

Venkata Ram Sushanth Chennuri

Program Manager/ Engagement Manager

Contact

+91 9985 8484 24
+1 (279) 999 34 74



cvramsushanth@gmail.com



[linkedin.com/in/cvramsushanth](https://www.linkedin.com/in/cvramsushanth)



Key Skills

Program, Delivery Management
Process improvement, simplification
Digital Strategy, Solution Roadmap,
ERP/ SAP, Data Analytics, DevOps
and Cloud - *Certified in Azure*
Agile/ Waterfall SDLC and ITSM
Budget planning, P&L accountability
Building and Retaining Teams,
People mentoring, management

Career History

Wipro | Program Manager
Jan 2012 – till date

Accenture | Programmer Analyst - SAP
Jun 2011 – Jan 2012

Infosys | Sr Software Engineer - SAPCRM
Creative Head - Intranet Web & Radio
Jun 2006 – Jun 2011

Education

Bachelor of Electronics and
Communications Engineering,
Anna University, Chennai [2002-06]

Professional Summary

An accomplished and result oriented leader with over 16 years of progressive experience, currently responsible for program management and service delivery

- ✓ Very passionate about leveraging data to collaborate with customers and deliver business value.
- ✓ Responsible for Technology Strategy & Innovation, Execution Roadmap, Assessments, Services Estimations and Proposal Development
- ✓ Adept in working with and presenting to business leaders and senior management including CXO level.
- ✓ Demonstrated ability to collaborate with business executives and leadership teams for strategically planning and executing customer enablement initiatives targeted for account growth
- ✓ Experience in implementing and managing *Crowd-sourced delivery models*
- ✓ Proficiency in handling maintenance/ support assignments with experience in SLA/KPI management, problem management through RCA, process/ service improvements and automations, Key strength in service delivery management and program/ project governance using Agile and/or Waterfall methodologies.
- ✓ Excellent interpersonal skills in building, retaining and managing multiple teams of varied skill sets across geographies, domains and service lines
- ✓ Adroit at designing and implementing systems & procedures to ensure timely availability of business information necessary to facilitate critical decision-making process
- ✓ Expertise in Cloud deployments, starting with platform evaluation, defining strategy, roadmap and migrating application and big data workloads.
- ✓ Experience in solutioning and implementing digital transformation initiatives and futuristic technologies such as *Blockchain, artificial intelligence and IOT*
- ✓ Extensive working knowledge of CRM software (SAP, Salesforce, Microsoft) for Sales, Marketing, eCommerce, Service and Field Support
- ✓ Experience in Financial transformation – process simplification, standardization and automation, exposure to financial reporting (P&L as well as Natural Expense) and monthly close process.
- ✓ Key Strength in Image and Web Designing, Audio and Video Multimedia with experience in Communication and Branding, Media and Radio.

Detailed Experience

(Nov 2021 till date)

Role – Delivery Manager, Analytics

- Manage end-to-end delivery of multiple BI data analytics projects for a portfolio of 4 customers in the healthcare/ medical devices vertical, with responsibilities including program governance, internal compliance, customer invoicing, people management and escalation management.
- Review daily with project managers and weekly with project teams to ensure overall health is maintained, and address any opportunities, risks, etc.

(Feb 2019 – Nov 2021)

Role – Program Manager, Analytics Data Factory

Customer – Xerox Corp, Rochester NY USA

- Accountable for the end-to-end governance and delivery of 7500 monthly hours of BI/ big data application development, a **USD 3M** fixed capacity factory model component of the complete IT managed services program.
- Planned and executed a two-month transition from multiple vendors aligning with the same for prod support.
- Defined steady state operating model and process flow, both for minor enhancements as well as major projects
- **Manage the delivery of several complex analytics projects to create a global repository of data by integrating locally maintained systems and pulling into a single cloud platform using latest technology stack hosted on Azure.**
- Collaborate with Product Owners/ Data Scientists from Finance, Accounting, Sales, Supplies and Marketing domains to determine business needs, align technical architects to plan the strategy and roadmap for execution.
- Assess individual technical solutions and derived project plans for effective resource allocation.
- Present weekly capacity to customer IT Directors and plan/ prioritize ongoing and upcoming work from the backlog.
- Align/ re-align resources per agreed priority and review progress into completion for timely delivery.
- Report monthly metrics on resource utilization and project delivery to the Vice President of Analytics & Automation.

(Sep 2017 – Jan 2019)

Role – Delivery Manager, Digital Transformation

Customer – Xerox Corp, Rochester NY USA

- Mentor workshops with CIO and IT Directors to define cloud strategy and digital roadmap for the organization
- Bring in transformation architects to evaluate cloud platforms for data center and application migrations
- Capture and maintain action plans for the various initiatives, both in planning and in execution.
- Managed the agile delivery of the below two key programs with primary responsibilities including sprint planning and review, backlog management, daily scrum governance, budget management and people management.

○ **Product Lifecycle Visibility on Blockchain**

(Aug 2018 – Jan 2019)

- Defined the product backlog to execute a Blockchain implementation project using SAP BaaS on Leonardo, aimed to track the supply chain lifecycle, in a unique 'crowd sourced' delivery model.
- Put together an onsite/offshore scrum team for Blockchain and API, identify a co-pilot for the UI track and timed the challenge events for the crowd base as per the backlog.
- Ensured short and efficient scrum ceremonies to bring in collaboration between the epics.
- Report delivery velocity and sprint findings on Blockchain usability to business stakeholders.

○ **Business Intelligence Cloud Transformation**

(Sep 2017 – Dec 2018)

- Planned and managed the delivery of a global rollout of a Snowflake based secure and scalable cloud data platform on Azure for enterprise financial, sales and service analytics
- Accountable for the monthly planning and spend of USD 117000
- Laid the foundation and maintained focus during the 3-month pre-project pilot phase targeted to evaluate technology components for the various stages (MDM, DevOps, Data Ingestion, Data Mart and Visualization).
- Coordinated with IT, business, security and network teams for approval and go-ahead on the final architecture.
- Defined the roadmap for setting up the platform and accordingly created a product backlog, worked with product owner and business leaders to arrive at a release plan.
- Executed sprints and mentored daily stand-up meetings with the core scrum team to set up a base data platform on the cloud and iteratively advance its capabilities by implementing Data Catalog, API gateway, ML and IOT, etc.
- Flagged risks at every stage, maintained mitigation strategy for each and escalated as needed.
- Established a clearly defined operating model and RACI between various support function teams.
- Proposed disaster recovery options to meet RPO/ RTO, implemented solution & completed a DR drill.
- Architected and implemented the DevOps strategy for the cloud platform with an aim to reduce time and cost by automating and eliminating non value added steps in solution delivery.
- Designed a generic turnkey ingestion framework to extract data from disparate source applications.

(Apr 2014 – Aug 2017)

Role – Program Manager, Application Development & Maintenance

Customer – Kodak, Rochester NY USA

- Single point of contact for all communications with the client, been highly successful in developing excellent professional and personal relationship across the organization including senior management.
- Identified pain areas in IT, helped business process owners in prioritization per available budget and presented cost effective solutions.
- Responsible for Operations Management of several programs totaling an **average annual budget of USD 5M**.

- **Cloud Managed Services** (June 2015 – Aug 2017)
 - IaaS, PaaS and SaaS management for two product lines hosted on Azure, **Budget: 1.5M/year** on a 3-year contract
 - Drafted the SOW per customer requirements for monitoring and managing VMs, storage and AD services, supporting SQL DB, DW and stream analytics, obtaining agreement and closure on price and scope
 - Defined a resource model for integrated and embedded working of offshore teams for cloud infra control, platform support and security monitoring, with provision to bring in additional personnel as needed for service requests (deployments, portal configurations, DR drills and risk assessments)
 - Enabled a seamless and collaborative operating model between offshore support teams and client side PMO for operational and delivery activities, and with the engineering R&D team for product updates and releases.
 - Review SLA, KPI metrics and program status reports with IT and Product leadership
- **ERP Managed Services** (May 2014 – Aug 2017)
 - Application Support & Maintenance involving all SAP functions (OTC, FICO, CRM, SRM, BW, ABAP, HR, EHS), Middleware (SAP PO, Webmethods) & Informatica MDM integrated MSBI reporting layer
 - **Budget: 3.43M/year** on a 5-year contract, successfully renewed term in 2016 until 2021
 - Played the onsite client connect to the offshore project manager in ensuring performance and delivery.
 - Responsible for monthly operations review with IT Manager & annual contract review with IT Director
 - Mentored tower leaders into individual accountability aimed at service improvement, incident reduction
 - Established effective communication & collaboration models in the team to ensure seamless round the clock support
 - Introduced automation initiatives such as building and implementing bots for repetitive issues.
- **SAP & Cloud Implementations**
 - ♦ Migration of 450 Lotus Notes databases to SharePoint Online and Azure, **Budget: 700k** (May 2016 – Mar 2017)
 - ♦ SAP Archiving to clean up historic pre-divestiture data, **Budget: 432k** (Aug 2016 – Mar 2017)
 - ♦ Phased Implementation of SAP GRC and Okta IDAM, **Budget: 1.82M** (Sep 2015 – Feb 2017)
 - ♦ SAP Plant build out exercise as part of business divestiture, **Budget: 1.05M** (Feb 2016 – Dec 2016)
 - ♦ Migration of 125 Web Methods interfaces into SAP PO 7.4, **Budget: 900k** (Mar 2015 – Dec 2015)
- **Helped the CIO and business leaders in initiating landscape simplification and application modernization**
 - **Salesforce for CRM**
 - Managed the implementation of SFDC Sales Cloud to replace Oracle On-Demand for accounts, contacts, opportunities, pipelines, contracts and territories, integrating with Big Machines for pricing & quotations
 - Coordinated the implementation of SFDC Pardot for marketing and emails.
 - Proposed a roadmap for SFDC Service Cloud as a green field implementation for APAC and a subsequent replacement to Oracle Right-Now for US&C and EMEA, integrating with Click Software for field services.
 - **S4 HANA for ERP**
 - Defined business case for S4HANA implementation over a series of workshops with SAP architects and business users in laying out key pain points and manual processes within supply chain and finance in the current system, mapped the same with OOTB features with S4 HANA.
 - Presented to the CIO and the CFO a white paper on the proposed 2-year 3-phase \$8M solution.
 - **Business App Transformation**
 - Solutioned to rebuild a legacy shop floor IOT application as a smart manufacturing app on Azure at low cost, positioning the same as a top-up offering to end customers for quality analytics and optimization.

Several years of offshore delivery experience as a technical developer, team lead and project manager

- Managed the end-to-end implementation of SAP CRM for T-Mobile, responsible for team planning, reviewing progress of RICEF development objects, preparation/ execution of test plans and production cutover. (Sep 2013 – Apr 2014)
- Managed the offshore team supporting production SAP applications for Kodak, responsible for SLA/ KPI adherence, report ticket metrics and initiate RCA/problem management. (Jan 2012 – Sep 2013)
- Built a customized application as a proof of concept that integrates SAP CRM with SAP IS-Utilities and runs the transactions as a single window for Northern Ireland Electric (Jun 2011 – Dec 2011)
- Lead the team responsible to deliver SAP CRM enhancement change requests for Pepsi Co (May 2010 – May 2011)
- Designed and developed the middleware integration layer for accounts, customers, pricing and sales orders as part of SAP CRM e-Commerce green field implementation for Syngenta Corp (Apr 2008 – May 2010)
- Designed and developed the middleware integration layer as part of SAP CRM 5.2 implementation and subsequently upgrading to SAP CRM 6.0 for Mentor Graphics (Jun 2006 – Mar 2008)