**Senthilkumar Sethuraman**

**H1b visa**

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**Executive Profile**

* Around 15+ years of IT experience. Varied domain experience and worked for mission critical and tight deadline projects with strong delivery background.
* Excellent domain experience in Retail, Banking, Automobile and Healthcare sectors- **HP,** **CVS, Kohls, Levis, GM, Bestbuy, Ebay, Apple, Walmart, AMEX, Boeing, Verizon and Nationwide.**
* Strong experience in working for various fortunes 500 clients in project and program management capacities.
* Moved up the ladder in various roles in Project Management.
* Expertise in both waterfall and agile SDLC methodologies.
* Managed projects from scope, requirement, design, develop to delivery in challenging environment and tight deadlines with expertise in stakeholder management.
* **Managed Java/J2EE projects extensively in Retail and Banking domains. And hands on Technical program manager – Both cloud based and E-commerce projects.**
* **Managed and supported Cloud platform migration in a major financial back. Support with gloo mesh, Helm charts, XLR, CI/CD Jenkins, Capacity planning, Canary deployments, portworx, defender and playground.**
* **Expertise in Hybris ecommerce and interfacing systems.**
* **Also worked on all fulfillment cycle and OMS as part of retail/ecommerce domain.**
* **Expertise in all ERP systems and interfacing applications.**
* **Worked extensively on Hybris ecommerce migration program from BlueMartini.**
* **Have experience in hands on coding in Java and Springboot.**
* **Micro services deployment and support through PCF cloud and GCP for** [**CVS.com**](http://CVS.com) **digital enhancements and migration.**
* **Resolved issues in Microservices applications for Retail customers.**
* **Cloud platform migration and exposure to all AWS services.**
* **Experience in MVC frameworks and support.**
* **Springboot experience for e-commerce customers to support website development.**
* **CVS site authentication and authorization through Micro services in PCF platform.**

**Core Competencies / Domain Expertise**

* Experience in Setting up DR and back up environment. Also hands on experience in deploying applications in PCF and AWS cloud platform
* Experience with all infosec tasks and security threat modeling and WAF policies
* Experience and knowledge on all aspects of cloud computing and migration – Infrastructure and Security support
* Experience in technical design and development for different cloud platforms and support issues related to performance and availability
* Experience in managing both development and testing projects in various SDLC lifecycle and applying quality assurance processes

**Training, Certifications & Recognition**

* **PMP Certified Professional – Member id – 648381, PMP# 277232**
* **Google Analytics certified - # 32458427**
* **SAFE Agile Certified**

**Education**

* ME Manufacturing Automation from Anna University
* BE Mechanical Engineering from Madras University

**Technical Skills**

Project Management : MSP, HP PPM, EPM, Clarity

Agile Management : Confluence, Rally, AgileCentral, JIRA

Technology : Java,Springboot, Microservices, Nodejs, Power BI

AI/ML : Tensorflow, NLTK

**Major Projects and Solutions**

**HPE – RPA (BOTS dev) and RCRB Jun 2023 – Present**

**Environment :** Work Fusion, UIPath

**Team Size** :

**Position** : Digital Program Manager

**Project revenue** :

**Location** : Marlboro, NJ, US (WFH) – Client location Dallas

**Project Description (Two projects – RPA and RCRB):**

* Part of RCRB privacy project worked on to define PII/Non PII data flows.
* Managed couple of programs within EMDM organization.
* Experience in RPA tools helped to do ROI analysis and tool identification.
* Lots of team interactions for downstream applications to resolve the PII data validation in UAT and complete MTP.
* Also worked on planning for engaging the different business units for RPA program.
* Worked with tech leads and architects to arrive at common template for gathering automation data and cost/ROI within HP organization – Finance, OLAA, HR, Global Ops, HPE services, HPEFS and Global IT.

## Responsibilities

1. As Technical project manager helped with resolving issues and dependencies within the team, working with all downstream applications for updating with PII information for RCRB privacy.
2. Help team with planning and execution of identified steps for meeting the milestones.
3. Prepare the project plan and work on leadership reports – Weekly status and milestone reports.
4. Drive leadership meetings and identify all risks and issues proactively.
5. RPA IA project – Hands on to setup High availability environment and DR environment.
6. Worked on identifying the right tool for RPA and creation of BOTS.
7. Supported to identify the ROI for new tool and benefits by moving to Intelligent automation with RPA.
8. Work with all different groups within HP for identifying the problem areas where process can be improved using BOTs.
9. To work on discovery phase to come with project plan and work with internal business teams for BOTs implementation.
10. Identify the cost savings and different cost implications by implementing BOTs and gather information on return on investment/Total cost of ownership.

**AMEX – Cloud Platform Nov 2020 – May 2023**

**Environment :** IBM Cloud migration, Data migration, cutover and Omniture

**Team Size** :

**Position** : Digital/Technical Program Manager

**Project revenue** :

**Location** : Marlboro, NJ, US (WFH) – Client location Phoenix

**Project Description (Two projects – IBM Cloud migration and Loyalty platform):**

* Part of PMO program managed multiple 3rd party teams and Agile teams.
* Played scrum master role. Managed scrum of scrum teams.
* Experience in sprint review, planning, standup calls and sprint retrospective.
* Team comprised of QA, DEV, management, infra, compliance, security and release/configuration including the client business/product team.
* Also worked on planning for production issues and support (patch releases) during this re platform program.
* Managed Scrum teams across different locations. Which was a challenge with different time zones.

## Responsibilities

1. Role of Technical Project/Program Manager for Amex.
2. Responsible for interfacing with 3rd party teams and ERP teams.
3. Managed expectations from different integration teams as part of this major re-platform program.
4. Supported Loyalty/MYCA platform for online enrolment tool and Campaign tool.
5. Migration of all the applications within Amex from inhouse and AWS platform to IBM Cloud (Hydra) – eCP 4.7.
6. Support the Loyalty/MYCA teams to resolve all dependencies and risks.
7. Communication with all internal Amex application team Directors to move to eCP cloud platform.
8. Benefits of migrating to eCP cloud and 4.7 version features was analysed and documented by me internally in AMEX portal.
9. Team collaboration and motivation including frequent appraisals and feedback for the team.
10. Regular Agile ceremonies including Sprint retrospective and Sprint feedback.
11. Experience with sprint planning and scrum of scrum deliverables.
12. Align with Product team on prioritization and backlog refinement and provided the required support.

**Verizon Communications – Intelligent Edge Network Nov 2019 – Nov 2020**

**Environment :** Java, Python, J2EE, Jenkins, Gitlab, Microservices

**Team Size** :

**Position** : Technical Project Manager/Program Manager

**Project revenue** :

**Location** : Lowell MA, US/WFH

**Project Description:**

* Overall Technical Project Manager with support for Cloud Platforms including micro services development and usage of Springboot MVC frameworks and Hibernate
* Hands on running sprint review and retrospective calls
* Managed teams across Intelligent Edge Network multiple ART trains
* Process and Correlation for Alarms presentation and Enrichment support
* Also helped with Agile Coaching and SAFE process implementation
* Responsible for DEVOPS process across the Service Assurance ART

## Responsibilities

* **Role of Senior Technical Program Manager with responsibility of end to end project deliverables.**
* Apollo project support - Java and Micro-services platform.
* INMS and VPNS application enhancements - Java code support.
* Solved Technical issues for Service Assurance group to support Logical modeling and Network topology.
* Alarm presentation and Alarm enrichment issues resolution - Technical support.
* Worked closely with PO and PM across the Service Assurance group.
* Intelligent Edge Network - Enhancements and part of PI planning and pre-planning.
* Took responsibility of devops delivery for two applications in Process and Correlation ART. Hands on with Jenkins and Gitlab.
* Helped in automating the Jenkins process to resolve all the current impediments and issues. Also created the new CI/CD pipeline and improved the build/deploy process. Automated it end to end.
* Architecture support and help for Apollo project migration.
* Identifies and drives process improvements to improve team productivity.
* Also brought in new structure within the ART team to add more value/defined the KT process.
* Resolved all Security issues and Compliance for CPI-810.
* Java Springboot and MVC framework support for Process and Correlation teams support.
* Picked up the Telecom domain and technical terms within the short time frame.
* Also got appreciation from my DEV/Senior manager for ownership and taking responsibility for the ART train in short period.

**CVS Pharmacy – Retail Digital Front Store Jun 2016 – Oct 2019**

**Environment :** ATG, Python, PCF, GCP, Power BI, AWS, Java, Kafka

**Team Size** :

**Position** : Technical Project Manager

**Project revenue** :

**Location** : Woonsocket, RI, US

**Project Description:**

* Overall Technical manager across CVS digital enterprise group and managed multiple projects/programs
* Security compliance for HIPAA, PII, PCI and PHI data - Also hands on support for all security issues - WAF places through Akamai, DDOS attacks, SQL injection, Session management, TLS 2.0, SSL, FIPS 140
* Managed Infosec dependency with digital program – Scanning, OPA policies, security threat modeling and security audits
* Resolving all security issues – Sql injection, CSRF, Cross site scripting vulnerabilities
* Multiple sites deployment and DR env setup, active-active failover setup and Prod1/Prod2/Prod3 environment build/setup
* Support for penetration tests and audits across digital program

## Responsibilities

1. **Role of ATG Technical Program manager/Infrastructure Manager with responsibility of end to end project deliverables.**
2. Managed Technical teams across CVS digital group.
3. Deployment of separate micro services for SSO, Payment/checkout/Cart flow in PCF env.
4. Experience of working in power BI and analytics to access the website usage and A/B testing
5. AWS services deployment and support - Lambda, EC2, S3, DynamoDB, EFS, ECS, EBS, Kinesis, AWS Athena and RDS.
6. PCF cloud platform migration for critical modules in e-commerce website to support scalability and developed through micro-services.
7. Set up of WAF policies and working with Akamai team.
8. Tag management tools - Google Analytics, Tealium, Ensighten and Montage for A/B testing.
9. Working with infosec team for security audits and scan issues.
10. Support for all vulnerability issues.
11. Resolving the vulnerability issues from scan tools with the team – Whitehat Sentinel, Qualys, Checkmarx, Veracode scans
12. Additional responsibilities as needed – Architecture runway for PI pre-planning, SAFE agile support.
13. Usage of all Site monitoring tools - Mpulse, AppDynamics, NewRelic, SPlunk
14. Also defined the devops support and process through Jenkins/Gitlab.

**Pearson – Technical Manager Feb 2015 – Jun 2016**

**Environment :** Hybris, Java, Microservices, Springboot, Oracle

**Team Size** :

**Position** : Senior Manager

**Project revenue** :

**Location** : Phoenix, AZ, US

**Project Description:**

* Digital e-commerce team to support Alfresco program as Technical Manager.
* Hands on Java technical manager and support for Alfresco program E2E.
* Experience in developing website applications for Omni-channel and mobile development.
* Team comprised of QA, DEV, management and release/configuration including the client team.
* Also coordinated with teams in different locations – US (Arizona, CA, Boston), Singapore, Canada, UK.
* Managed Technical teams across different time zones and managed the whole program starting from initiation to implementation.

## Responsibilities

1. Role of Technical manager and Implementation manager.
2. Responsible for working with third party teams and coordination.
3. Managed expectations from different integration teams as part of this major Alfresco program.
4. Worked on updating effective communication plan and RASCI matrix.
5. On top of Risk, Issues and dependencies and tracking those to closure.
6. Regular updates of status and progress to higher management and sharing visual reports and metrics.
7. Worked on Technical implementation Java and Oracle.
8. Played a major role in implementing Alfresco program which went for more than a year (Infrastructure support, Security compliance and implementation).
9. Also worked on Java, Spring and Django frameworks.
10. Experience of managing customer expectations and documenting the requirements.
11. Responsible for resource planning and estimation.
12. Responsible for running day to day Agile ceremonies.

**EMC –Axeda implementation Jan 2014 – Jan 2015**

**Environment :** IOT

**Team Size** : 12 (onsite) + 40 (Offshore) including vendor team

**Position** : Onsite Technical Manager

**Project revenue** : 10 million USD

**Location** : Westborough, MA, US

**Project Description:**

* Managed a large program for Axeda implementation, part of IOT conversion at EMC.
* Team comprised of QA, DEV, management and release/configuration from different vendors located at various locations.

## Responsibilities

1. **Role of Implementation manager for Axeda M2M platform.**
2. PTC acquired Axeda and was part of that implementation team.
3. Managed the cloud platform team for this IOT program.
4. Implementation of Agile processes and tools.
5. Secured and scalable IOT implementation with data integration and development at EMC.
6. Responsible for overall planning and deliverables. Overall portfolio management and resource planning for critical projects.
7. Hands on IOT and cloud platform implementation.
8. Coordination with different teams – Service delivery, Product management, Business team, Release/Deployment team, Support, development and QA teams.
9. Participated in various evaluation of Axeda tools and platform and involved in technical discussions/design of this IOT implementation.

**Kohl’s –Multiple projects Jun 2013 – Jan 2014**

**Environment :** ATG, OMS, Endeca, Data migration, EDW and Omniture

**Team Size** : 12 (onsite) + 40 (Offshore) including vendor team

**Position** : Onsite Senior Manager

**Project revenue** : 10 million USD

**Location** : Milpitas, CA, US

**Project Description:**

* Managed a large program for ATG implementation, part of ecommerce re-platform of ecommerce site. Joined the batch jobs conversion program at critical stage as program manager and managed multi-vendor team with complex challenges.
* Team comprised of QA, DEV, management and release/configuration from different vendors located at various locations.
* Also was part of couple of other programs simultaneously – Content management and Offers projects.

## Responsibilities

1. **Role of Implementation manager/Project owner for ATG ecommerce at onsite.**
2. Responsible for overall revenue growth and margin optimization.
3. Managed multi-vendor team and stakeholders from different groups/organisations.
4. Implementation of Agile processes and tools.
5. Delivery of all critical batch jobs, were impacting the customer – Omniture, Commerce hub, orders/profiles, EDW, DM and Endeca jobs.
6. Aligned the team for peak performance initiative and turned around all the SLAs on time.
7. Responsible for overall planning and deliverables. Overall portfolio management and resource planning for critical projects.
8. Process oriented for timely submission of cost and financial data with all metrics.
9. Coordination with different teams – Service delivery, Product management, Business team, Release/Deployment team, Support, development and QA teams.
10. Experience of ATG ecommerce platform and OMS.
11. Also was part of P2HR initiatives during the holiday season.

**Apple – Itunes Upgrade Project Jun 2012 – May 2013**

**Environment :** Java, Oracle, Cassandra, Hadoop

**Team Size** : 6 (onsite) + 20 (Offshore)

**Position** : Onsite Senior Manager

**Project revenue** : 6 million USD

**Location** : Cupertino, US

**Project Description:**

* Client has internal Xcard system for Itunes sales through 3rd party/online and their stores. They have come up with a plan to scale it up horizontally for performance and scalability and moving the application to high capacity and with adding more servers.
* This involves multiple activities like DB splitup, DB server migration, Java server migration from Resteasy to Ruby and other tracks.

## Responsibilities:

1. **Role of cloud based Architecture implementation manager at onsite.**
2. Complete support for the ecommerce site of Itunes card to scale up for more than 1 billion users for availability and performance.
3. Selection of technical resources/ramping.
4. Team issue resolution/mentoring.
5. Participate in design and technical discussions for new nextgen environment.
6. Responsible for onsite deliverables and status reporting.
7. Plan for new activities coming up and schedule
8. Usage of omniplan and servers and h/w order for planning/scheduling.
9. Architecture design for IT/UAT/DEV/PROD environment.
10. Use of big data analytics and reporting tools like Cassandra and Hadoop, analysis and approach for these technologies.
11. Support for existing Xcard application.
12. Managing the multiple tracks of DB splitup, card/customer DB split, resteasy migration, deletion of tables, load balancer implementation and Oracle on linux development.

**Walmart – Realty Support/MTEP application development (e-commerce)**

**Jun 2011 – Jun 2012**

**Environment :** JD Edwards and Java, support and enhancements

**Team Size** : 10 (onsite) + 50 (Offshore)

**Position** : Onsite Senior Manager

**Project revenue** : 5 million USD

**Location** : Bentonville, US

**Project Description:**

* Realty operations is a group in ISD division of the customer which supports systems like Corporate ordering, E-closing, CER, PCR, Documentum/REL, Anysite, WARP and JDE systems.
* The technology used is JD Edwards for financials and real estate applications. For all other applications support is Java based. It includes pager support also.
* As part of JDEdwards support managed their real estate application (Financial and accounting domain)

## Responsibilities:

1. Role of Project manager at onsite.
2. Customer issue resolution and onsite/offshore communication focal point for Realty support projects.
3. Team issue resolution/mentoring.
4. Account mining and growth.
5. Responsible for onsite deliverables and status reporting.
6. Planning/Scheduling for the onsite team and estimation for new CRs
7. Implementation of ITIL processes at onsite.
8. Involved in technical support and analysis.
9. Involved in proposal and pre-sales activities.

**BestBuy - TMS project Jan 2010 – Jun 2011**

**Environment :** APT testing, Integration testing, Design etc

**Team Size** : 15 (onsite) + 60 (Offshore)

**Position** : Offshore Project Manager

**Project revenue** : 6 million USD

**Location** : Chennai, US, Philippines, Mumbai, Canada

**Project Description:**

* In TMS project we test the third party product **Red Prairie**, see the gaps. Develop the interface components if anything missing and do the complete integration testing for all the 16 interface components with Red prairie. Also involves requirement gathering, use cases and architecture design at high level. It includes lots of EDI interfaces and messages.
* Worked on Supply chain management (Logistics) through third party tool – Red Prairie. ERP tool for Retail supply chain.
* Mainly deals with three modules – Freight pay, Inbound and Outbound.
* Main challenges – Interaction with different vendors in various location – Philippines, US, Mumbai, Chennai and Canada.
* Application developed by third party vendor – Red Prairie and testing it with minimal knowledge/documentation and very less support from RP.
* Very less experienced team in integration testing and domain knowledge (Supply chain/Logistics).

## Responsibilities:

1. Role of Project manager at offshore.
2. Customer issue resolution and onsite/offshore communication focal point for TMS project from offshore.
3. Team issue resolution/mentoring.
4. Conflict resolution and team appraisal.
5. Responsible for offshore deliverables.
6. Planning/Scheduling for the offshore team and estimation for new CRs
7. Involving in day-to-day issues and Functional clarifications and Technical issue resolution.
8. Involved in the Logistics group revenue in Best Buy and grow the account.

**Ebay – Multiple Projects Jan 2009 – Dec 2009**

**Environment :** Ebay framework, Oracle 9i, JDK 1.4, J2EE

**Team Size** : 60

**Position** : Development Manager/Delivery Manager

**Project Revenue** : 10 million USD

**Project Description:**

* Ebay, US provides the online auction site plus buying and selling for all kinds of products. One of the most used website for online shoppers across the world with support for Paypal payments.
* Also used by some people as their primary business. This has its presence in over 135 countries. Multiple enhancements for the e-commerce application from ebay.
* We have done various enhancements projects for this client like Best offer, Site email conversion, Silverstone, Paypal integration, FR/ES shipping integration, CBT, Minimum Bin/Bid, TC tools development etc.

**Responsibilities:**

* + 1. Requirements gathering for each Ebay project from offshore.
    2. Preparation of Project plan and resource plan.
    3. Risk management for all Ebay projects.
    4. Participate in Design/Code reviews of the technically challenging Ebay projects and provide technical solutions.
    5. Grooming the next level of team members for project manager, lead role and senior developers.
    6. Inducting and training new team members into the account.
    7. Ensure the quality of the deliverables to onsite and make sure all the processes/Life cycle of Ebay followed properly.
    8. Driving a significant role in architecture development and evaluation.
    9. Study of Functional Specification and analysis.