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# **PROFESSIONAL SUMMARY**

A ‘leading-from-the-front’ professional with 22 years of experience in software delivery. Worked as Release Train Engineer, SCRUM master and technical Project/Release manager. Expertise in Cloud migration project delivery. Managed Mainframe, Web applications development and production support.

# **CERTIFICATIONS**

* Certified SCRUM master (CSM)
* PMP certified
* SAFe® Release Train Engineer
* PRINCE2 practioneer

# **TECHNICAL SKILLS**

|  |  |  |
| --- | --- | --- |
| Cloud migrations | SCRUM master | Program Increment (PI) planning |
| Release management | stakeholder engagement | Implementation planning |
| Risk management | Project finance management | JIRA |
| Confluence | Operational Risk Management | PaaS application deployment |
| Java Spring Boot, RHEL, Oracle 19c | Mainframe Z/OS | COBOL, JCL, CICS and DB2 |
| Pivotal Cloud Founder & AZURE | ServiceNow | Lean toolkit |
| Kafka CDC | TYK & APIGEE gateway | DX APM |
| Splunk | Gitlab | Docker |
| Kanban | JMeter | SAFe Agile |
| Postman | API driven architecture | Archer |
| IT Operational Risk management | Program management | PlanView |

## **PROFESSIONAL EXPERIENCE**

**Client: CloudBergTec** Apr **23 - Till Date**

Application Release Manager / SCRUM Master

**Team size:** 5 onsite & 15 offshore

**Location:** Telangana, India (till Sept’23) Salt Lake City, US (from Oct’23)

**Responsibilities:**

* Plan & communicate project activities such as plans, timelines, requirements, etc. between different teams.
* Accountable for delivery of concurrent projects by leading technical delivery teams and ensuring adherence to System IT project management standards and methodologies.
* Facilitate access control with two factor authentication and SSO for GitLab and Jenkins.
* Responsible for coordination between DevOps onsite team and offshore team.
* Identify risks that can delay the release and manage them, such that the scope scheduled, and quality of the release is not affected.
* Team up with relevant development teams responsible for building the automation tools used to develop and deploy the software.
* Be the authoritative point of contact for releases & work directly with PMs, QA, Eng, database administrators, build engineers and other business stakeholders to coordinate and provide technical assistance throughout the release process.
* Risk management and issue/problem resolution as required. Anticipate issues and act proactively to address potential issues & escalate issues, as needed.
* Engage and schedule functional resources in support of deployment and implementation verification & identify resources and/or scheduling conflicts with changes in release scope.
* Determines the readiness of each release based on release criteria & drive security and compliance reviews and signoff required for the release.
* Work closely with Operations, Engineers, and Infrastructure team to plan and manage the delivery of application environments consisting of complex IT infrastructure.
* Organize release review meetings for all environments, facilitating production deployments, preparing, maintaining, and distributing release artifacts (e.g., checklists, release calendar), monitoring and reporting the release quality.
* Develop and provide process improvement recommendations based on customer and delivery team interactions to help mature and align Release Management services.
* Manage & coordinate execution of the deployment plan during releases, including fielding of deployment issues, escalations, and contingencies, acting as the primary POC throughout the deployment execution.

**Environment**: Azure Platform as a Service (PaaS), Java Spring Boot, RHEL, Oracle 19c, Gitlab, Jenkins, SCRUM, JIRA, Confluence.

**Client: NatWest Digital Services India Private Limited Aug21 – Mar23**

Release Train Manager / SCRUM Master

**Team size:** 40 members in 4 Feature team under a single Agile Release Train (ART)

**Location:** Chennai, India

**Responsibilities:**

* Work with the Product Owner to finalize requirements & Program backlog using JIRA.
* Manage 3 feature teams, to deliver value for customer.
* Conduct ‘Program Increment (PI) planning’ to help feature teams to plan the delivery of epics for the next 3 months.
* Support feature teams throughout the PI by removing Impediments and help address blockers.
* Conduct ‘Scrum of Scrums’ for the feature teams.
* Manage Platform front-door to ensure a steady pipeline of projects throughout the year.
* Lead teams in the creation of Payments API (Application programming interface) for internal & external bank users.
* Set up of KAFKA CDC listeners to source database and trigger events.
* Cloud API building and access via APIGEE gateway and TYK gateway & Z/OS connect to Mainframe. Testing of the API using Jmeter & Postman.
* Managed a suite of Payment engines that support 3-day payment system called BACS in UK banking.
* Preparation, Launch and Execution of Agile Release Trains by training, coaching and execution on SAFe Agile Methodology and Best Engineering Practices
* Hold the release train end to end and ensure all dependencies between scrum teams (Scrum of Scrum) and external dependencies are closely monitored and tracked
* Prepare and facilitate the overall Pl planning of the Agile Release Train (ART) and provide various ideas, suggestions, and strategies
* Lead 3 projects with multiple release for legacy to Azure & Pivot Cloud Foundry (PCF) Cloud migration.
* Removed impediments and protected team members from interruptions and distractions to maximize productivity. Encouraged and implemented process improvements. Created team-building opportunities.
* Work closely with product management, product owners and other stakeholders to help ensure strategy and execution alignment with organizational roadmaps
* Facilitate the team to acquire the knowledge needed to start the planned release activities.
* Provide training to the team on the agile process; training will continue all the time during the project execution and continuous improvement on velocity, quality, processes etc.
* Initiating and supporting Agile development of scrum multi-function teams
* Guiding and mentoring the scrum teams in load balancing, story grooming, and story acceptance.
* Provide guidance in Agile, Scrum, and SAFe and leads Agile delivery teams consisting of a mix of organization including contractor/vendor staff.
* Held the release train end to end and ensure all dependencies between scrum teams (Scrum of Scrum) and external dependencies are closely monitored and tracked.
* Championed cultural change and collaborated with other RTEs on plans and techniques for accelerating and advancing the organization's transformation

**Environment**: Pivotal Cloud Foundry (PaaS & SaaS), S3 bucket storage, F5 Load Balancer, APIGEE, TYK Gateways, KAFKA CDC, DX PM, Splunk, Docker, Jmeter, Postman, SAFe Agile, SCRUM, JIRA, Confluence, Lean toolkit, API driven architecture, PlanView.

**Client: NatWest Digital Services India Private Limited Oct18 – Jul21**

Principle Engineer / SCRUM Master

**Team size:** 40 members

**Location:** Chennai, India

**Responsibilities:**

* To lead daily stand-ups and scrum ceremonies for two scrum teams and track, escalate and remove impediments.
* To Report at daily Scrum of Scrum meetings.
* To Work with product owners to groom the backlog and plan sprints.
* To Track burn down, issues and progress in JIRA and work with component teams to resolve issues.
* Work in tandem with Release train engineer on the PI plan for my SCRUM teams.
* Lead an agile team that built & deployed a PaaS Cloud native solution in Pivotal Cloud Foundry (PCF).
* Manage projects in Agile, SCRUM, or Waterfall methodology depending on the complexity and time-to-market requirement.
* Responsible for creation of Project plan using Microsoft Project Plan (MPP), resource & Finance forecast in Planview
* Manager Vendor/supplier engagement and Statements of work using Fieldglass.
* Monthly Finance and project status updates to senior Stakeholders using Oracle E-business Suite.
* Manage project Risks and mitigation actions in Planview
* Work with Business Analysts to finalize requirements and Product backlog using JIRA.
* Managed a suite of Payment engines that support 3-day payment system called BACS in UK banking.
* Managing multiple technological projects within the financial industry involving planning/tracking, issues resolution, conflict management, resource management, status reporting, quality enforcement, and multiple vendors.
* Assisted in facilitating the Scrum ceremonies such as Product Increment planning, sprint planning, daily stand-ups, grooming, sprint demos, and retrospectives.
* Facilitated the engineering practices of the company such as effective code reviews, continuous integration, and automation efforts (including Unit testing, Automated functional testing, and build automation)
* Built credibility and maintained communication with stakeholders at multiple levels, including those external to the department.
* Assisted Product owners to break down epics, features and write efficient user stories.
* Utilized Agile Scrum practices to help the team increase their velocity by 20% in the first year of Agile adoption
* Enforced Kanban principles as a scrum master that resulted in reduction of Cycle time by 20%.

**Environment**: Mainframe Z/OS Batch applications built using COBOL, JCL and DB2. MQ queues, GSS Servers for File transfer, Firewall for authentication, SCRUM, JIRA, Confluence, PlanView.

**Client: NatWest Digital Services India Private Limited Sept16 – Sept18**

IT Operational Risk manager – Performance & Business management (Payments)

**Team size:** Individual contributor

**Location:** Chennai, India

**Responsibilities:**

* IT operational risk management of Payments technology department.
* Single point of contact for RCA trigger for IT Operational risks for Payments department.
* Managed documentation for test data risk of having personally identifiable information ‘in the clear’, so that the department is compliant with PCI DSS regulation.
* Managed the documentation & submission of action updates and end date extension of current IT Op risks in operational risk database Archer.
* Presented weekly risk reports to Department senior management depicting current risk exposure against the risk appetite.

**Environment**: Archer (View access for IT Operational risks), Technology Risk committee (TRC), Payments Risk committee (PRC), Test data risk assessment (TDRA), Production Data outside of production (PDoP), Unsanitised Data approval by Technology (UDabT) forms submission, PlanView.

**Client: NatWest Digital Services India Private Limited Oct10 – Aug16**

Team lead & promoted to Senior Project manager

**Team size:** 12 members

**Location:** Chennai, India

**Responsibilities:**

* Lead System Integrated testing (SIT) area of a program created to stand up a new competitor bank.
* Coordination with all technology departments that must be part of the to-be solution SIT.
* Management of the SIT environment set up activities with infrastructure teams.
* Plan SIT cycles with Program team, business and technology platforms impacted.
* Test data set up and IT risk governance around having personally identifiable information (PII) in the clear.
* Plan and manage the SIT testing cycles with stakeholders.
* ROTA planning with technology teams during SIT cycle execution.
* Status reporting to the Program team and senior management of impacted technology teams.

**Environment**: Mainframe Z/OS Batch applications built using COBOL, JCL and DB2. MQ queues, GSS Servers for File transfer, Firewall for authentication, PlanView.

**Client: PASCI – Pfizer, India Oct09 – Sep10**

Manager, Projects Delivery

**Location:** Chennai, India

**Responsibilities**

* Managed implementation of IT Service Management Best practice in all PASCI projects.
* Service management for Operations Management system, a MIS application applying ITIL Concepts and processes.
* Responsible for Project Governance as a Shared Service.
* Manage Sponsor: Vendor coordination.
* Managing projects by following PMP processes including Scope & Change Management, Time & Cost Management, Quality Management, Risk Management, Communications Management, and Integration Management. Procurement Management followed as needed in the projects.
* Working directly with Business team, Business System Analysts, Technology and Quality teams to determine and translate business requirements into technology solutions and identify key technical deliverables and testing strategy.
* Preparing Work breakdown structure (WBS), followed by estimations then come-up with project budget with contingency. Keep controls to avoid/fix variances and closely monitor critical path activities.
* Pro-actively anticipate project risks & issues and ensures adequate mitigation is put in place.
* Responsible for maintaining project document repository that includes (and not limited to) Project Charter, Business & System Requirements, Architecture Design documents, Project Plans, Review records, Test plans, Risk/Issue log, Meeting notes, Business & IT Sign-off mails.
* Preparation of weekly and monthly reports including (and not limited to) Status reports, Project Health report, Presentations.

**Client: Morgan Stanley Jun06 – Sep09**

Project Lead

**Team size:** 25 members offshore and 5 in onsite

**Location:** Chennai, India

**Responsibilities**

* Manage client expectations and seek new business opportunities and work on RFPs.
* Create/Maintain Project Management plan and guide team on Process & Quality Assurance.
* Review Project Schedule and ensure on-time delivery.
* Assist Project team in Audits & Project Management Reviews.
* Ensure defect tracking, RCA and minimize repeated defects.
* Create a culture of Continuous Improvement & Process orientation.
* Gather Client satisfaction Survey and work on action items from CSI.
* Set goals and provide performance appraisal for direct reports.
* Ensure team contribution to Organizational process assets.

**Environment**: Mainframe Z/OS Batch applications built using COBOL, JCL and DB2. Online using CICS and Stored procedures.

**Client: Morgan Stanley Apr05 – May06**

Project Lead

**Team size:** 25 members offshore and 5 in onsite

**Location:** New York City, NY, USA

**Responsibilities**

* Manage client expectations and seek new business opportunities and work on RFPs.
* Create/Maintain Project Management plan and guide team on Process & Quality Assurance.
* Review Project Schedule and ensure on-time delivery.
* Assist Project team in Audits & Project Management Reviews.
* Ensure defect tracking, RCA and minimize repeated defects.
* Create a culture of Continuous Improvement & Process orientation.
* Gather Client satisfaction Survey and work on action items from CSI.
* Set goals and provide performance appraisal for direct reports.
* Ensure team contribution to Organizational process assets.

**Environment**: Mainframe Z/OS Batch applications built using COBOL, JCL and DB2. Online using CICS and Stored procedures.

**Client: Morgan Stanley Nov04 – Mar05**

Senior IT Analyst

**Team Size:** 10 members

**Location:** Chennai, India

**Responsibilities**

* Worked for Morgan Stanley as consultant in New York City from Sept ’02 till Aug ’03 & one more time in 2005.
* Senior team member in Offshore, from Sep ’03 till Dec ’05.
* Interact with Users, gather and document requirements.
* Analyze impact and create High level & Low-level design documents.
* Perform Code review and track defects.
* Perform coding, testing, and implementation of Critical changes.
* Prepare Implementation and back-out plan.

**Environment**: Mainframe Z/OS Batch applications built using COBOL, JCL and DB2.

**Client: Morgan Stanley Sep02 – Oct04**

Senior IT Analyst

**Team Size:** 10 members

**Location:** New York City, NY, USA

**Responsibilities**

* Worked for Morgan Stanley as consultant in New York City from Sept ’02 till Aug ’03 & one more time in 2005.
* Senior team member in Offshore, from Sep ’03 till Dec ’05.
* Interact with Users, gather and document requirements.
* Analyze impact and create High level & Low-level design documents.
* Perform Code review and track defects.
* Perform coding, testing, and implementation of Critical changes.
* Prepare Implementation and back-out plan.

**Environment**: Mainframe Z/OS Batch applications built using COBOL, JCL and DB2.

**Client: Morgan Stanley Feb01 – Aug02**

IT Analyst

**Team Size:** 10 members

**Location:** Chennai, India

**Responsibilities**

* Worked for Morgan Stanley as consultant in New York City from Sept ’02 till Aug ’03 & one more time in 2005.
* Senior team member in Offshore, from Sep ’03 till Dec ’05.
* Interact with Users, gather and document requirements.
* Analyze impact and create High level & Low-level design documents.
* Perform Code review and track defects.
* Perform coding, testing, and implementation of Critical changes.
* Prepare Implementation and back-out plan.

**Environment**: Mainframe Z/OS Batch applications built using COBOL, JCL and DB2.

## **EDUCATION**

**Postgraduate Executive program in Management** from Great Lakes institute of management, IN (2015)

**Bachelor of Engineering** in Electrical & Electronics from University of Madras, IN (1999)