**Sunitha Kundrapu**

**Project Manager | Scrum Master**

**Email: kundrapu@gmail.com**

**Ct no: +1(678) 254-2165**

**SUMMARY**

With over 13 years of expertise as a Project Manager, Scrum Master, Business Analyst, Quality Analyst, and Software Developer. Proficient in navigating Hybrid, Waterfall, and Agile methodologies within Financial Services, ERP, Wholesale Technology Services, Consumer Lending Technology (Investor Operations and Performance Analytics), and Capital Markets (Counterparty Credit Risk Systems) domains.

**TECHNICAL SKILLS**

| **Modeling Tools** | Lucid Chart and MS Visio |
| --- | --- |
| **SDLC Methodologies** | Waterfall, Agile-Scrum, Waterfall-Scrum Hybrid and SaFe Agile |
| **AGILE Frameworks** | Scrum, Kanban and XP |
| **Hardware** | MSP Micro Focus Reflection (MSP) Mainframes |
| **Business Skills** | Microsoft Dynamics Customer Relationship Management ( CRM ) 4.0, Change Management, Conflict Management, Impact Analysis, JAD Sessions, SWOT Analysis, Project Planning, Project Scheduling and Project Budgeting, Jasper soft reports, Report Grabber reports, Spotfire (RPT05 reports) |
| **Requirement Management tools** | MS Office,Miro, JIRA and JIRA Portfolio, HP ALM and VersionOne |
| **Project Management Tools** | Spotfire, MS Project, MS SharePoint, Gantt Chart, MS Excel, MS PowerPoint, Visio |
| **Testing Tools** | HP QC v10.0, HP ALM v11.5, HP UFT 12.02 |
| **Databases** | MS SQL Server |

**CERTIFICATIONS -** **SAFe 5.0 CERTIFIED SCRUM MASTER (CSM) and SAFe 5.0 CERTIFIED PRODUCT OWNER-PRODUCT MANAGER (POM)**

**WORK STATUS - US CITIZEN**

**WORK EXPERIENCE**

**Tata Consultancy Services is an IT services (TCS) April 2022 – Nov 2023**

**Full-Time Employee**

I have worked with **Bank of America** and **Frontier Communications** as clients during my tenure at **Tata Consultancy Services (TCS)**

**Bank of America(BOA)**

**Project Manager/ Scrum Master**

**Project Description: Analyst Facing and Reg Technology (Global Markets Technology)**

Onboarding third-party vendor Responsive Labs Limited - EDR integration for global research business plans to utilize a Responsive Labs product (EDR) to share research contact/client data like name, email address, company, with our vendor partners like Factset, Bloomberg, etc in a secure automated way. This data is used to determine which clients should have access to research reports on the vendor’s proprietary platforms.

**Responsibilities**

* Have a good understanding of BOFA policies and processes to onboard vendor-responsive labs.
* Involved in the Global Cloud Governance Forum (GCGF) portal to get approvals from Brand1, Brand2, and Brand 3 executives.
* Involved in getting preapproval required items for the Third-party Procurement Risk Council (TPPRC). Responsible for providing evidence to inquiries needed to approve the request in TPPRC pre-requisite.
* Worked with technical architect on IAM design in Visio and submitted it to the BISO team for review and approval for the product.
* Responsible for getting approval for Exit Strategy Planning in Third-Party Exist Strategy Planning (TPES) portal for the Responsive Labs product.
* I worked on the Change Execution Control Engine (CECE) portal to create a permit for the Responsive Labs product.
* Provided all required work from the BOFA end with the vendor manager for contract signing.

**Frontier Communications, Hartford, CT**

**Project Manager / Scrum Master**

**Project Description: Shared Services Operational Support**

This project is intended to cover small requests. Worked on these five efforts under shared services. Multi-factor Authenticator, Cintas uniforms, Alert media files, Jobvite field Mapping Automation, and E4E Form and Payroll deduction.

Worked at Frontier Telecommunications organization on Digital application programming interface for Mobile redesign and Where’s My Tech (WIMT) initiatives. New API endpoints are identified and implemented based on UI and UX changes for business needs. This is a collaboration between API Development, TCS UI development, and frontier UI development teams to identify APIs ( Pega, Goby’s, and FCA ) endpoints and the interface needed for the development.

This project is to track all new enhancements to applications and hardware to improve stability and performance and also to create support and implement solutions for recent outages in data centers and applications.

**Responsibilities:**

* Followed up with the stakeholders on Project approvals and intake.
* Scheduled meetings with the business to clarify the technology impediments.
* Took estimates on each project from the technology team.
* Worked on Project Request Funds (PRF) document.
* Involved in monthly financial Budget Review.
* Generated reports from RPTO5
* Added components and fixed versions in JIRA.
* Facilitated weekly meetings to get updates on ITSS projects from various teams ESB, Pega, BOMF, BOP, BOSI, CAL, CSWAD, DOB, DPI API, EQU, ES, MDM, OCI, OSS, and PT.
* Worked on ITSS structure in JIRA
* Worked on Project Request Funds (PRF) document.
* Used Appfire to pull weekly and monthly reports from Jira.
* Worked on RPTO5 report.
* Worked on IT-System stability weekly Status.
* Participated in Monthly budget meetings.
* Facilitated meetings like Ice breakers, Team building exercises, Release postmortems, and Scrum ceremonies (Sprint DSU, grooming, planning, review, demo, and retrospective)
* Coached team members in self-management. Focused team members for high-value increments.
* Involved in removing impediments from Backlog, Design, dependencies, and timelines.
* Involved in stakeholders’ collaboration. Showed JIRA dashboard Scrum Metrics to management.
* Coordinated with Operational teams and submitted CM, ECM, and off-cycle releases to deploy monthly, weekly, and off-cycle releases.
* Been a servant leader and provided support to the team.
* Used the Miro tool to facilitate retrospective meetings.

**WELLS FARGO, Fort Mill, SC Feb 2019 – Oct 2021**

**Scrum Master**

**Projects Description: Multiple IOPA (Investor Operations and Performance Analytics) projects.**

1. Project:**Official Contract Storage (OCS) Project**

OCS is a central repository to store contract documents and interface with the CLARA (contract language agreement review application) without impacting performance via an enterprise tool called Documentum.

1. Project: **FHLMCA**

* Workstream 1 - FRE Rejects is the FHLMCA Subset – Enhancements were done on the Rejects portal as per business.
* Workstream 2 - FRE IRCI - Remittance Balancing is the FHLMCA Subset - Enhancements were done on Remittance Balancing portal.
* Workstream 3 - FRE New Loan Transfer is the FHLMCA Subset - Enhancements were done on the New Loan Transfer portal.
* Workstream 4 - Default Liquidation is the FHLMCA Subset - Enhancements were done on the Default Liquidation portal.

1. Project: **FNMA**

* Workstream 1 - Default Management Reporting System - Black Knight will provide new data feeds to DMRS from MSP. Loans are validated in MSP.
* Workstream 2 – Reconciliation - Reconciliation is the FNMA Subset - Enhancements were done on the loan amounts are measured.
* Workstream 3 – S2C3 and Reporting Queue is the FNMA Subset - Enhancements were done on the Fannie Mae Reporting and Remittance application.
* Workstream 4 – HSSN Retirement Root Cause is the FNMA Subset - Enhancements were done on the Fannie Mae Reporting and Remittance application.
* Workstream 5 – HE DSI is the FNMA Subset. - Enhancements were made to Fannie Mae Reporting and Remittance application.
* Workstream 6 – Call In is the FNMA Subset. - Enhancements were made to the Fannie Mae Reporting and Remittance application

1. Project: **eOne Investor Services Treasury Wires**

* Workstream 1 – Agency Enterprise - Enhancements were done on the Agency Enterprise Portal.
* Workstream 2 – Privates 660 Loan transfer - Enhancements were done on the Privates 660 Loan transfer Portal.
* Workstream 3 – Privates reimburse Backdated Payoffs - Enhancements were done on the Privates reimburse Backdated Payoffs Portal.

**Responsibilities:**

* Initiated ideas for facilitation, conflict management, and mediation and coached, the team to become a high-performance team.
* Conducted scrum ceremonies (Sprint Planning, Daily Scrum, Retrospective, Demo estimations), and monitored team progress.
* Conducted daily stand-ups in two-week Iterations, and facilitated sprint reviews, retrospectives, and sprint planning.
* Participated in the scrum of scrum (SOS) and release planning meetings.
* Educated and reinforced scrum methodology and agile best practices to improve team performance.
* Protected scrum team from outside distractions, impediments, or team conflicts, and maintained focus on the agenda.
* Tracked sprint progress, velocity, team capacity, product backlog, burn-down metrics, and task breakdown.
* Managed with the QA support to meet the sprint timeline with 100% done.
* Build a Quality team by keeping constantly updated with the project updates and emphasizing the responsibilities.
* Effectively communicated through emails, conferences, and scheduled meetings with Stakeholders, Developers, and cross-functional teams.
* Facilitated release planning, added estimated story points, sprint planning, daily scrums, Sprint review, and Retrospective meetings.
* Eliminated project impediments by effectively handling risk and providing mitigation plans.
* Formed a skilled team by empowering them and ensuring that they were self-organized to resolve minor issues.
* I coordinated with the product owner to prioritize the product backlog based on the delivery schedule, sprint summary, and business Value based on an ROI calculation.
* Helped the team understand requirements during Product Backlog Grooming (PBR) sessions.
* Worked closely to adapt to changing functional requirements and infrastructure changes.
* Helped the team to refine and re-estimate the stories and epics with new release timelines.
* Guided team to split, merge, or delete stories (if required) during PBR session for estimation.
* Prepared and tracked team velocity for future Release planning.

**WELLS FARGO, Charlotte, NC Dec 2016 - July 2018**

**Scrum master**

**Projects Description: CoRs:**  **Counterparty Credit Risk** **Management** is a replacement system for the Adaptiv limit management platform within Enterprise Counterparty Credit Risk Management. CoRs is an official repository for credit limits, violations, and approvals for all traded products, as well as lending products for foreign financial institutions and non-US country exposures. CoRS hosts transnational information for most SORs with the bank, customers, assets, ratings, limits, and potential future transaction exposures. Exposures are aggregated for each limit as per the netting rules and generate limit violations. Provides various reports for senior management and the top of the house.

**Responsibilities:**

* Initiated ideas for professional facilitation, coaching, conflict management, mediation, theater, and so on to help the team become a high-performance team.
* Ability to work with a collaborative approach and build trust with others.
* Established an environment where the team can be effective
* Monitored and safeguarded sprint goals by tracking metrics such as Velocity Charts and Burn-down charts.
* Identified dependencies, Risks, and mitigations to ensure smooth releases.
* Ensured a good relationship between the team and the product owner as well as others outside the team.
* Protected the team from outside interruptions and distractions.
* Managed Jira tool to add stories, Retrospective notes, Release summary, etc.
* Organized recurring status meetings with the product, portfolio, and delivery managers.
* Coordinated with the teams and provided a single point of contact for projects.
* Worked with the Product Owner to define project scope and objectives
* Worked effectively with others to remove delivery team roadblocks.
* Guided team through continual improvement process through retrospective meetings and strategic new learning for the following sprint.
* Remove obstacles for developers and testers
* Used key Scrum metrics (burndown, velocity) to help deliver committed work.
* Managed sprint backlog items and tasks
* Managed project resource loading and budget; reconciled budget monthly and communicated risks to Leadership.

**Lowe’s, Mooresville, NC July 2014 - July 2016**

**Business Analyst / Quality Analyst**

**Project Description: CLARITY** **PPM** is a web-based application by CA Technologies and is hosted within Lowe’s IT to do Project forecasting, Resource allocation, Time tracking, and monitoring actual costs. This hosted application upgraded from v12.2 to v14.2 and was introduced with Demand (Idea) Management and Portfolio Management. Enhancements to Program/Project Management, Resource Management, Demand, and Portfolio Management, Jasper soft reports, and Portlets are introduced in Clarity v 14.2. The project is integrated with the Vendor Contact Management System (VCMS) to support the PPM team for the overall goals and objectives of the Compass.

**Responsibilities**:

* Application development was done using Agile Methodology. Involved in BRD reviews and FSD reviews. Interacted with the Business, Technical Manager, and Development team to refine the requirements.
* Organized and improved agile practices and values, increasing productivity and overall team satisfaction.
* Helped the team to develop, capture, and analyze metrics to facilitate team improvements resulting in the automation of manual reports
* Assisted product owner in preparing and refining the backlog for program increment and sprint planning.
* Served as the main point of contact to drive effective communication throughout all the project phases reducing costs through streamlined communication.
* Worked closely with product management and technical, stakeholders to clarify the schedule, status, and details of each project.
* Worked closely with Product Owner to write User stories using INVEST criteria ensuring they have a ‘rich ‘acceptance criteria following SMART guidelines.
* Organized and improved agile practices and values, increasing productivity and overall team satisfaction by an average of 9 %
* Led and coordinated the daily standups, sprint planning, sprint demos, sprint retrospectives, and backlog refinements resulting in an on-time delivery rate of 97%
* Experienced in Translating Business needs into end-user reports with Business Intelligence Tools and experience in making decisions.
* Working closely with various project stakeholders, SMEs understand and document business requirements, functional requirements, and design specifications for new applications along with enhancements to the existing applications.
* Experience in Compiling, developing, and documenting business, system(s), and functional and non - functional requirements including alignment with business projecting goals.
* Involved in Tracking and Managing the Requirements using the Requirement Traceability Matrix (RTM) that controls artifacts produced by the teams across the deliverables for a project.
* Designed the requirements for business process modeling skills using Agile with Excel.
* Prepared business use cases and performed Functional Testing.
* Responsible for the development and preparation of a broad range of reports and complex analyses focused on program performance and project deliverables.
* Experienced with CRM applications like SharePoint, Team Site
* Acquainted with using Continuous Integration and Version Control tools like Confluence, and Jira
* Providing a focal point for resting related issues or queries related to Business Functionality to Testers.
* Participated in the test cases and test execution walkthroughs with customers, business end users, and development team members and assisted in the preparation of sign – off documentation of sign – off documentation for Release.
* Performed Regression Testing for each development release. Participated in the preparation of the Test environment and test bed for the execution of test cases. Gathering required test data and being involved in data validation testing.
* Exporting test cases into the quality center from Excel by formatting them to the required format. Performed positive and negative testing for system validations.
* Ensuring on-time delivery and meeting compliances which include functional and regression testing.
* Experience in testing Web Services using the SoapUI tool, validating WSDL, request, and response XML.
* Tested the application extensively writing test scripts and SQL Queries for backend validations.
* Logging Defects in QC to keep track of and follow up on the status updates and close the defects once they are tested.
* Preparation of summary reports with statuses like executed, passed, and failed test cases.
* Analyze the To-Be process and perform GAP analysis for the business requirement.
* Created Entity Relation Diagrams (ER) and provided reporting mock-ups and prototypes.

**Wells Fargo, Charlotte, NC Mar 2014 - June 2014**

**Quality Analyst**

**Project Description:** **Relationship View (RV)** is a **customer Relationship Management (CRM)** designed to serve as the majority of the Wholesale Lines of Business (LOBs). RV provides views of contacts, calls, and pipelines. RV is accessible either through Microsoft Outlook or via the web client version for the following Wholesale LOBs: Corporate Banking, Commercial Banking, Government/Institutional Banking, and Wells Fargo Dealer Services.

**Responsibilities**:

* Application development was done using Waterfall and Agile Methodology.
* Participated in sprint grooming, sprint Plan meetings, and retrospective agile meetings.
* Provide high-level testing status updates in daily scrum meetings and update the team with an everyday daily status report.
* Involved in User story reviews, Test case reviews, Daily Status, Defect Triage, Weekly status, and UAT daily check-in meetings.
* Prepared detailed test Plan, Test Strategy, and Test Summary Report to submit for review and approval workflow in SharePoint for Release 1, Release 2, and Release 3.
* Worked and was responsible for creating a detailed Test plan, Project Work breakdown structure (WBS), and submission of Test Engagement document, testability assessment document, Test Summary document, and Traceability Matrix Documents as deliverables on Project to Stage gate.
* Responsible for getting documents workflow process for review and approvals in SharePoint.
* Used Test Management Tools JIRA and ALM.
* Responsible for preparing Test Scenarios & Test Scripts based on BSD, execution of test cases, bug reporting, bug verification, and setting up the regression Suites for the next release in ALM
* Coordinated with the offshore team to do test designing, test execution, and resolve the identified defects.

**ADP, Atlanta, GA Mar 2010 - Feb 2014**

**Business Analyst**

**Project Description:** **IRA Beneficiary Management** is a web application using which participants can manage their fund beneficiaries. This application includes functions like adding beneficiaries, removing a beneficiary, managing fund distribution, etc. IRA beneficiary management is a feature in Mutual funds and Life Insurance applications i.e., it is available as a portlet in these portals. Participants of these applications can access beneficiary management application.

**Responsibilities**:

* Worked with the Scrum team daily for sprint-related standard activities.
* Involved in creating user stories and translating them to technical specifications.
* Daily involvement with the agile software development life cycle, documenting and working through Systems issues as part of a business analysis team.
* Regularly interacted with businesses and coordinated with developers regarding user stories defined.
* Presented Status Reports on a Sprint basis, Final Status reports for each release. Updating System Architecture Document (SAD) regularly.
* Perform Data Mapping Documents for various reports. Create SQL queries to perform data validation and Data analysis.
* Interacted with technical Architects to identify and analyze the given information, procedures, and decision flows and evaluated existing procedures.
* Analyzed user requirements, and attended change request meetings to document changes as per users' requests.
* Analyzed and performed GAP analysis for the business requirement.
* Used Microsoft Excel and Microsoft Access for Data Analysis and Reporting.
* Created Entity Relation Diagrams (ER) and provided reporting mock-ups and prototypes.
* Conducted weekly and monthly meetings to review the business processes and the project progress.
* Helped QA Team in writing test cases, and test plans and tested the final application to verify whether all the User Requirements were catered to by the application.
* Created and managed user stories and Product Backlog in JIRA including GUI screen and workflow diagrams.
* Coordinated and prioritized outstanding defects and system requests based on business requirements.
* Gathered and identified business requirements from the business stakeholders and translated them to system specifications.
* Understand the AS IS and TO BE system concepts and prepare the System Process Maps worked on the claims process, which would load all the claims with the accepted/rejected status in the Encounter Audit tables.
* Involved in modeling the detailed design for creating multiple data views of the system using Use Case Diagrams, Class Diagrams, Sequence Diagrams, Activity Diagrams, and State Transition Diagrams.
* Facilitated implementation of changes using ERD diagrams.
* Created different Traceability views to determine feature/use case dependence.
* Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.

**Home Depot, Atlanta, GA Aug 2007 - Feb 2009**

**Developer**

**Project Description:** **Access Control Management System (ACMS)** is a web-based application that allows the organization to streamline and centralize access control requests and ensures all the applications adhere to enterprise standards and guidelines. ACMS integrates with various enterprise inventory applications and employee databases to avoid any manual data entries. AMS’s workflow engine allows a configurable workflow for user access request approvals using the Workflow GUI Module. ACMS Monitoring Module monitors details like terminated users and users who have not accessed the application in a certain amount of time and sends email communications and reminders to users and managers, etc.

**Responsibilities**

* Designed and developed the application using agile methodology and followed Scrum and pair programming
* Used sorting, merging, and transposing techniques on input datasets for Data Preparation and to get the required output.
* Designed, created, and maintained the database, as well as developed and generated tables and listings using SAS.
* Developed, modified, and generated Monthly Business Review (MBR) reports and Quarterly Business Review (QBR) reports summarizing business activity using Proc Univariate, Proc Copy, Proc Transpose, Proc Report, Proc Tabulate, and Proc Summary.
* Used LIBNAME, PROC IMPORT, and SQL PASSTHRU FACILITY to import data from the Oracle database into SAS files.
* Created Pivot tables in Microsoft Excel for the SAS DATASETS for further calculations
* Experience in PROC SQL joins and PROC SQL set operators to combine tables horizontally and vertically.
* Performed analysis on huge data sets after eliminating unusable information loaded the data sets with the correlated and variant data into Excel and used them for further analysis.
* Responsible for providing regular reports to the management.
* Supported the build management and Release management for the product release.

**EDUCATION**

**Master of Science in Biotechnology, Bangalore University, India 2001**

**Bachelor of Science in Biotechnology, Andhra University, India 1999**