with other teams
* Remove project obstacles and develop solutions with team
* Provides guidance to the team and organization on how to use Agile/Scrum practices and values
* Facilitate Agile Scrum ceremonies like stand-ups, sprint planning, release planning, backlog refinement, and retrospective
* Provides guidance to the team on self-organization to fill in the intentional gaps left in the Agile/Scrum frameworks
* Creating, analyzing, and validating detailed functional specifications.
* Requirement gathering and analysis.
* Using business analysis, flow charts, activity diagrams, use case diagrams, document analysis, workflow analysis using Microsoft Visio, Top Team Administrator tools.
* Interpreting business needs of customers and translating them into the application and operational requirement with the help of strong functional, analytical and project management skills.
* Creating a detailed business analysis, outlining problems, figuring out opportunities and solutions for a business.
* Communicating the benefits of your recommendations across departments and assisting to address any uncertainty.
* Collaborating proactively with internal and external customers to analyze information needs and functional requirements and delivering use cases, interface designs as when required.
* Delivering work products throughout the project life cycle.
* Producing written documents to support the work, report on findings to present to the stakeholders when necessary.
* Lead UAT testing effort with actual business users.

**Projects Worked on:**

* Unified Data Governance
* Project and Portfolio Management solution implementation Project

**Client: Leoforce, Raleigh, NC Jul 2015–Jun 2018**

**Test Lead/Project Manager**

**Spectraforce Technologies Inc. – Hyderabad.**

**Responsibilities:**

* Worked with Product Owners, project managers, internal scrum masters, and line managers to maintain a prioritized and prepared backlog, planning upcoming Releases, and assisting the team in drafting acceptance criteria and test plans.
* Facilitated daily stand-Ups, sprint planning, refinement/grooming, retrospectives, sprint reviews/demos.
* Facilitate cross-team coordination, tracking, and following up on external dependencies through scrum of scrums and other related team and cross-team meetings.
* Maintains clear visibility of work such as but not limited to: backlogs, burn-up/down charts, team velocity.
* Clear obstacles, establishing an environment where the team can be effective
* Manages and directs overall project team activities and monitors progress, including project health, capacity planning, developing and mentoring staff, and internal process improvement activity
* Used TFS extensively for Project Management and Scrum ceremonies.
* Coordinating tasks across backend and frontend engineering and devOps teams
* Tracking outstanding deliverables, milestones and change requests
* Supported SQL Server database physical model creation and implementation (data type, indexing, table design)
* Provided support to set up and administer SQL Server Database Security environments using Profiles, database Privileges and Roles.
* Prepare project documentation, deliverables, finances, resource allocations, and status
* Responsible for budgeting and forecasting, expense reporting, risk management, status reporting, and execution
* Develop strategy and architecture for clients in alignment with business plans
* Prepare presentation materials to be shared with the work stream steering committee and executive sponsors as well as senior management, business groups and other relevant stakeholders
* Work closely with technology team to develop product roadmaps and execute delivery of technology platforms
* Develop, scope and execute on internal issues as assigned
* Collaborate with participants to determine project timeline
* Account for complete project lifecycle from inception to closure
* Establishing test operations processes and procedures.
* Lead the architecture, design, development and operations of enterprise scale testing frameworks, processes, methodologies.
* Support business development activities, including the creation and presentation of proposals to senior leadership and key stakeholders.
* Managed software quality assurance and testing teams comprised onshore and offshore resources.
* Involved in Scrum meetings, played a role of Scrum master.
* Implemented new quality assurance and customer service standards.
* Reported all malfunctions to production executives to ensure immediate action.
* Monitored staff organization and suggested improvements to daily functionality.
* Assured consistent quality of production by implementing and enforcing automated practice systems.
* Prepared and collection production reports.
* Developed quality planning for multiple new product launches by verifying customer requirements and implementing in design and production.
* Determined quality department standards, practices and procedures.
* Tracked quality issues with external customers, suppliers and internal plant operations.
* Updated ongoing testing procedures for software to account for changes resulting from post-release patches.
* Tested pre-release modifications to reduce possibility of end users experiencing crashes or bugs.
* Completed in-depth usability testing on Windows, Android and iOS mobile devices.
* Evaluated function, performance and design compliance of every product against design standards and customer needs.
* Gathered data on integration issues and vulnerabilities and reported all findings, including improvement recommendations.
* Operated under Agile and Scrum frameworks to complete releases every 2 weeks and well-organized sprints.
* Effectively interacted with Development and Support departments regarding software defects and issues, working closely to develop innovative solutions.

**Projects Worked on**:

iArya (Leoforce)

**Client: CA Technologies, USA Apr 2013–Apr 2015**

**Sr QA**

**CA Technologies - Hyderabad**

**Responsibilities:**

* Wrote and optimized test cases to maximize success of manual software testing with consistent, thorough approaches.
* Reported test findings to development personnel, advising staff on efficacy of subsequent remediation attempts.
* Involved in Scrum meetings.
* Assign daily test preparation and execution activities to testers.
* Worked with supervisors to streamline testing processes and improve testing capabilities.
* Prepare RTM and Review all the QA deliverables.
* Developed and executed comprehensive test plans, test approach and workforce breakdown structures for complete systems.
* Collaborated with developers and product owners to stay current on product features and intended functionality.
* Trained new test employees on project, product and company guidelines to promote productive and high-quality work.
* Maintained authoritative knowledge of multiple software testing tools, including ALM and TFS.
* Recorded test results in ALM detailing testing processes, results and suggestions for production team.
* Identified and tracked defects with ALM and supported developers in resolving problems by completing additional tests.
* Interacted with product managers to deliver performance issue resolution reports.
* Created both real-time and accelerated testing scenarios for long-term and expedited development schedules.
* Directed off-site teams completing manual and automated tests to support successful product development stages and releases.
* Evaluated results against design and customer standards.
* Guided team of 10 testers in agile environment, coaching employees to maintain best-in-class testing.
* Worked alongside management to develop testing and improvement plans.
* Coordinated with offshore development teams, delivering remote lectures on testing techniques, tools and protocols.
* Perform super care defect analysis and Test closure activities.

**Projects Worked on:**

* Service Cloud implementation on SalesForce (SFDC)
* Product Master Data Foundation
* Global Facilities Management Systems Upgrade
* MDM Site Enhancements (SAP MDM)
* Predictive Lead Scoring (Sales PRISM tool on Salesforce)
* Ca.com Redesign

**Client: United Health Group, USA Apr 2010–Apr 2013**

**UnitedHealth Group – Hyderabad, India**

**Test Engineer**

**Responsibilities:**

* Created accurate and efficient test scripts in Quality Center to manage automated testing of certain products and features.
* Collaborated with developers and product owners to stay current on product features and intended functionality.
* Identified and tracked defects with Quality Center and supported developers in resolving problems by completing additional tests.
* Provided each staff member with exemplary training to help improve departmental efficiency and boost understanding of respective job duties.
* Evaluated data sets from multiple test implementations to determine and account for standard variance in test results.
* Wrote and optimized test cases to maximize success of manual software testing with consistent,
* thorough approaches.
* Identified bugs and issues within the system and applied troubleshooting techniques for mitigation purposes.
* Directed team members to follow specific testing standards and guidelines as outlined in project requirements.
* Reviewed all test cases and test scripts for quality and identified additional areas to review.
* Effectively interacted with development and support departments regarding software defects and issues, working closely to develop innovative solutions.
* Tailored testing procedures to obtain data most relevant to understanding underlying causes of production limitations.
* Directed off-site teams completing functional, regression GUI and UAT tests to support successful product development stages and releases.
* Gathered data on integration issues and vulnerabilities and reported all findings, including improvement recommendations.
* Conducted in-the-line testing and evaluated resulting measurements to identify variances in output using current production methods and compare against application-specific tolerances.
* Documented current production methods to identify points of limitation to target for quantification through testing procedures.
* Attended meetings with quality assurance, developers and project managers to assess scope and sequence of projects.

**Projects Worked on:**

* Comprehensive On-Line Software for Management and Operational Support – COSMOS (Mainframes)

**Client: Alaska Communication Systems, USA Mar 2007–Apr 2010**

**State farm Insurance, USA**

**Hitachi, Japan**

**Quality Assurance Analyst**

**Patni Computer Systems Ltd – Hyderabad**

**Responsibilities:**

* Composed and edited work instructions for quality and test procedures.
* Analyzed test results and prepared system-level evaluation reports to verify and validate system performance.
* Wrote high-quality test cases and scripts.
* Created comprehensive test plans, test scripts, and use cases to support testing objectives.
* Engaged internal and external customers during planning and test phases and interfaced with assigned project managers to comply with entry criteria.
* Developed and ensured adherence to testing standards and best practices.
* Planned, implemented, tested, and documented solutions within Integrated Testing Facility for integration efforts and support of third-party engineers.
* Prepare/Review Test Cases, Test scripts, executing, find the defects and logging in HP Quality Center.
* Prepare verification and validation test plans, test procedures and test reports.
* Participate in customer meetings on project status and design reviews.
* Understanding the FDS and FRS Documents.
* Analyzing Test Results, Tracking the Defects.
* Conducting the Regression Testing.
* Ensure that testing methodology, techniques, standards are established and developed.

**Projects Worked on:**

* CRM Stream Lining Project
* Internet and Financial Service Systems (IFSS) -State Farm Insurance
* 1060-TESTING OF COSMINEXUS 07-60 PHASE 1 and PHASE 2

**ACADEMIC QUALIFICATION**

**University of Illinois / Masters in Management Information Systems**

August 2018 - May 2020, SPRINGFIELD, IL

**G Pulla Reddy Engg College** / **Bachelors of Technology in Electronics and Communication Engineering**

Sep 2002 - April 2006, Kurnool.

**CERTIFICATIONS:**

* Project Management Professional (PMP)
* Certified Scrum Master (CSM)

**ACCOMPLISHMENTS:**

* A proud member of Beta Gamma Sigma academic honor society.
* Received Above and Beyond award for exceptional contribution in SAP MDM implementation.
* Received Excellence Award with a cash prize of $500 for the team for exceptional performance towards the project (ca.com site redesign).