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|  | Swetha **Ankala**  Senior Program Manager   |  |  | | --- | --- | | **Address** Santa clara,CA, United States, 92126  **Phone** (713)568-2957  **E-mail** [swankala88@gmail.com](mailto:swankala88@gmail.com)  Employer: [Sandesh@ancileinc.com](mailto:Sandesh@ancileinc.com) |  | |  |

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| Insightful Manager with experience directing and improving operations through effective employee motivational strategies and strong policy enforcement. Proficient in best practices, market trends and regulatory requirements of industry operations. Talented leader with analytical approach to business planning and day-to-day problem-solving. Weighs crucial business and IT needs against procedural limitations to assess roadmaps for optimal functions.     |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Skills**   |  |  | | --- | --- | |  | PM Technologies: JIRA, Rally, Basecamp, Zendesk, SharePoint, Team foundation Server (TFS), SVN, Google Docs |  |  |  | | --- | --- | |  | Reporting Tools: SQL Server Reporting Services, Crystal Reports, Power BI, Tableau, Domo, Excel |  |  |  | | --- | --- | |  | Database Types: Microsoft SQL Server, Oracle, MYSQL, Teradata, Hadoop |  |  |  | | --- | --- | |  | Programming Languages: T-SQL, PL SQL, MYSQL, Hive |  |  |  | | --- | --- | |  | Data Warehouse and other Tools: CA Erwin data modeler, Kimball data warehouse modeling techniques |  |  |  | | --- | --- | |  | Operating Systems: Windows, iOS, Linux | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Work History**   |  |  |  | | --- | --- | --- | |  | * Jan 2022 - Current | * **Manager II, Technical Program Manager** * **Walmart Global Tech, Sunnyvale, CA** * Working as TPM in Search and Personalization team * Partner with engineering team to triage requirements, facilitate architecture and design of large-scale and highly available systems and databases, and design efficient and effective business processes * Manage software releases, system migrations, configuration, and infrastructure changes for highly available and scalable systems * Utilized Azure DevOps for comprehensive program planning, tracking Azure DevOps; * Developed and managed program plans, budgets, and resource progress, managing dependencies, and adjusting strategies to achieve program objectives effectively. * Interface with cloud network and system engineering teams to facilitate triage and resolution of production problems * Drove strategic cross-functional teams and increased search revenue over 15% on deals during holiday events. * Utilized SharePoint as a central collaboration and project management platform, customizing it to meet project-specific needs. * Created, implemented, and presented to the team the tools that were used to work with allocation, resulting improvement in project efficiency. * Implemented SharePoint workflows to automate repetitive tasks, reducing manual effort. * Extensive experience in developing custom business applications using PowerApps. * Proficient in creating canvas and model-driven apps tailored to specific organizational needs. * Ensured program compliance with industry regulations and company policies, achieving [X%] reduction in compliance issues. * Conducted regular status meetings and provided clear communication to stakeholders, resulting in improved transparency and client satisfaction. * Mentored and coached team members, fostering a culture of continuous improvement and professional growth * Coordinated with over 20 teams on building international linguistic web platform for all Walmart customers. * Skilled in creating custom visuals and implementing advanced features like DAX calculations. * Demonstrated ability to transform complex data into actionable insights for informed decision-making * Lead Enterprise software development using Agile and Waterfall software development methodologies. |  |  |  |  | | --- | --- | --- | |  | * Aug 2021 - Jan 2022 | * **Senior Manager @Deloitte** * **Client: Kaiser Permanente, San Jose, CA** * Managed team of technical and non-technical resources for implementation of Member Benefits portal * Worked with cross functional teams for integration and testing of new features. * Proficiency in writing complex SQL queries for data extraction, transformation, and analysis. * Strong database management skills, including schema design, indexing, and performance optimization. * Identified cost improvement changes and cost savings plans via new designs to customer interface. This drastically reduced call center expenses from 8M to less than 1M per month. * Experience in setting up and configuring Azure Data Explorer clusters. * Ability to leverage Kusto for real-time analytics and log data analysis. * Implemented and developed operational standards, policies and procedures for data collections, integration and reporting. * Proficient in creating interactive and visually appealing reports and dashboards using PowerBI. * Experience in connecting various data sources to PowerBI for data analysis and visualization. * Maintained frequent interaction with senior management to measure goal achievement and determine areas of improvement. * Strong understanding of PowerApps formulas and expressions for data manipulation and validation. * Successfully integrated PowerApps with other Microsoft and third-party services. |  |  |  |  | | --- | --- | --- | |  | **Aug 2020 - Jun 2021** | * **Sr. Program Manager @Deloitte** * **Client: Apple (IS&T, AMP), Sunnyvale, CA** * Collaborated with 10-15 stakeholders to verify delivery of desired requirements by conducting walk throughs and User testing sessions. * Identified system needs and designed processes to support business requirements. * Collaborated with cross functional teams to define reporting processes for Executive communications. * Proven track record of automating business processes and workflows with Power Automate (formerly Flow). * Expertise in designing and implementing automated approval workflows, notifications, * Tracked and reported program results to stakeholders to facilitate change management activities. * Mentored and supported new employees to create strong workplace culture. * Engaged with customers, partners and constituent groups to create positive, trusting and professional relationships. * Planned, created, tested and deployed system life cycle methodology to produce high quality systems to meet and exceed expectations. Increased release velocity of features and bugs fixes by 25%. * Improved staffing during busy periods by creating employee schedules and monitoring call-outs. * Defined clear targets and objectives and communicated to other team members. * Launched quality assurance practices for each phase of development and reduced bugs by 60% in each release. * Conducted post-project evaluations, gathering feedback from stakeholders to drive continuous improvement efforts. * Led training sessions for team members on Azure DevOps best practices and usage. |  |  |  |  | | --- | --- | --- | |  | **Mar 2018 - Aug 2020** | **Sr. Technical Project Manager - Contractor**  *Client: Apple, Sunnyvale, CA*   * Worked in IS&T, AMP and WPC * DRI for managing new Payment product launches with global stakeholders by maintaining open/clear communication channels across various teams * Worked with Feature Engineering, AMP Engineering, Hardware, Software, QA and visualization teams for developing end-to-end plans, implementation and tracking * Skillful in creating connectors and triggers to streamline operations across different applications. * Responsible for tracking milestones across AMP and work with Instrumentation and Feature owners on specs and kick-offs * DRI for deliverables of all subscription models like 3 Party vendors/App developers, Apple Music, iCloud, Apple Care, News and Videos * Developed project plans for GDPR, WWDC, NPI Releases and worked with cross-functional teams to drive it to conclusion * Worked extensively with AMP Engineering, Apple Care and Finance team stakeholders for gathering details about KPIs and translating them into technical requirements * Worked with other technical teams and project managers for platform and framework upgrades * Used Box, Quip, Connect Me, Radar, GitHub as project trackers for team and for weekly status reports * Worked with IS&T, GDT Platform team, APS, Ops for framework related issues and Central Station. * Used Espresso for tracking issues, approvals and change management requests * Experience with implementing changes to internally-facing software applications with due analysis of external impacts * Collaborated with stakeholders to verify delivery of desired requirements by conducting walk throughs and User testing sessions. * Identified system needs and designed processes to support business requirements. * Collaborated with cross functional teams to define reporting processes for Executive communications. * Tracked and reported program results to stakeholders to facilitate change management activities. * Mentored and supported new employees to create strong workplace culture. * Engaged with partners and constituent groups to create positive, trusting and professional relationships. * Familiarity with Kusto Query Language (KQL) for data exploration and analysis. * Facilitated seamless communication between development teams and business stakeholders, ensuring alignment and transparency. * Utilized Azure DevOps reporting and analytics tools to track project progress, identify bottlenecks, and make data-driven decisions. * Planned, created, tested and deployed system life cycle methodology to produce high quality systems to meet and exceed expectations. * Improved staffing during busy periods by creating employee schedules and monitoring call-outs. * Defined clear targets and objectives and communicated to other team members. * Experience with SQL Server, MySQL, or other database management systems. * Launched quality assurance practices for each phase of development |  |  |  |  | | --- | --- | --- | |  | **Mar 2017 - Nov 2017** | **Project Manager**  *Adobe, San Jose, CA*   * Working in Legal and Piracy Team * Met project deadlines without sacrificing build quality or workplace safety. * Worked with various stakeholders for requirement gathering, developing initials drafts of execution plans * Experience working on Hive queries and Hadoop systems for writing queries and building customized dashboards * experience in engaging stakeholders throughout the project lifecycle, involving them in decision-making processes, and maintaining productive working relationships. * Led project teams through design, construction and launch process. * Made decisions independently and collaboratively on resource related challenges and continued to deliver launches by pivoting project plan. * Initial launch to targeted audience reduced piracy rate by 35% in its category. * conduct stakeholder analysis to prioritize their needs and requirements, ensuring that project objectives align with their expectations. * Designed and maintained CI/CD pipelines to automate the build, test, and deployment processes, reducing manual errors and speeding up releases. * Worked with technical teams on enhancing architecture for data loads between Cassandra and Hadoop systems * Planned, designed and scheduled phases for large projects. * Worked on optimization of process using Jenkins and enhancing incremental loads * Drove team success through shared vision and recognition of quality performance. * Collaborated with development and QA teams to implement Agile methodologies, resulting in a 20% increase in project delivery speed. * Established and maintained detailed project plans, schedules, and risk assessments, consistently identifying and mitigating potential issues * Modified and directed project plans to meet organizational needs. * Maintained compliance with regulatory parameters in complex projects with overlapping policies. |  |  |  |  | | --- | --- | --- | |  | **Jun 2015 - Feb 2017** | **Product Manager**  *Tensoft, San Jose, CA*   * Work with various stakeholders for requirement gathering, developing initials drafts of execution plans and allocation of resources using Basecamp * Established criteria for each milestone within product roadmap as means to measure developmental progress increasing productivity of team by 10% every sprint. * Successfully implemented Azure DevOps for managing software development and deployment pipelines, optimizing the software development lifecycle. * Documented user stories, specifications and product features into detailed work order to communicate across teams and build mandatory requirements. * Coordinated project planning and execution with team members and team leads. * Proficiently used Git repositories within Azure DevOps, managing branches, pull requests, and code reviews for efficient version control. * Conducted regular stakeholder meetings to ensure project scope, budget, and timelines were on track, resulting in high stakeholder satisfaction. * Orchestrated the entire software development lifecycle (SDLC) using Azure DevOps, ensuring smooth and efficient releases. * Maintained positive vendor relations to build strong partnerships. * Developed product documentation to communicate upcoming features and products to internal teams. * Reduced project downtime with quality product inspections. * Work with customers on cloud and on-premise infrastructure with different ERP models for FSM, RCM, MNC, HTD and Microsoft Dynamics Implementations * Good knowledge in Normalizing and DE-normalizing tables and maintaining Referential Integrity by using Triggers and Foreign Keys * Experience with ETL framework standards including error processing and validation. * Analyze data issue and make necessary changes in addition to creating new ad-hoc reports and dashboards in Reporting services and Tableau. * Assisted in the management of various IT projects, gaining hands-on experience in project planning, execution, and monitoring. * Collaborated with the Project Manager in implementing Azure DevOps for version control and CI/CD, streamlining development processes. * Prepared project documentation, including status reports, meeting minutes, and project plans, ensuring team members and stakeholders were well-informed * Supported stakeholder communication by maintaining open lines of dialogue and addressing concerns in a timely manner |  |  |  |  | | --- | --- | --- | |  | **Jun 2013 - Jun 2015** | **Product Owner**  *National MI, Emeryville, CA*   * Oversaw entire product deployments from vision and creation to rollout and delivery. * Owned and prioritized product backlog for upcoming sprints reducing churn by 20%. * Coordinated with software developers to create custom applications and trackers to achieve client goals. * Managed implementation of new features by outlining plans and specifications such as how, where and when each component would work. * Focused on building critical features up front in order to identify constraints and technical challenges increasing sprint feature deliverables by 25%. * Managed multiple projects effectively in demanding environment with tight deadlines. * Contacted proper stakeholders to share changes to project scope and timelines. * Brainstormed with peers and other members of design team to determine enhancements and product features. * Documented each step-in product's design process for use in manuals. * Maintained energy and enthusiasm in fast-paced environment. * Conducted daily scrums with technical teams on-site and off-shore to discuss issues or clarifications and tracked progress using tools like Rally and JIRA * Held weekly meetings with stakeholders to communicate progress of project and to define scope for future releases * Analyzing data issue and make necessary changes to load process for better and accurate ETL * Developed reports and dashboards using Tableau and Power BI |  |  |  |  | | --- | --- | --- | |  | **Jan 2012 - May 2013** | **Lead Database Developer**  *Cigna, Nashville, TN*   * Created SSIS Reusable Packages to extract data from Multi formatted flat files, Excel, XML Files into Database and Billing Systems * Conducted tests to identify issues and make necessary modifications during data load increasing data quality from 70% to 85%. * Analyzed different types of data (Healthcare, Eligibility, claims etc.) and written stored procedures and created reports based on requirements of physicians, vendors and members * Redesigned new reports based on existing Crystal Reports with new parameters, conditions, logos, pictures, charts etc. * Developed scripts and processes for data integration and maintenance. * Coordinated with project management on database development timelines. * Created and updated database designs and data models. * Optimized queries and monitored server performance via automated alert emails. Decreased issue resolution time from 2hrs to less than 30mins. * Monitored performance and optimize SQL queries for maximum efficiency. |  |  |  |  | | --- | --- | --- | |  | **Aug 2011 - Dec 2011** | **Intern - SQL Server Developer**  *DCI Donor Services, Inc, Nashville, TN*   * Learned software engineering process improvements and best practices. * Supported development, QA and user experience staff to develop new products. * Wrote clear, clean code for various projects. * Prepared and submitted reports and other documentation to assist development team members. * Collaborated effectively with members of software development team and personnel in other departments. * Delivered project reports and milestone updates to supervisor. * Worked with developers to identify and remove software bugs. * Developed reports using SQL server reporting services for monitoring jobs and query performances reducing resolution time to less than 30mins for P0 fixes. * Brainstormed with engineering team to determine appropriate code testing processes. * Prioritized tasks and completed in order of importance. * Shadowed team members to learn new tasks and how to appropriately handle technical issues. |  |  |  |  | | --- | --- | --- | |  | **Aug 2009 - May 2011** | **Research Assistant**  *The University of Texas, San Antonio, TX*   * Maintained data integrity by performing validation checks and adding trigger to tables to collect changes * Planned, modified and executed research techniques, procedures and tests. * Prepared materials for reports, presentations and submission to peer-reviewed journal publications. * Generated data models and performed analysis to produce reports outlining results. * Optimized queries, tuned and monitored server performance * Monitored performance and optimize SQL queries for maximum efficiency * Imported data from various sources into staging area, merges data into OLTP data model, and presents it to all levels of over-600 users |  |  |  |  | | --- | --- | --- | |  | **Feb 2008 - Apr 2009** | **Intern**  *DRDO HQ, Hyderabad, India*   * Involved in installation and configuration of SQL server 2000 on development servers * Defined various facts and dimensions in data mart including Fact less Facts and designed Data Mart defining Entities, Attributes etc. * Created tables, views and stored procedures for developers’ team and other R&D * Analyzed problems and worked with teams to develop solutions. * Collaborated with team to optimize workflow and achieve objectives. | |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Education**   |  |  |  | | --- | --- | --- | |  | **Aug 2009 - Aug 2011** | Master of Science: Electrical and Computer Engineering  *The University of Texas - San Antonio, TX* |  |  |  |  | | --- | --- | --- | |  | **Jun 2005 - Jun 2009** | Bachelor of Science: Electrical, Electronic and Communications Engineering Technology  *Jawaharlal Nehru Technological University - Hyderabad, India* | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | **Additional Information**   |  |  | | --- | --- | |  | * Honors & Awards, Bright Beginning - Best Intern Award - Director of DRDO May 2009 * Pinnacle Award - EVP of Information Technology Mar 2015 Building Datawarehouse Infrastructure | |  | |