SWETHA RAVINDRA

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**Professional Summary**

Professional Project Manager with extensive expertise in System Development Lifecycle (SDLC) methodologies and Agile project management techniques to manage multimillion-dollar projects and project teams. Successfully lead ambitious business change and technology projects in both structured and unstructured environments; consistently meet deadlines, budget goals, and quality expectations. Forge productive and professional relationship with all teams and departments. Confident leader and mentor who develops top-tier teams by instilling the highest levels of employee morale and excellence.

Work to provide strategic, operational and fiscal leadership while working to reach the company’s long-term goals and maintain Organizational vision.  
Awarded for Service excellence, Result Driven and Insightful expertise for the excellence contribution in the organization.

**Key Skills**

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| --- | --- |
| * Outstanding customer service * Testing and diagnosing * Technical analysis * Data collection and analysis * Business artifacts documentation * Gap analysis * Project scope defining * Stakeholder relationship management * Project development and lifecycle * Product Road map * Confident and Entrepreneurial | * Performance improvements * Agile methodology * Business risk analysis * Project risk analysis * Creative problem-solving * Agile methodologies * Six Sigma Methodologies * Strategic Planning * Cross- Functional leadership * Business Development * Implementation of Best practices |

**Experience**

**Project Manager** 09/2018 to Current

ADP

* **Project**: RUN
* **Client:** ADP
* **Domain**: Payroll
* **Teams:** 5

**Description**: RUN is a US payroll application project with multiple platforms for Retirement Services, Payroll, deductions, Tax, and E-commerce (Self-Provisioning) for more than 1,200,000 employees in SMEs in the USA. The application is used by clients to onboard an employee into the company, Terminate an Employee, process payroll, add benefits/Year End Tax filing/deductions on the payroll, filing the client's tax by an Accountant with Multiple parent and Child through the application (Accountant Connect)

**Responsibilities:**

* Direct project management initiatives from conception to completion.
* Define timelines, budgets, KPIs, deliverables, Milestones and allocate resources.
* Manage internal and external contractors and staff throughout project life cycle.
* Co-ordinating with Off-shore teams (US India and Brazil) for Environment set up, Virtual servers set up and Requirement gathering from other project teams.
* Validated project feasibility by developing Proof of Concept (POC) and service prototypes.
* Oversee large commercial projects with budgets ranging from $10 million - $15 million.
* Enhance traceability metrics, processing, review and development of organization systems for tracking and proposed change order request.
* Experience working in Change management control team mitigating risk, cost benefit and business value for any proposed change in business.
* Addressing vendor and client complaints in a respectful and timely manner, and ensuring that the organization maintains a positive image and provides high-quality services
* Ensuring that employees have a dynamic and supportive workspace and the resources necessary to provide outstanding services to vendors and clients
* Discussing the quality of assignments with employees and emphasizing areas that require improvement in the future
* Created and delivered tailored roadmaps, constantly evolving company technical capabilities and performance levels.
* Creative and analytical problem-solving skills and ability to quickly learn and adapt to new and
* Adept at dealing with multiple projects simultaneously; bringing priority and focus, ensuring budgets are kept and deadlines are met.
* Developed training programs to boost staff capabilities.
* Maintain effective and efficient delivery from your team during periods of remote working.
* Conducted quality Assurance testing to ensure adherence to requirements.

**Key Achievements**

A business change was recommended to implement a **'Walk-me'** feature to assist end users in using existing and new application features. This reduced service center calls by 75-80%, saving $80 per call. This was both cost effective and added value to the business.

**Dynatrace tool** was recommended to replace Prometheus for monitoring Kubernetes cluster, workload metrics, events, and logs. Because ADP recently implemented NG applications, this tool assisted in scaling up the number of app instances when traffic increased in order to meet user demand.

We are in the process of implementing **Elastic Batch Job Manager** to replace the existing batch job manager, which restarts on occasion, causing a loss of user load and application downtime for about 5s. Ebjm instantly recovers the user load with no application downtime (This research is still in progress).

**Project Manager** 09/2017 to 08/2018

Investment Metrics

* **Project:** Target Plan
* **Domain**: Finance
* **Teams**: 2

**Description:** Target Plan is a public hosted web application that interacts with the UKDC Pensions platform. Target Plan provides self-service facilities for members of DC pension schemes managed by the UK DC business to view and administer their pensions. The application can be used by members to review their pension details, including personal and contact details, target retirement age, contributions, elections, and fund holdings, including the ability to transact on these features if their scheme rules allow. The application is also used by DC Operations teams to review member information and transact on their behalf

**Responsibilities:**

* Guide the team in Scrum methodology and continuous improvement.
* Arrange daily stand-up meetings, facilitate meetings, schedule meetings, demo and decision-making processes in order to ensure quick inspection and proper use of adaptation process.
* Establish, own and manage scrum ceremonies, sprint planning, sprint reviews and sprint retrospective.
* Protect the sprint goal and help the team achieve them by removing the impediments.
* Facilitate and lead the team interactions and communication.
* Ensure that the team delivers high quality software on time and that it meets the Business needs.
* Co-ordinate with product owner to make the product backlogs in good shape and make them ready for the next sprint.
* Acting as a safeguard and Servant leader for the team.
* Support Technical implementation, team building, customizing and deploying software to ensure business objectives are met.
* Maintain Burn Down chart and Release burn up charts to track the progress in the team.
* Training end users to ensure they understand all process and procedural changes or collaborating with training staff so they can create appropriate training materials and deliver the training.
* Helping the team to maintain their burndown charts and other artifacts automatically
* Shielding the team from interruptions during the sprint.
* Setting up ceremonies like retrospectives, sprint reviews, and sprint planning sessions.
* Proven experience in fostering a culture of continuous improvement through 3rd party vendor/supplier stakeholder collaboration.
* Creative and analytical problem-solving skills and ability to quickly learn and adapt to new and
* Achieved desired results by monitoring project progress, anticipating potential bottlenecks and implementing preventative action.
* Managed project team, coordinating contractor activities to execute projects under-budget and within strict deadlines.
* Validated project feasibility by developing Proof of Concept (POC) and service prototypes.
* Evaluated staffing gaps in skills and performance revenue, facilitating strategic decision-making.
* Developed training programs to boost staff capabilities.
* Helped senior management plan and carry out daily operations and meet key objectives.

**Key Achievements**

The project review process was streamlined by introducing new communication systems for stakeholders (checkpoint review calls, worry wiki page creation, and issue/escalation meetings), allowing the project to be completed on time and within budget.

Introduced Progressive elaboration technique otherwise called Rolling wave planning to PoC projects/features

Scrum Master/Project Manager 02/2016 to 12/2016

MasterCard Prepaid Global Services Peterborough, UK

* **Projects:** Emirates National Bank Dubai, Multi-Currency Project & FIS Migration
* **Client**: MasterCard
* **Domain:** Finance
* **Teams**: **3**

**Description:**   
**Multi-Currency Project:** Emirates National Bank Dubai, Multi-Currency Project Multi-Currency Project is to launch 1 card with 15 currencies (AED, USD, GBP, EUR, AUD, INR, SAR, PHP, ZAR, TRY, THB, LKR, PKR, PHP, CHF), with base currency being AED (UAE Dirham).The platform is built so Cardholders can load into any of the purses, Reload and perform Purse to Purse transfer via CDM (Cash Deposit Machine) in combination with 15 currencies, the channel customers will be in AED only. The project ensures that any cash payments or withdrawals can be made from any purse, if no matching currency purse balance is available, the amount will be debited from the next available purse with appropriate exchange rates, inclusive of all fees and margins applied

**FIS Migration Project:** Master Prepaid Management Services Business operating model is to move away from FIS processing platform and migrate all clients to currently using platform. The requirements of this change project are to ensure that cardholders, on that program that have been closed, can still be serviced. The project ensures service Centers like CSRs and Business Operations Agents can successfully deal with any cardholder queries such as Balance enquiries, Transaction history enquiries, Cash outs, Cardholder adjustments for across 32 Programs under FIS project. The project includes 32 programs for major clients like Thomas Cook, Travelex, National Australian Group, Ryanair, Korea Consumer across 15 different currencies.

**Responsibilities:**

* Facilitating agile process and ceremonies
* Persuasive and effective communicator with strong negotiating skills.
* Managing impediments and eliminating waste so teams work efficiently and effectively as possible to meet goals
* Supporting and coaching the Product Owner, especially on refining and maintaining the product backlog
* Changing and refining the culture so agile delivery can flourish
* Understand our customers' business needs and support Project Management in their delivery, and in identifying further opportunities.
* Work with Business Analysts to handle back-logs and new requests
* Ensure deliverables are up to quality standards at the end of each sprint and Project
* Help build a productive environment where our software squads own the domains they represent and enjoy facilitating outcomes and value to the business.
* Ensure the Scrum disciplines are correctly followed and educate members of the team and the client that does not have the relevant experience
* Understanding of a range of planning and reporting methods common to project delivery.
* Actively manage the performance of team members, including the stewardship of improvement plans where necessary.
* Provide data, forecasts and progress updates to inform planning initiatives.
* Establish and maintain constructive and collaborative relationships with the client, other suppliers and third-party stakeholders.
* Ensure stakeholders can access current and accurate data on the status of the team's delivery and that technical quality standards are followed.
* Manage senior stakeholders and report into the Leadership team

**Key Achievements**

Initiated OTP/Email verification process in a multi-currency e-commerce project to improve security in Payment Transfer service and ATM card payment service.

Scrum Master 07/2013 to 12/2015

EVRY UK

* **Project:** Project Arrow &Claim base II Application
* **Domain:** Online Banking
* **Teams:** 2

**Responsibilities**

* Partner with Product Owner to prioritize work through the backlog and manage other scrum artifacts
* Reviewing sprint progress to ensure the latest work status is captured and updated as appropriate
* Ensuring teams manage work and priorities effectively, all team members are engaged, and all work is captured in the backlog
* Driving members to anticipate and resolve potential blockers (e.g., resource constraints), and ensuring impediments and blockers are removed or escalated as needed
* Measuring output over time – e.g. creating burn-down charts
* Identify continuous improvement opportunities and best practices to progress the work
* Acting as the process owner for the team, and maintaining the relationship with the project's key stakeholders
* Building a culture of continuous improvement and a safe environment where problems can be raised without fear of blame, retribution, or being judged
* Facilitating discussion, decision making, and conflict resolution
* Encouraging the team to build relationships to promote internal and external communication, improving transparency, and sharing information with all interested parties
* Increasing productivity, frequency, and quality, and driving continuous improvement
* Help the team to self-organize and get the most out of their combined skills
* Facilitate the different Scrum meetings and other discussions and do conflict resolutions.
* Support the team as a servant leader whenever possible and lead by example.
* Protecting the team from outside interruptions and distractions
* Help the teams implement changes effectively
* To support and provide cover for our Software Delivery Manager
* Ensure deliverables are up to quality standards at the end of each sprint
* Help build a productive environment where our software squads own the domains they represent and enjoy facilitating outcomes and value to the business.
* Supporting project managers to deliver the project across the full lifecycle, to required cost, timescale and quality parameters.
* Manage stakeholder engagement to ensure clarity of requirements and removing ambiguity to encourage collaboration both internally in the team and externally with stakeholders. Facilitate scrum meetings and ceremonies e.g. sprint planning, stand-ups, sprint reviews

**Education**

MBA: Business & Project Management 2016

Kingston University Kingston upon Thames, KTT

**Certifications**

* Certified Scrum Master
* ISTQB Certified Tester
* PMP

**Tools**

* Atlassian Jira
* Confluence
* Dynatrace
* Grafana
* Splunk
* Kubernetes
* Prometheus
* TFS
* Test Rail
* Trello
* RML (Replay Markup Language)
* Spotlight
* SQL
* Visual Basic
* Web services
* Gantt Chart
* Velocity chart
* Release Burn down chart
* Mural

**Awards**

* Service Excellence Award, 2022
* Result Driven Award, 2022
* Result Driven, 2021
* Insightful Expertise, 2021