

# RAMALEKSHMI JEYASANKAR

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## Professional Summary

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- Accomplished Project Manager/Scrum Master with 9 years of experience successfully managing concurrent IT projects, consistently delivering on time and within budget while aligning team efforts with user and business requirements. Eager to tackle challenging projects to further develop expertise in Project Management and Leadership.
- Proficient in leveraging AI-driven tools, like ChatGPT, to enhance project management processes and streamline communication.
- Possesses a deep understanding and practical application of Scrum and Kanban methodologies, adept at facilitating sprint planning, reviews, stand-up meetings, and demos.
- Managed projects across diverse domains including Insurance, Law (Online Divorce), 508 Compliance, E-commerce, and NPOs.
- Experienced in managing cross-functional teams in both onshore and offshore models, as well as external vendors.
- Highly proficient in SDLC environments, leveraging Agile (Scrum, Kanban) and Waterfall methodologies to achieve project goals and timelines.
- Successfully led multiple teams of over 10 Developers and 3 Quality Assurance professionals, fostering collaborative and productive team dynamics.

## Work Experience

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**Xpath Media Inc. :** *E-commerce Project Manager – Seattle, WA*

**02/2022 to Current**

- Managed end-to-end Shopify e-commerce implementations and administered WordPress websites.
- Integrated third-party applications such as Klaviyo and Yotpo into Shopify to enhance functionality.
- Prioritized backlog items based on value, risk assessment, and interdependencies.
- Enhance website functionality and performance through rigorous testing and effective bug resolution strategies.
- Conducted thorough testing, including seamless checkout processes and post-implementation functional tests to validate checkout functionality.
- Executed smoke testing to ensure basic functionality before comprehensive testing phases.
- Planned and scheduled release cycles to align with project milestones and business objectives.

**Nebhub:** *Project (Product)Manager (Nebhub Success Manager) – Miami, FL*

**02/2021 to 08/2023**

- Optimized e-commerce operations through the implementation of streamlined project management strategies.
- Successfully managed multiple automobile e-commerce projects concurrently, prioritizing tasks based on urgency, resource availability, and alignment with organizational objectives.
- Developed detailed project plans encompassing clear timelines, milestones, and budget requirements, ensuring the consistent delivery of high-quality outcomes.
- Coordinated cross-functional teams and effectively resolved conflicts, fostering a positive work environment throughout the project lifecycle.
- Built strong relationships with stakeholders through regular updates and transparent communication, cultivating trust in the team's capabilities.
- Collaborated closely with the Quality Assurance team to ensure comprehensive test case coverage and conducted Regression cycles to maintain product integrity.
- Enhanced overall project performance through thorough post-project evaluations, capturing lessons learned and implementing improvements for future initiatives.
- Authored user manuals and training materials, conducting training sessions for client service teams to ensure smooth implementation and adoption of new systems or features.

**Newlineinfo Corp:** *Project Coordinator/ Business Analyst/ Scrum Master – Frisco, TX*

**07/2015 to 11/2019**

- Successfully managed over 75 projects encompassing WordPress, E-commerce (WooCommerce), and .NET applications
- Proficient in agile development methodologies, adept at eliciting business requirements and translating them into actionable user stories for development teams.

- Facilitated Agile ceremonies including Daily standups, Backlog refinement, Sprint Planning, Retrospective, and Release review meetings, ensuring effective team collaboration and progress tracking.
- Capable of creating, prioritizing, and maintaining backlogs for multiple teams and projects to ensure alignment with strategic goals.
- Tracked and analyzed sprint metrics such as Burn-Down and Burn-Up Charts to monitor project progress and optimize team performance.
- Played a key role in release management, meticulously planning and scheduling releases to optimize project timelines.
- Performed rigorous testing including Smoke testing, Functional testing, and User Acceptance Testing (UAT) across all responsive platforms (desktop, tablet, mobile devices), maintaining the Requirement Traceability Matrix (RTM).
- Worked closely with Quality Assurance teams to ensure the adequacy of test cases and conducted Regression cycles to maintain product quality.
- Documented user manuals and training materials, delivering training sessions to client service teams to ensure a smooth transition and adoption of new systems or features.

## Technical Skills

<b>Project Management Tool</b>	Jira, Asana, Zoho, Basecamp
<b>Bug tracking</b>	TFS, Jira, Asana
<b>Microsoft Office suite</b>	Word, Excel, Visio, PowerPoint, One Note, Outlook
<b>Wireframe designing Tool</b>	Adobe XD, Sketch, MS Visio
<b>Design Tools</b>	Adobe Illustrator, Adobe Photoshop
<b>Ecommerce Platforms</b>	Shopify, WordPress, Nebhub (Saas ecommerce application )
<b>Content Management System</b>	Shopify, WordPress, NebHub (.Net custom built)
<b>Code Repository</b>	Github
<b>Cloud Server</b>	AWS Elastic Bean Stalk, S3 Bucket, Digital Ocean
<b>Database</b>	MongoDB
<b>Authentication</b>	Google Firebase
<b>Programming Languages</b>	Javascript, React JS, HTML, CSS, Node JS
<b>Front End Framework</b>	React Bootstrap
<b>API</b>	Postman, GraphQL
<b>Online Meeting Platforms</b>	Zoom, Goto meeting, Google meet, Microsoft Teams, Webex, Skype
<b>E-signature platforms</b>	Adobe Sign, DocHub
<b>Payment Gateway</b>	Stripe, Authorize.net

## Education

Bachelor of Science (Physics), 04/2001  
Manonmaniam Sundaranar University - Tirunelveli, India

## Certifications

- Certified Scrum Master (CSM)
- Full Stack Development with MERN (Mongo DB, Express, React, Node JS) certification at **MIT** (Aug 2023 – June 2024) <https://certificates.emeritus.org/b13d29b1-e7a6-4228-8e01-967dd13cbd7b#gs.bml0wx>