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| Kranthi Kirnam MBA, PMP®, CSM®  Technical Project Manager/ Scrum Master | Tempe, Arizona • +1 513-301-9726  [Portfolio](https://kranthigithub1987.github.io/myportfolio/) • [LinkedIn](mailto:LinkedIn) • [kranthi54321@gmail.com](mailto:kranthi54321@gmail.com) |

Seasoned Program and Project Manager with 10+ years of experience leading high-visibility, multi-million-dollar initiatives in software development, eLearning, and SaaS implementations. Adept at driving complex projects from initiation to delivery, leveraging both Agile (Scrum) and Waterfall methodologies to ensure seamless execution. Expertise in business analysis, requirements gathering, and stakeholder management to align technology solutions with strategic business goals.

Proven ability to optimize team performance through Agile coaching, backlog management, and risk mitigation, ensuring high-quality deliverables within tight deadlines. Skilled in integrating learning management systems (LMS) and other learning technologies to enhance training initiatives and streamline enterprise-wide adoption. Strong analytical mindset with a focus on data-driven decision-making, operational efficiency, and continuous improvement.

Committed to delivering value-driven solutions that enhance customer experience, foster innovation, and drive business growth.

## Areas of Expertise

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| * Customer Relationship Management * Strategic Planning & Execution * Agile Methodologies & Scrum * Business Process Automation * Dashboard & Report Development | * Stakeholder Communication * SaaS Product Implementation * Learning Management Systems * Cloud Services Coordination * Operational Efficiency Improvement | * Project Management * Business Intelligence & Reporting * Full Cycle Process Improvement * eLearning Solutions Development * Cross-Functional Team Leadership |

## Professional Experience

**Intuit, USA 2024 – 2024**

**Scrum Master (Contract)**

At Intuit, I served as a Scrum Master for cross-functional teams, including engineering, design, and marketing, ensuring the seamless delivery of high-quality products within tight deadlines. I facilitated Agile ceremonies such as Daily Stand-ups, Sprint Planning, and Retrospectives while coaching teams on Scrum principles and removing impediments to progress. Collaborating closely with Product Owners and stakeholders, I helped refine the product backlog, prioritize tasks strategically, and maximize business value.

In addition to Agile execution, I played a pivotal role in learning and development (L&D) initiatives by supporting the implementation and optimization of learning management systems (LMS) and other learning platforms. I worked to integrate technology solutions into learning processes, ensuring effective knowledge transfer and business alignment. Acting as a bridge between stakeholders and the L&D team, I facilitated clear communication, managed risks, and ensured project goals were met efficiently.

* Enhanced team collaboration by integrating Slack, AHA, and Wrike, improving communication transparency.
* Optimized sprint planning with a workload-tracking dashboard, enabling better capacity predictions and realistic commitments.
* Improved learning project execution by gathering stakeholder feedback, refining processes, and aligning business needs with learning objectives.

**Commlab India LLC, Hyderabad 2019 – 2023**

**Senior Technical Project Manager**

Managed cross-functional teams including front-end and back-end engineers, UX designers, Business Analysts, and in-country operations associates to ensure seamless project delivery. Orchestrated comprehensive project plans, established milestones, and implemented structured communication framework to monitor and guide projects for completion within set timelines. Acted as Scrum Master, leading daily stand-ups and sprint planning meetings to maintain momentum and focus within development team. Oversaw end-to-end LMS implementation projects, from requirement analysis to customization and deployment, while maintaining adherence to budget and schedule constraints. Oversaw project implementations by utilizing Microsoft Project Plan and JIRA to ensure end-to-end delivery.

* Enhanced client partnerships by fostering proactive communication and swift issue resolution.
* Implemented Workday Platforms for more than five customers by showcasing expertise in LMS deployment and customization.
* Achieved 20% boost in client satisfaction and repeat business by meeting project goals and addressing client needs effectively.

**Commlab India LLC, Hyderabad 2012 – 2019**

**Project Manager**

* Led a team of eLearning developers and instructional designers to deliver customized learning solutions for Fortune 500 clients.
* Developed and executed project plans, ensuring alignment with client objectives and timelines, achieving a 95% on-time delivery rate.
* Implemented process improvements that reduced project turnaround times by 20% and increased team efficiency.
* Built strong client relationships by providing regular updates, addressing concerns, and delivering high-quality solutions that exceeded expectations.

**Commlab India LLC, Hyderabad 2010 – 2012**

**eLearning Developer**

Collaborated with instructional designers and clients to produce user-centric learning modules for enhanced educational experience. Applied systematic instructional design methodologies, including audience and task analysis, curriculum mapping, and creation of storyboards and flowcharts. Developed comprehensive instructional design process methodology, contributing to high-quality training curriculum. Maintained communication with stakeholders to ensure successful project implementation and alignment with objectives.

* Enhanced course completion rates by 15% through collaborative design efforts with instructional designers and clients.
* Designed Technology-Based Training and instructor-led training programs by utilizing data-driven analysis for content development.
* Reduced project turnaround time by 20% by optimizing communication and feedback processes with development stakeholders.

## Education & Certification

**Master of Science in Artificial Intelligence**, University of Cumberlands, Williamsburg, KY

**Master of Business Administration (International Business),** ICFAI University, Tripura, India

**Bachelor of Arts (Political Science)**, Ambedkar University, Hyderabad, India

**Diploma in Project Management,** MITSDE, Pune, India

**Project Management Professional,** Project Management Institute, 1799813

**Certified Scrum Master**, Scrum Alliance, 001702912

## Technical Skills

**PM Frameworks:** Agile | Scrum | Waterfall | Lean | Kanban

**Project Management & Collaboration:** MS Project | Jira | Confluence | SharePoint | Slack | MS Teams | Zoom | Wrike | Zoho Projects

**Data Analysis & Visualization:** Power BI | Tableau

**Learning Technologies:** Articulate Suite | Captivate | Adobe Creative Cloud | Lectora | Camtasia | SCORM | AICC

**Web Technologies:** Python | HTML | HTML 5