**Subramanyam Pasumarti**

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**Summary**

Accomplished **Senior Technical Program Manager** with 12+ years of experience driving complex programs and product releases in SaaS digital products, cloud technology solutions, and data analytics. Specializes in SAFe/Agile methodologies from ideation to launch for large-scale products. Expertise in product strategy, stakeholder management, data-driven decisions, team leadership and problem-solving. Successfully improved operational efficiency by 20% in 2 years with healthcare product features, saved $1 million through AI & ML projects in the property & casualty domain, and enhanced operational efficiency by 30% in HCM products and CI/CD self-service tools. Hands-on experience writing SQL queries. Knowledge in ETLs/ELTs, Data modeling, pipelines, data warehouses, Gen AI & LLM Apps.

**Skills & Competencies**

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| * Agile, SAFe, SCRUM, Kanban | * Customer Experience | * Data Analysis | * Machine Learning |
| * Cross-Team Collaboration | * Resource Allocation | * Product Roadmaps | * Product Launches |
| * Competitive Research | * Process Optimization | * Performance Tracking | * Problem Solving |
| * Risk Mitigation | * Planning & Estimations | * Project Mngmt | * Product Growth |
| * User Research | * Stakeholder Mngmt | * Strategic Planning | * Team Building |

**Tools hands-on & knowledge**

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| Project Management Tools | MS-Word, Excel, Powerpoint, Google sheets, Visio, Microsoft Project, Smartsheets, KPIs, OKRs, JIRA, Confluence, TargetProcess, Bugzilla, Sharepoint |
| Product Mngmt Tools | Figma, Lucid charts, Heap Analytics, A/B Testing |
| Databases & No SQL | SQL Server, mysql, Oracle, Mongo, Cassandra, PostgreSQL |
| Data Warehouse & BI tools | Jaspersoft, powerbi, Looker, Tableau |
| Cloud platform | AWS - knowledge of S3, EC2, Route53, IAM, CloudFront, RDS, CLI, CloudWatch, CloudFormation. Knowledge of Azure Services. Azure Logic Apps, Functions (workflow management), Certificate Authentication |
| Deployment tools | Jenkins, Kubernetes, Docker, powershell, Terraform |
| Monitoring tools | Datadog, Splunk |
| Architecture | Microservices, Rest API, GraphQL |
| Programming & Frontend | C, C#, .Net, Python, Java, HTML, DHTML, XML, XSLT, JSON |
| Scripting languages | powershell, bash, batch, javascript |
| Web Servers | IIS, Apache tomcat, weblogic, Apache Nginx, JBoss |
| Caching & Message queues | memcached, redis, rabbitmq, kafka, zookeeper |
| Test Autom & Test Mngmt | selenium, postman, soapui, qTest, Quality Center, Azure DevOps |
| Dev tools | Fiddler, Ethereal, perfmon, winshark, SQL Profiler, Sonarqube, SSO, Ping, Okta |
| Industry Compliance | HIPAA, GDPR, 834, 835 EDI, NCPDP |
| Infrastructure | Centos, Red Hat Linux, Vagrant, Virtual box, VMSphere, Windows, DNS, Load balancer, Network Protocols |
| Other tools | Salesforce, Servicenow, Generative AI |

**Education**

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| * Masters in Information Technology | * Diploma in Business Management |

**Certifications**

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| * Generative AI for Everyone, by Stanford professor * PMI Certification. Trained in Agile, SCRUM & SAFe | * AWS Certified Solutions Architect * Pursuing LLM Apps training |

* Courses in Mngmt Training, Change Mngmt, Emotional Intelligence, Self-Realization, through (<https://codhyd.org/>)

**Awards**

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| * Multiple Spot awards for exceptional performance | * Company Outstanding Contributor award 2017 |

**Experience**

**Senior Technical Program Manager, SmithRx, San Francisco, California 02/2022 - Present**

* Led product roadmap, strategic planning, execution for Member Portal features ("What's My Copay," mobile version, refill prescription, download insurance card, view claims), increasing user adoption by 20% within one year.
* Collaborated with Data Analytics to automate Tableau reports, extract large data sets from drug data, claims, and discount programs into data warehouse, enabling brokers to retrieve business performance reports.
* Managed portfolio of product releases and facilitated Agile ceremonies across multiple ARTs, conducting PI meetings, Sprint planning, daily stand-ups, sprint reviews and overseeing Member/Partner portal, Eligibility, claims projects, ensuring on-time delivery within scope and budget.
* Provided technical leadership for CCaaS Talkdesk product AI chatbot integrations with the Member Portal and company website, enhancing customer interaction and support efficiency.
* Led innovation initiatives by integrating chatbots into the Partner Portal, enhancing user experience by redirecting partners to appropriate self-service tools.
* Worked closely with Customer Support team to identify Process Automation needs, created process flow diagrams and process documentation to implement End to End Automation for “reading pre-claims data and send email communication to patients” using AWS lambda, AWS Glue and Salesforce Integrations.
* Primary liaison for senior stakeholders, providing updates on product releases and cross-functional initiatives (Banjo-health, Salesforce-portal integrations, quarterly go-live), managing expectations, and leading teams.
* Defined & tracked OKRs and KPI metrics for engineering initiatives, resulting in a 25% increase in project efficiency. Introduced monthly product analytics meetings and wrote SQL queries to improve data-driven decision-making.
* Implemented process improvements by introducing runbooks for production issues, escalation strategies, and knowledge articles in Confluence, resulting in a 30% faster resolution of production issues within six months.
* Ensured HIPAA and PI/PHI compliance in programs by collaborating with DevOps to implement data anonymization and data masking tools. Also Led IT Infrastructure projects for engineering teams.
* Teamed up with multiple business stakeholders to gather requirements for Identity and Access Management (IAM), meticulously defining roles, permissions, and necessary actions for internal application access.
* Redesigned member portal authentication & authorization, MFA features for both web & mobile responsiveness.
* Collaborated with multiple business stakeholders, created Process flow diagrams and implemented automation for "Onboarding New Groups and Plans," increasing internal business teams' operational efficiency by 15%.
* Hands-on used Jira, JQL, Confluence, configured Jira automations, created dashboards, reports for sprint tracking and leadership insights. Developed dashboards for business stakeholders for transparency and decision making.
* Collaborated with PM to craft North Star product pitches, outline strategy, prioritize MVPs, conduct competitor analyses, and leverage data analytics, enhancing healthcare portal, driving 10% growth, 20% efficiency.

**Senior Technical Program Manager, Tower Hill Insurance, Gainesville, FL 04/2020 - 01/2022**

* Managed portfolios of Property & Casualty Insurance product features (Rating policy management, billing, claims, customer portal), ensuring on-time delivery, adherence to scope and budget, and achieving 80% CSAT.
* Implemented AI & ML Initiatives within the home insurance sector, forecasting Claim Litigations, Special Investigation Unit (SIU) referrals, Perils risk saving $1 million savings.
* Led AWS Migration project in close collaboration with DevOps, achieving a 20% reduction in infrastructure costs and a 30% improvement in system performance.
* Conducted market research, vendor evaluations for omnichannel products. Digitized Customer Contact Center with IVR, chatbot, video, co-browse, SMS, wfm reducing customer wait time by 30% in 6 months.
* Collaborated closely with both vendors and internal business stakeholders to define requirements, processes, and implement R3, a vendor management application.
* Streamlined Agile boards, sprint tracking, and workflows within TargetProcess, resulting in a 20% efficiency boost. Also developed PowerBI reports integrating with TargetProcess APIs, enhancing data visualization and analysis.
* Implemented business process automation by utilizing OCR capabilities to process wind mitigation forms.

**Technical Program Manager, SumTotal Systems, Gainesville, FL 05/2014 - 03/2020**

* Led e-learning and HCM product programs within an Enterprise suite, managing budgets up to $8M annually.
* Directed multiple DevOps programs: implemented CI/CD pipeline reducing deployment delivery time by 30%, developed a self-service automated tool deployed in VMWare decreasing teams' deployment support time by 40%, and automated POD deployments to configure 25+ sites at once, saving 33 resource days per release.
* Hands-on experience deploying software and scripts on SQL, NoSQL, Kafka, MongoDB, Redis, data warehouse, load balancers, and DNS for enterprise applications on both Linux and Windows platforms.
* Coordinated SAFe Agile transformation training for 200+ engineers, managing a $500K budget with external trainers.
* Defined SAFe release tracking metrics, including backlog readiness, test execution progress, story point velocity trends, deferred defects, automation progress, customer defect trends, and top contributing components.
* Researched and collaborated with DevOps to configure observability tools Prometheus and Grafana for monitoring 400 Linux and Windows servers, enabling real-time alerts for threshold breaches.
* Collaborated with architects, developers, QA, and DevOps to implement SonarQube for code quality inspection, increasing early issue detection by 20%.
* Identified Business process automation opportunities and executed them using Azure Logic Apps.
* Developed a helpdesk ticketing system in JIRA to support deployments across teams and established SLAs.
* Set cadences and schedules for release ceremonies, Program Increment (PI) planning, sprint planning, demos, and retrospectives across Agile Release Trains (ARTs).
* Proficient in project planning, estimating, end-to-end project/release tracking, managing release calendars, and monitoring release-level metrics. Skilled in change management throughout releases and processes.
* Managed risks and developed mitigation plan to facilitate informed decision-making by leadership.
* Drove Customer Beta, Product Readiness and Launch programs coordinating with different groups in company.
* Coordinated with hosting team compiling production deployment issues and compiling RCA from Engineering.
* Worked with 3rd party vendors to coordinate Security (OWASP) and Accessibility (508) testing.

**Senior QA Architect, SumTotal Systems 01/2003 - 04/2014**

* Automated features (Image recognition, headless browser, accessibility, performance tests, powerBI reports) integrated with Selenium for extensive test coverage, online tracking, and parallel execution in Jenkins. Automated 5000 test cases, saving 150 days of manual effort.
* Led global QA for multiple e-Learning, HCM product features, versions, implementing effective testing strategies, automation, product integrations, process improvements, delivering Quality products to customers.
* Led several projects related to product integrations to implement a full-fledged product suite capability.