

Anirudh Mokshagundam

Program Manager

Hyderabad, Telangana

-Email me on Indeed: <http://www.indeed.com/r/Anirudh-Mokshagundam/fe04a1efdb0379d9>

- Currently working as Technical Program Manager acting as a Product Owner to launch Payment's products for Google products acting as a bridge between Product, Engineering, UX Business. DevOps and Cross Functional Teams
- IIM graduate with more than ten years' experience of Engineering, product, and program management leading Agile Teams
- Owned and driven the product as a platform service launch for products in Payments, Banking and E-commerce sectors
- More than 10+ years overall experience across Applications delivery, Data Engineering, Reporting and Analytics
- Worked on Products related to sentiment analysis, video analytics, and predictive models
- Experienced in setting up of the Agile methodologies and processes, metrics for tracking

Willing to relocate: Anywhere

Personal Details

Date of Birth: 1990-06-08

Eligible to work in: India

Highest Career Level: 5+ years experience

Industry: Analytics, Banking & Finance, Internet, Ecommerce, Technology

Work Experience

Technical Program Manager

Google

August 2022 to Present

- Lead programs to launch Payment solutions for Google products in India
 - Lead the program to launch of Intent and Subscription payment product using UPI for Google Play services and YouTube
 - Developed quarterly business road plan, owned organization key results and introduced program score card reports
- Program & Product Management
- Lead the UPI program to add UPI as a form of payment for Google Products
 - Defined and tracked half yearly planning process to define intakes and refine Product Roadmap as Product Owner
 - Owned User stories and functional requirements for the delivery of reporting and settlement solutions
- Stakeholder Management
- Worked with multiple teams including other Banking Partners in an Agile framework to roll out the program increments
 - Designed Program reports to act as Information radiators to leadership team for fortnightly report

Process Improvement

- Utilized internal tools to build a single source of truth
- Introduced Risk Registry and RED Metrics to monitor and track performance of the platform

Program Manager

Zeta India

October 2020 to June 2022

- Played Product owner for programs to build an application origination system and Account Holder life cycle management system
- Lead program to scale product for onboarding to enable 1 M+ onboarding of Account Holders every month
- Work with data reporting to build data warehouse reports and rule engine for compliance
- Developed quarterly business road plan, owned organization key results and introduced program score card reports

Program Management & Delivery

- Defined and tracked quarterly Objective Key Results scope across cross functional teams
- Led quarterly requirement elicitation workshops to define intakes and refine Product Roadmap as Product Owner
- Owned User stories and functional requirements for the delivery of Account Holder and Application management system
- Used JIRA and Confluence as a tool for adopting Agile practices for Feature Driven Development
- Collaborated with Product, UX, Business and Engineering teams to architect a scalable multi-tenant solution

Stakeholder Management

- Worked with multiple teams including other vendors in an Agile framework to roll out the program increments
- Designed Program reports to act as Information radiators to leadership team for fortnightly report

Process Improvement

- Designed an innovative JIRA bot to enable team to provide status and build JIRA as a Single Source of Truth
- Introduced requirement traceability for the platform to track requirement from business requirement to deployment
- Introduced Risk Registry and RED Metrics to monitor and track performance of the platform

Technical Project Manager

MAQ Software

September 2020 to September 2020

Lead & owned multiple programs for capturing, management and support the voice of customer for a US tech giant's Global

Marketing business group

Project Management & Delivery

- Delivery of projects and reports to capture the voice of the customer from survey and feedback data within GDPR guidelines
- Delivered server less architecture using ADF, Azure database and Azure functions for processing and generating insights

- Delivered react based application to act as NPS Hub for Store team to take appropriate actions on the NPS Surveys
- Designed an Excel Office.js based plugin as product for Option-To Buy model

Stakeholder Management

- Worked with multiple teams including other vendors in an Agile SAFe framework to roll out the program increments
- Managed quarterly project plan and coordinated with other vendor teams to track the release

Analytics & Artificial Intelligence

- Improved data accuracy by designing an intelligent validation framework to validate the data based on the Trend Analysis
- Build reporting platform and Deliver insights into trending themes, NPS ratings, product launch and returns
- Design and delivery of Case AT Risk Model for identification of risk for the support cases raised by the customer
- Designed NLP Framework for unsupervised theme identification from the customer survey comments
- Design and develop the In-Store Analytics product

Sales & Pre-Sales Support

- Technical pre-sales support for Architecture designs in request for proposal
- Suggest program plans and timelines for the request for proposal
- Create and review responses for proposal

Team Management

- Training, managing and mentoring a development team of 25 software engineers
- Spearheading build and release functional area across organization to come up with processes using the Azure DevOps and GIT for continuous integration and Sprint delivery

Associate Technical Project

MAQ Software

September 2018 to August 2020

Manager, Key Accounts

Capillary Technologies

December 2017 to September 2018

Delivery and customizations of E-commerce and CRM solutions for Retail Businesses

Delivery & Account Management

- Delivery of Customized E-Commerce solutions for retail clients by translating business vision into project road maps
- Designed the Business KPI, reporting models and suggested initiatives for improving the business performance
- Designed Process improvements for efforts tracking and Ticket SLA

Sales & Planning

- Identified Product enhancements and Participated in the Sprint Planning
- Identify cross-sell and upsell opportunities within the portfolio in the areas of CRM, Digital Marketing and E-commerce

Stakeholder Management

- Play the voice of the Customer role and handled multiple internal stakeholders and external vendors
- Participated in Process Improvements for Agile based delivery models and worked with Vendors for Catalog Management

Associate Manager (Business Intelligence & Analytics)

MAQ Software

April 2016 to December 2017

Associate Manager (Business Intelligence & Analytics) Apr 16-Dec 17

Delivery of BI & Analytics project pertaining to E-commerce marketing for a US tech giant's Global Marketing business group

Project Management & Delivery

- Delivered BI / Analytic projects for Customer Analytics and Online Store Demand Generations
- Designed architecture for statistical analysis and visualization of Net Promoter Score (NPS) trends using R and Power BI
- Designed Process Improvements in Data validation and Monitoring to improve SLA

Sales & Planning

- Developed the project roadmap for next quarters for adoption of Azure Data Services
- Technical pre-sales support. Created and reviewed RFP
- Identified cross-sell and upsell opportunities within the portfolio in the areas of Business Intelligence and Analytics

Team Management

- Training, managing and mentoring a development team of 15 software engineers

Systems Engineer (Business Intelligence)

Tata Consultancy Services

December 2011 to August 2014

Project Delivery

- Worked in cross function team to gather requirements for a major UK Insurance company global marketing team
- Worked in an agile environment to develop the ETL & data warehouse for customer view management

Process Re-engineering

- Developed metadata driven framework for staging process
- Re-engineered process to enable test driven development for better code quality

Team Lead, External Quality Assurance (EQA) Team

- Reviewed code-quality of members of other teams and designed the standards and guidelines for better code quality
- Created automated quality tools for checking the standards related to Teradata and Informatica Power

Centre Mappings

LEADERSHIP ROLES

Education

Post Graduate Diploma in Management

Indian Institute of Management Indore

2016

Bachelor of Technology in Computer Science

RVR & JC College of Engineering

2011

Skills / IT Skills

- Agile Project Management (PMI Certified)
- R and Python
- Informatica Power Centre (ETL)
- Microsoft Office Suite
- Data Analytics
- Microsoft SSIS (ETL)
- Marketing Analytics
- SQL
- Microsoft Cognitive Intelligence
- E-commerce Domain
- Microsoft Power BI
- Microsoft Azure Data Services

Online Profile

<https://www.linkedin.com/in/anirudh-mokshagundam>

Certifications and Licenses

PMI ACP

Present

Microsoft Power BI

Present