**Suresh Murugesan**

Strategic IT leader specialized in Technical Program Management, US Citizen

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**Summary**

A dynamic program leader with 20+ years in Information Technology (IT) Industry, including 12+ years in Program Management roles in Fortune 100 companies. 15+ years in people leader roles, with demonstrated experience in building high performance teams, leading cross functional collaboration, managing global teams and working with vendor organizations to deliver program results. Certified Project Management Professional (PMP) specialized in program management process areas including financial management. Proven track record in delivering programs up to $60M value within budget and schedule. Highly proficient in building stronger working relationships and steering stakeholders to accomplish program goals. Excellent in communication skills with the ability to deliver high quality presentations before senior executives. An active learner with the ability to adapt to changes and thrive in fast-paced work environments.

**Skills**

* Project / Program Management, People leadership, Stakeholder management, Consulting
* Microsoft Office Suite, MS Project, Project Server Online, SharePoint

**Career Accomplishments**

* Led a team of 15 engineers and 9 different vendor organizations on a project to build two satellite data centers (BAC=$60M) in support of migrating business applications from on-premises to the public cloud.
* Transformed Nike digital sport applications from monolith to cloud based microservices architecture and achieved ~100% application availability with improved user experience.
* Led a team of 14 engineers and 6 vendor teams and modernized 120 backstage and approximately 2700 retail sites with new network capabilities (SDWAN) to improve network performance and customer experience.
* Managed an infrastructure modernization program to improve eCommerce order fulfillment service availability to 97% and increase revenue from online orders at Albertsons.
* Managed a team of developers and a vendor to implement cloud-based Dremio data lake solution that equipped business users work with a decade's worth of vehicle order data, up from the prior 6 months.
* Redesigned Dockers and Levis eCommerce websites, enhancing checkout process, product catalogs, user navigation, and product detail pages to drive revenue growth by over 60% with a team of 12 developers.
* Managed a team of 17 vendors and delivered a project to enhance customer Wi-Fi experience at ~800 retail sites across the US with revamped cabling and optimized count of Access Points in 3 months.
* Managed a data center migration program (from HP datacenter Sacramento to Data Pipe VA) within 6 months and reduced the infrastructure costs by ~40%.
* Achieved an impressive 80% performance improvement by setting up a new DataStage environment and migrating 1000s of batch jobs from 80+ applications in the legacy system.
* Delivered a program to elevate store associates' productivity through the upgrade of Meraki devices across approximately 2,700 retail sites.
* Devised a new Capex Burndown reporting process to assist executives in funding decisions for new projects and reduced the manual effort by project managers by 75%.
* Managed an account with 100+ developers between onsite and offshore and develop Logistics, Distribution applications at Walmart to support their supply chain function resiliency.
* Automated the process to enhance SLA tracking and reporting for production incidents resulting in a remarkable productivity gain by 90%.
* Secured an outstanding 95% score in annual customer satisfaction surveys reflecting excellence in service delivery.
* Designed and implemented Key Performance Indicators (KPIs) to gauge the success of program engagement with clients.
* Implemented ServiceNow to enhance ITSM processes, develop automated workflows, drive efficiency and gain better visibility into business processes.
* Empowered business and supply chain analysts with automated Plant Operating Plans, Lean Capacity Rate calculation and Capacity Simulation process for improved decision making.
* Engineered real-time dashboards delivering critical business insights to senior leadership during product launches.

**Employment History**

**Application Development Manager, AZ State Department of Corrections, Dec 2023 – Present**

Full Time; Number of Direct Reports: 7 (projected in Jan 2024)

Responsible for managing the portfolio of ADCRR applications.

**Software Development Manager, General Motors, Jun 2022 – Oct 2023**

Full Time; Number of Direct Reports: 17

Managed the portfolio of Demand Planning applications that support business users with vehicle parts forecasts and creating supplier contracts. Partnered with business and IT stakeholders, implemented OKRs, and prioritized features to support EV transformation goals. Guided product and IT teams during planning events to align on business and IT priorities and finalize program scope overarching critical business objectives. Executed GM Structural Cost Reduction initiatives (ex. Autosys to Tidal and PCF migration to Kubernetes) to reduce licensing costs.

**Senior Technical Project Manager V, Albertsons Companies, Apr 2017 – May 2022**

Full Time; Number of Direct Reports: 0

Responsible for the successful delivery of projects/programs in Network Engineering portfolio. Demonstrated complete ownership on program/project management processes, encompassing governance, project baseline plans, dependencies, milestones, financials (CAPEX / OPEX), schedule, scope, resources, stakeholder engagement, risk/issue mitigation and change management. Mentored project and delivery managers promoting the swift adoption of Agile project methodologies. Managed multiple vendor teams and their deliverables as part of program management and execution.

**Senior Manager – Projects, Cognizant, Dec 2000 – Apr 2017**

Full Time; Number of Direct Reports: 12 – 20

Worked for Walmart, Nike and Levi’s between 2008 and 2017 as an Engagement Delivery Manager. Served as an advisor to client leaders to establish transformative vision for strategic initiatives. Responsible for service delivery improvements, program management, customer relationship, metrics & KPIs development, solution design/development and release planning. Conducted Quarterly Business Review (QBR) with client executive leadership team to review the performance with service delivery KPIs and build robust engagement relationships.

Played the role of developer, tech lead and architect for First Data Group and EDS clients in Banking and Financial Services Domain between 2000 and 2008.

**Certifications**

* Project Management Professional (PMP), Feb 2018; SAFe Agile Scrum Master, May 2022;
* Microsoft Certified: Security, Data Compliance, and Identity Fundamentals SC-900,

Azure AI Fundamentals AI-900; Azure Data Fundamentals DP-900; Azure Fundamentals AZ-900;

**Education**

* Corporate Post-Graduate Diploma in Business Administration (Finance), Symbiosis Center for Distance Learning, Pune, India
* Bachelor of Engineering (Industrial Engineering), College of Engineering Guindy, India.