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**Sr.Project Manager Mobile : +1(972)399- 9958**

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| **CAREER OBJECTIVE** |

Sr.Project Manager with over **18+ years** of experience in **IT Functional, delivery management, Operations, and IT systems**. As a Project Manager, I am having an exposure and served my services to different industries such as Pharma, Banking, Financial, Travel, etc. As a Project Manager, I am seeking a challenging position in the high-tech industry to make the most of my technical background, customer focus, creativity, passion, industry experience, and leadership skills.

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| **EXPERIENCE SUMMARY** |

* As a Project Manager, I was responsible for providing design, implementing, migrating, and supporting of public cloud-based & on-premises infrastructure and its solutions for different Novartis Business Units with leading a team of 30+ members.
* Ensuring that the application’s infrastructure and its services are up and running and meeting predefined SLA.
* Monitoring of applications, triaging, attending RCA calls and providing continuous updates to customer / higher management during outages
* As Project Manager, I managed day-to-day incidents (Sev1 and Sev2) and liaised with the customer as focal point to restore the services ASAP to run the business 24\*7 without any interruption.
* As a Project manager I also provided **Onsite Services** (Customizations, Development and Production Support) to **GE Money Brazil and Lloyds Banking Group – UK**
* Solid experience in software development life cycle (Waterfall & Agile), support, incident & problem management, configuration management, change and release management.
* As a Project Manager, I am expert in handling the Maintenance windows and Disaster recovery with the stipulated RPO & RTO
* Reduced manual efforts by 30% by automating the monthly maintenance activities like patching & upgrading of applications.
* Saved more than **500K USD** by continuous review and decommission of unused servers & downsizing the instances based upon their usage.
* As a Project Manager, I ensure that the relevant and appropriate knowledge-based documentation is established and maintained including the sharing of knowledge.
* Responsible for performance, scope, schedule, quality, issue resolution and status reporting of the project.
* Handling testing automation team for developing various UI related test cases using ROBOT FRAMEWORK.
* As a Project Manager, I was responsible for deploying some multitude applications utilizing almost all the AWS stack (Including **IAM, EC2, Route53, S3, ELB’s**) focusing on high-availability, fault tolerance, and auto-scaling.
* Experience with monitoring tools such as **CloudWatch, Splunk, Sumo collector, Logic Monitor, Nagios**
* As a Project Manager, I handled Service Delivery of Cloud SaaS Single tenant managed support projects with project planning, quality planning, communication planning, risk analysis, issue management and meeting facilitation.
* Highly resourceful in managing Project Manager activities using PM tools like Polaris, Whizible, Clarity, JIRA and Service Now ensuring budgets are managed properly.
* Good experience in JAVA based projects along with Informatics & RDBMS and Baan, ERP LN, other applications like XI, Mingle, ION, IR, BI, IDM

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| **Skills & Tools – PROJECT MANAGER ROLE** |

* Cloud – Amazon Web Services
* AWS Services - EC2, S3, IAM, RDS, VPC, CloudTrail, etc.
* Ticketing tools - Service Now, Jira, InforXtreme, Kite
* Monitoring tools - CloudWatch, Slack, Pager duty, Logic Monitor, Splunk & Nagios
* Testing – Manual Testing, HP Quality Center, Load runner
* PM tools – MS Project, Polaris, Whizible, Clarity and Service Now
* Languages - Java, SQL, XML, XSL, XSLT, JSTL, C++, Python, PowerShell
* CI/CD tools – SVN, GIT, Jenkins
* Web Technologies - J2EE, J2SE, JavaBeans, HTML, JavaScript, JNDI, XML etc.,
* RDBMS - Oracle, SQL Server, MySQL, MS-Access etc.,
* Servers - Apache, Tomcat, WebLogic, Jboss
* Operating Systems - Windows, Unix / Linux

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| **PROFESSIONAL CERTIFICATIONS** |

 

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| **ACHIEVEMENTS & AWARDS** |

* Have received Extra miler award for GE Money Brazil implementation.
* O2 Infinity award for getting successive rating.

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| **PROJECTS** |

**Role – Sr.Project Manager May 2019 – Jul 2023**

**Client- Novartis Healthcare**

* Responsible to fulfil the Project requirement by engaging multiple stakeholders such as Infrastructure engineers, Security controllers, User accessibility, Network team to evaluate, agree to the tasks along with timelines that could strengthen to baseline the project plan and track it they are being implemented.
* Responsible for building a technical product design and implementing robust cloud platform for hosting Healthcare applications.
* Keeping the Cloud technology stack of the product current with keeping pace with latest technologies
* Involved in coordinating various activities related to architecting, designing, coding, testing and deployment in support of new applications being built for Novartis.
* Lead design, implement and maintain Cloud requirements for development / testing & Prod cloud environment.
* Manage design, implementation, and maintenance of Cloud requirements for development / testing cloud environment.
* Drive close collaboration with Architecture and Operations to integrate new solutions.
* Manage multiple/simultaneous projects from beginning to end, taking complete ownership of the projects and ensuring the project meets all required SLAs.
* Manage, mitigate, and communicate risk/issues to stakeholders/clients to the project timeline.
* Accountable for timely and cost-effective delivery of solutions required for new projects.
* Delivery for various components of infrastructure service solutions / delivery including network connectivity, midrange server build.
* Drive architectural improvements and standardization for the Cloud environments.
* Develop and enhance automated DevOps processes to release new solutions into the live environment.
* Provide effective communication with internal and external stakeholders on an ongoing basis through a clearly defined communication plan for managing overall process, status and risk.
* Drive the Change Management procedures for assigned projects.
* Develop and conduct presentations and other formal communications as required.
* Provide internal training and mentoring on Project Management best practices.

**Role - Cloud Service operations manager Apr 2015 – May 2019**

**Client- Cloud SaaS Automotive Suites (PGW,Volvo, ITW, WPI, etc.;) ; S&OP (Roche Diagnostics)**

* Providing software support primarily for the Infor LN application
* Working with Development team, raising defects and enhancement requests, responsible for Patch delivery
* Involved in deploying a multitude application utilizing almost all of the AWS stack (Including IAM, EC2, Route53, S3, ELB’s) focusing on high-availability, fault tolerance, and auto-scaling
* Creation of AWS Route53 to route traffic between different applications
* Responsible for backups and disaster recovery for the automotive customers
* Load balancers (ELB) and used Route53 with failover and latency options for high availability and fault tolerance.
* Plan work, roster and set deadlines to meet the agreed needs.
* Performing disaster recovery and maintenance activity, a project which was highly commended by the management team.
* Co-ordinate the work with the project team and delegate tasks where appropriate.
* Identify and manage risks and mitigate to ensure delivery is on time.
* Manage LN ST customer environments on AWS.
* Respond on alerts including Disk space, CPU, memory, application service alerts.
* Troubleshoot and resolve provisioning issues.
* Keep documentation upto date and provided trainings to the team.
* Communicate effectively with management, Information Services and Project Services with respect to project goals, objectives, and provide ongoing status updates to ensure their satisfaction with project results.
* Managed Global monitoring and incident resolution team responsible for monitoring of cloud customer environments.
* Using Logic monitor to configure cloud customer environments / individual servers to alert of down services, application errors, host down, network issues, disk space full, high cpu, memory errors, etc;
* Recording and managing project issues and escalating where necessary.

**Role - Project Manager - Onsite Apr 2013 – Dec 2014**

**Client- Lloyds Banking Group**

* Successful implementation of regulatory projects on time and within budget: GDPR, SCA & KYC
* Continuous improvements to customer data management products ensuring uninterrupted service availability.
* Building strong and independent teams through coaching, mentoring, and creating opportunities
* Resolving/ creating visibility to top management about Impediments/blockers
* Achieving great collaboration among various team
* Aligning quickly with organization transformation change
* As part of Multi-Channel Architecture program, successfully delivered servicing journeys across all brands & Channels.
* Successfully delivered a single application across the bank for easy communication to customers and manage code base efficiently.
* Successfully migrated offshore channel customers from legacy application to use Internet banking application.
* Implemented loan services project successfully with owning both business PM and tech PM responsibilities.
* Successful in creating business case in collaboration with business executive and benefits realization with the help of responsible executives.
* Presented technical solutions to top executives and secured funding.
* As part of Innovation, on boarded lot of startup companies to develop proof of concepts to test technology as well as business case.
* Maintain communication with project stakeholders and manage expectations.
* Responsible for the project management throughout the entire project life cycle, including project initiation, project delivery, business liaison / stakeholder management, post implementation review and project close out / handover.
* Preparation and maintenance of a detailed Project Plan for all activities and dependencies.
* Single point of contact for the project and providing project updates to Business PM
* Conducting induction training of new joiners in the team and ensuring that they become productive at the earliest.
* Coordinating and managing the task deliverables of the team, ensuring that they are completed on scheduled time and are of best quality.
* Prepare / review of weekly / monthly status reports to the Program Director and TCS Management.
* Identification of concern areas and implementation of corrective actions.
* Ensuring quality of all elements of the delivered system.
* Helping the NGB or NGA mobile teams to understand the development activitie

**Role - Project Manager - Support Jul 2011 – Apr 2013**

**Client- British Airways**

* Assisting a 30-member team in solving Job abends & online abends.
* Interacting with onsite team in handling the service requests and critical issues.
* Preparing metrics on SLA compliance as part of incident and problem management.
* Organizing a Knowledge Sharing Sessions on business applications for the entire offshore team.
* Driving weekly conference calls on the SLA compliance & backlog issues.
* Report status of the project to Management with highlights on tasks completed, tasks in progress and any potential threats to the project deliverables with recommendations on actions to be taken.
* Monitoring the project team’s orientation covering the functional/technical aspects, coding procedures and standards, and project deliverables.
* Work to develop relevant documentation and content that is beneficial to team members and piers within the organization.
* Coordinate with offshore team/developers on day-to-day development and work assignment activities.
* Coordinate with the functional and non-functional testing teams for various activities which includes the transition of the enhancements, environment setup, test data setup, defect fixes, and signoff.
* Closely work with Deployment and Release Management teams to safeguard resources and release slots, for rehearsal and implementation of the changes/releases in non-production and production
* Collaborated with multiple stakeholders for user acceptance testing, non-functional testing, environment management and deployment management in various stages.
* Ensuring audit and project management reviews are conducted for the project on a periodic basis and action points and NCRs raised are closed.

**Role - Project Lead May 2009 – Jul 2011**

**Client- IBQ (International Bank of Qatar)**

* Handled numerous calls with Client during RA phase individually.
* Leading project, estimating, and scheduling tasks and keeping track of regular changes in requirement
* Requirement Analysis, Peer Review, System Test Plan preparation, Configuration Controller, Release Audit, preparing Defect Analysis & Post Project Review metrics.
* Done the Implementation for Barclays Bank, UAT Support, Supported for Go Live Phase and then till AMC.
* Took over application L2 Support.
* Knowledge transition to new team members

**Role - Project Lead Dec 2006 – Apr 2009**

Client- GE Money (Russia, Brazil, Norway, Sweden)

* Attended BRM (Business Requirement Meeting) held in Sao Paulo, Brazil and provided valuable inputs during discussions.
* Responsible for helping clients better understand company software that the customer has purchased and how to use it efficiently.
* Onsite assignment for Brazil business to Implementation
* Install, configure and troubleshoot the software.
* Database installation and customization of the tables
* Provide production L2 support with strict SLA Compliance for Cards, AUTO & Sales Finance Cards portfolios.
* Co-ordination with Onsite Team & Support from Offshore
* Knowledge transition to new team members

**Role - Programmer Aug 2005 – Dec 2006**

Client- APEPDCL

* Responsible for coding of Software Components related to project.
* Involved designing and coding for the modules to Configure Master Data.
* Responsible for preparing project specifications for Configuration module.
* Involved in preparing Requirement Specification, Analysis, Designing the project.
* Back-end scripts like SQL, Prepared Statements and Stored Procedures
* Unit Testing of components.
* User Interfaces in JSP, Deploying web components on Application Server.

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| **ROLES AND RESPONSIBILITIES** |

* As a Project Manager, I Plan, direct and co-ordinate activities of multiple projects in the areas of IT
* Define scope, objectives, staffing, resources and deliverables.
* As a Project Manager, I maintain communication with project stakeholders and manage expectations.
* Responsible for the project management throughout the entire project life cycle, including project initiation, project delivery, business liaison / stakeholder management, post implementation review and project close out / handover.
* As a Project Manager, I coordinate and manage the task deliverables of the team, ensuring that they are completed on scheduled time and are of best quality.
* As a Project Manager I also use to prepare / review of weekly / monthly status reports to the Program Director and Management.
* Identification of concern areas and implementation of corrective actions and also ensuring quality of all elements of the delivered system.
* Building up and leading the Testing Team to the success of project and also defining the scope of testing within the context of each release / delivery.
* As a Project Manager, I successfully deployed and managed resources for testing and also managed day-to-day cloud service operations like incident triaging, monitoring of applications, attending RCA calls and providing continuous updates to customer / higher management during outages.
* Provided 24X7 escalation point of contact for critical issues / outages
* As a Project Manager, I communicate effectively with management, Information Services and Project Services with respect to project goals, objectives, and provide ongoing status updates to ensure their satisfaction with project results.

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| **PROJECT MANAGER SKILL-SETS** |

* Project management
* Scrum master
* AWS - Cloud Operations
* Incident, Problem, Change & Release Management
* Stakeholder & Client Management

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| **EDUCATION** |

# Post Graduate : Master of Computer Applications (1999 - 2002) – Andhra University

# Graduate : B.Sc Computer Science (1996 - 1999) - Andhra University