# KAVYA SRIDHAR RAO

Agile Project Manager | Scrum Master

**Contact Details**

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Visa Status: H1B

GROWTH FOCUSED PROJECT MANAGER

Summary:

* 7 years of challenging professional experience with various Software Development Life cycle frameworks (SDLC) such as **waterfall**, **Scrum**, **SAFe** and in various roles such as **Agile Project Manager**, **Scrum Master and Business Systems Analyst.** Demonstrated strong skills like communication, analyzing, liaison, **negotiation**, problem solving, analytical, **conflict resolution**, people skills, **requirements gathering**, documentation and possess sound knowledge in data **migration**, **integration** and **warehousing**, **service oriented Architecture (SOA)** concepts and **Business Process Re-Engineering (BPR)** and **Business Process Improvement (BPI) methods**.
* Possess strong communication skills, have experience working with high level executives and need to be able to explain things directly and accurately.
* Have experience working in a fast paste environment
* Familiar with Agile methodology
* Good with guiding the team with description of the process with the team, how to keep them connected to overall approach
* Possess DevOps experience
* Possess experience with Jira, Confluence, MS Project knowledge
* Have high level of attention to detail
* Have the ability to work with all levels of the enterprise
* Possess domain experience, practical understanding- very seasoned candidates would have this
* Have understanding of how the budget works and be able to work with the budget
* Took the responsibility for leading a distributed (local & offshore) Agile Scrum team in planning and execution of strategic projects using Scrum Agile methodology and structure, metrics and practices
* Coached for the team in existing Agile Scrum best practices, including the proficient use of industry standard tools, technologies, and methodologies.
* Worked closely with product team, stakeholders, technical and project leads to establish goals, overall solution, high level project sizing and oversight for technical execution. Took the responsibility for building and presenting Scrum team and Program level metrics to peers and Management.
* Possess ability to handle multiple projects within the program at any given time.
* Possess ability to lead process, manage project and program level planning, budget estimation and tracking, resource planning and assessment, invoice review, financial planning and risk assessment.
* Well-organized, detail oriented, has great communication skills and thrives in a fast-paced environment.
* Possess flexibility and ability to work collaboratively within a matrix, 'virtual' environment.
* Demonstrated ability to work with external vendors
* Strong skills in Agile coaching, project planning, budget estimation and management, resource planning and assessment, financial planning and risk assessment.
* Possess advanced knowledge of process evaluation and improvement, including selection of products, tools, services and infrastructure components in line with an organization’s business needs and architectural principles.
* Possess strong knowledge of Project Management Tools (e.g. JIRA, Confluence, MS Project, Visio, Agile, SDLC etc.)
* Possess strong verbal and written communication skills.
* Possess strong expectation management, influencing and conflict resolution skills.
* Possess strong ability to collaborate across groups, build relationships and manage effectively in a matrix organization.
* Possess strong ability to motivate teams and coach and train business system analysts and lower level project managers.

**Technology Skills:**

|  |  |
| --- | --- |
| **Business Skills** | Business Process Analysis, Business Process Improvement, Use Case Modeling, BPMN, JAD Sessions, Risk Analysis, Requirements Workshops, GAP Analysis, SWOT Analysis, Document Analysis, Impact Analysis, Data Analysis. |
| **SDLC Methodologies** | Waterfall, Agile Scrum, Waterfall-Scrum Hybrid, SAFe, XP, Kanban |
| **Documentation Tool** | Microsoft Word, Microsoft Excel, Microsoft Project |
| **Collaboration Tool** | Microsoft SharePoint, Confluence |
| **Designing Tool** | Visio, Azure, Balsamiq |
| **Requirement Management** | JIRA, HP ALM, Rally, Version One, TFS, Aha, MS Project Server |
| **ETL tools** | Informatica Power Center |
| **Testing Tools** | HP QC, Selenium, Load Runner |
| **Databases** | Microsoft SQL, Oracle, Hbase, Amazon RedShift, Dynamo DB, S3 |
| **Big Data** | Hadoop, Zookeeper, Apache Spark, Oozie, Mahout, Flume, Scoop |
| **Data Warehousing** | ER Modeling, Dimension Modelling, Data Vault Modelling, Data Marts, OLTP, OLAP, Data Profiling, Data Mapping, Data Mining, Data Validation, Data Lake, Star schema, Snowflake Schema |
| **Reporting Tools** | Tableau, IBM Cognos, OBIEE, MSFT Power BI, Pentaho |
| **Languages** | HTML5, CSS, XML, JSON, PL/SQL |

**Professional Experience:**

**Kaiser Permanante March 2020 – Feb 2021**

**Role: Covid Surge Project Manager**

*Reference:*

*Name:* ***Mike Prescott***

*Designation: Senior Project Manager*

*Ph. No.: 916-223-5619*

*Office Address: 3200 Arden Way, Sacramento, California – 95825*

*Achievements*:

* Rolled out 20 Covid Surge effort for San Francisco and Sacramento (Physical Hardware products for Tents, Testing, Software upgrades, Networking, Data Center Maintenance, WAN, LAN, VLAN set up)
* Rolled out Covid Vaccines centers in San Francisco and Sacramento, created web portal for access to initial and second shots.

*Role and Responsibilities*:

* Kaiser Permanante's Covid Surge for Sacramento Area in California has multiple projects to facilitate IT Services for construction or refreshing the medical facilities for the Covid Pandemic of 2019-2020.
* Lead strategy & execution across product line by prioritizing run, growth, & enterprise level problems
* Executed of a logical grouping of multiple, related products that deliver a cohesive business and/or user capability.
* Leveraged customer feedback, production data, & business need to drive an outcome-based product roadmap across the product line.
* Worked with Engineering Managers to ensure product teams are optimized to meet customer & business needs.
* Partnered with users, customers, and account teams to facilitate successful customer proof of concept deployments.

Ensure products are executing on their vision, creating a healthy ecosystem for our Connectivity products to thrive and increase the adoption by users and customers.

* Actively participated in hiring & management of product managers; and building a community of practice around product management.
* Managed the development and implementation process of company's projects involving departmental or cross-functional teams focused on delivery of new or existing internal/external programs and/or products
* Owned overall responsibility for the success of assigned projects.
* Understood the business needs of the customer.
* Took the responsibility for leading the efforts associated with procurement, design, development and implementation of modular IT systems.
* Been responsible for the outputs required to ensure the impact of new or upgraded IT systems is effectively managed to support the delivery of desired business and technology outcomes.
* Worked with the business change and process improvement teams to support and guide them through the required steps.
* Monitored, tracked, scheduled, documented, assessed quality, and articulated the way changes affect the users on a day-to-day basis and ensure that thorough testing of systems and scenarios occurs throughout the implementation.
* Supported the federal certification exercise and associated planning processes. ITSM knowledge and working in a multi-vendor matrixed resource environment are paramount as well.
* Interfaced with Division Leadership and client Subject Matter Experts (SME) as required to complete the work.
* Focused on managing and monitoring integration efforts and compliance. Participated in drafting procurement documentation, Request for Proposals (RFPs) is key aspect.
* Interfaced with business stakeholders will occur daily.
* Ensured every team and engineer understands what they need to deliver at all times
* Organized and ran meeting agendas
* Consistently documented decisions and communicate them to impacted teams
* Created templates, workflows, and process that are lightweight and exactly suited to the needs of the team
* Quickly identified schedule risks and communicate possible solutions
* Constantly triaged and prioritized the work requested of you and the teams you support
* Very comfortable in settings ranging from technical discussions with engineers to presenting to executives

**Department of Health and Human Services, Columbia, South Carolina Oct 2017 – Jan 2020**

**Role: Project Manager/ScrumMaster**

*Reference:*

*Name:**Alvan Turner*

*Designation: Senior Project Manager*

*Ph. No.: 803-315-3587*

*Email ID:* [*Alvan.Turner@scdhhs.gov/aturner104@gmail.com*](mailto:Alvan.Turner@scdhhs.gov/aturner104@gmail.com)

*Office Address: 1801 Main St, Columbia, SC 29201*

**SCOPE:** To increase the **Speed,** **Security and Integration of Customer Specific Software** by upgrading the **Provider Online Service Centre (POSC)** in **Medicaid Management Information System (MMIS)** to produce data that was accurate, timely, usable and easily accessible to support provider analysis and decision making process in management.

*Achievement:*

* Deployed providers application called Bridges so that they can update NPI data before retrieving EHR/EMR data from the system
* Deployed ITIL, change management, Issue management in the organization.
* Deployed the Kps, Services, Perform indicators for many processes within organization.

*Roles and Responsibility***:**

* Responsible for synthesizing project information and defining **project scope**, **objectives, resources**, **budget** & **deliverables**.
* Experienced leading enterprise level data migration projects
* Experienced with both waterfall and agile project methodologies
* Experienced with BA work – specifically writing user stories and working with project teams to uncover requirements
* Experienced with ADO and other Project Management tool
* Tracked record of establishing priorities and meeting deadlines.
* Possess effective written and oral presentation skills and facilitation skills. Ability to communicate with all levels of internal associates, external vendors and business partners.
* Have deployed MDM migration and integration to AWS using mulesoft and informatica.
* Involved in validating and approving **wireframes**, **mock-up screens**, data flow diagrams, **use case diagrams,** sequence diagrams and Activity diagrams for To-Be system and web application using business modelling tool like **Azure**.
* Facilitated **Sprint Planning** meeting for selecting the Sprint Backlog and creating Tasks using **SMART** criteria. Facilitated **Daily Scrum meeting** to track team performance and sprint completion and logged **impediments**. Facilitated **Sprint Review** meeting and logged feedback of stakeholders and ensure PSPI acceptance by **definition of done**. Facilitated **Sprint Retrospective** meeting using **Start-Fish** technique and used that to improve team performance.
* Responsible for **impediment** tracking, resolution and managing **team-conflicts**. Responsible for **creating sprints**, **providing access** to team members and configuring dashboards using **JIRA.** Ensured team followed and understood **Continuous integration**, **Continuous testing**, **Automated testing** and **ATDD**.
* Responsible for tracking user stories, scrum task-boards, defects by using JIRA project management tool.

Responsible for creating **burn-up**, **burn-down**, **requirement churn** chart to communicate team performance and project status to stakeholders and teams. Responsible for initiation of sprints, updating, creating, monitoring issues, tasks and sub-tasks using Jira.

* Facilitated **scrum workshops** and **Sprint 0** as part of **change management** from waterfall to Scrum and prepare team for development by making them understand **agile principles** and **scrum frame work**. Facilitated **Grooming** meeting in **prioritizing** the **backlog** using **MOSCOW** technique and forced ranking. Decomposed **epics** by **vertical slicing** and created user stories using **INVEST** criteria.
* Responsible for **Communication management**, **Risk management**, **Release management**, scope the major **milestones**, **timelines** and overall business **objectives**. Responsible for developing **change management** plan and strategy to train team in agile process. Responsible for maintaining the **training calendar** and taking **initiatives**, **publishing materials** that would help team getting familiar with Scrum development framework.

**Environment: SCRUM Methodology, JIRA 6.4, MS Visio 2013, UML, MQ interface version 6, HP ALM v11, Informatica, Tableau 9.0, MS outlook 2013, MS office Suite 2013 (Excel, Word, Power point).**

**Hertz Global Headquarters Jan 2017 – Aug 2017**

**Role: Project Manager/Business Analyst**

*Reference:*

*Name:**Manisha Aekula*

*Designation: Project Manager*

*Ph. No.: 551-666-1188*

*Email ID: Manisha.aekula@hertz.com*

*Office Address: 8501 Williams Rd, Estero, FL 33928*

Hertz Global Headquarters has multiple companies underneath it with an enormous number of touch-points from traditional infrastructure, hybrid cloud environments, over 1700 Global applications, multiple digital touch-points, multiple assets, consumer safety dealing with transportation (think about Homeland Security/ Automobile Security/ Transportation Security.) Now think about all the Personal Identifying Data involved here with customers, employees, partners, vendors- various governments from all over the world.  
The Integration Factory/ MuleSoft Center of Excellence uses Informatica for ETL and the MDM tool of choice is Orchestra. They have 3 primary DW- Oracle, Teradata, Cognos and some SQL. They have 1700 + Applications  
  
MuleSoft is the integration tool of choice and this Integration Factory/ COE will be ingesting all real-time global applications and you will play a critical part delivering historical and transactional data into the new Global Hybrid cloud environment. This environment is so complex and diverse all the Cloud vendors (Microsoft, Amazon, IBM, Salesforce, Bluemix, M4 and more) are all writing White-Papers on this effort.  
  
My Roles and Responsibilities were:  
• Gathered requirements from stakeholders including business subject matter users and IT teams  
• Documented data migration requirements, including source system analysis and source to target  
• Analyzed & acquired data from primary and secondary data sources – creating mapping specifications for use by ETL development resources  
• Documented plans for collection, data cleansing, and normalization of data  
• Assisted in creation of Test cases with QA testing team and business.

* Possess specific project experience dealing with an MDM application and the integration of other enterprise applications like Salesforce to AWS
* Performed initial needs assessment, scope definition, proposal and statement of work (SOW) preparation, and resource planning, including the management of milestones and targeted project deliverables through project closure for both private sector and public sectors including federal, state and local governments
* Developed processes and procedures for repeatable solutions enabling the organization to manage and deploy those solutions in a cost effective manner while also creating efficient day-to-day operations
* Developed and maintained strong relationships with practices within the company to proactively drive revenue opportunities while also identifying and addressing practitioner support needs
* Managed offshore team along with local technical resources assigned to client projects
* Designed and implemented a new user interface for above system virtually eliminating freeze-ups for less than 3% of main system cost without the need for outside consultants.
* Initiated key changes in the development of a customer line monitoring device, which reduced the size and original projected cost by more than 50%.
* Created and presented the training and operation documentation for the fore-mentioned systems.
* Work collaboratively with International telecom groups on launching new Global applications

**State of New Jersey, Clinton, New Jersey Dec 2013 – Dec 2016**

**Role: Infrastructure Project Manager/Project Coordinator**

*Reference:*

*Name:**Vinay Jayakeerthi*

*Designation: Project Manager*

*Ph. No.: (215)-407-1380*

*Email ID: vinay.jayakeerthi@gmail.com*

*Office Address: 200 Riverview Plaza, Trenton, NJ 08611*

**Scope:** To create the **Data Warehouse Architecture** for **storing** and **replicating** the data in the data warehouse. We migrated the data from **legacy system** to a **new data warehouse architecture**. The objective was that it was difficult to retrieve the data that was poorly documented, not stored properly, wanted to scale the database and with no proper structure.

**Roles and Responsibilities:**

* Implemented the **SDLC**, **agile (SCRUM)** methodology for the developing life cycle and followed the standards process in the application and elicited requirements from Business users and stakeholders by interacting with them and asking them detailed questions, and through **JAD sessions**, Focus Groups, **Brainstorming, Prototyping and recorded and documented** the requirements in a format easily understood and reviewed by both business and technical people.
* Worked on **data integration, data migration, data modelling.** Worked on **extracting, loading, maintaining** the data.
* Assisted the data analyst with the trigger functions of Insert, Update and Delete and set specific procedures for the data flow in the data warehouse.
* Conducted **Impact Analysis** and **Gap Analysis** to derive and document requirements for the new Data Warehouse. Performed **AS-IS** and **TO-BE** business processes to check the compatibility of the existing system with the new business requirements.
* Retiring old data warehouse servers, retired disk space, hardware and saving CPU time with new hardware. Performed data cleansing enrichment and **mapping tasks**. Mapped the data from Source file to the Target file. Crafted and **collated data** from **legacy systems.**
* Worked on existing data migration programs with upgrades and enhancements. Assisted in the data migration by coordinating with management and technical services personal.
* Documented various **process flow** to describe program development, logic, testing, application integration and implementation. Used **MS SharePoint 2013** for documentation and collaboration purposes. Reverse engineered all the source database. Formulated **data reports** from updated **SQL Server**.
* Involved in defining the **source to target data mappings, business rules and data definitions**. Responsible for defining the key identifiers for each mapping/interface. Created data dictionary document.
* Performed Data Profiling and **Data Quality**. Documented data quality and traceability documents for each source interface. Designed and implemented data integration modules for **Extract/Transform/Load (ETL)** functions.

**Environment:** Agile SCRUM, SQL Server, MS Access, MS Excel, MS Word, MS Outlook, PowerPoint 2007, SharePoint 2013, ETL Informatica, SaaS

**Montefiore Medical Group, Yonkers, New York Aug 2012 – Nov 2013**

**Role: Scrum Master / Business System Analyst**

*Reference:*

*Name: Deepa Rao*

*Designation: Project Manager*

*Ph. No.: 405-762-3876*

*Email ID: deepa.sai767@gmail.com*

*Office Address: 111 E 210th St, The Bronx, NY 10467*

**SCOPE:** The project was to develop an application to validate the patient information and facilitate **Electronic Data Interchange** leading to effective Health Information Exchange by performing an **Optical Character Recognition (OCR)** on the patient ID which includes multiple devices, and conform involved systems, methods and computer program products for document authentication while maintaining **HIPAA** standards. OCR recognized any document, invoices, medical forms, financial forms and purchase orders.

**Roles and Responsibilities:**

* Responsible for defining **product roadmap**, **communication management**, **release planning**, and **project scope**.
* Developed deep understanding of **Enterprise vision**, **objectives** by constantly participating in **strategic meetings**.
* Responsible for ensuring Product vision and goals are **aligned** with Portfolio, value-stream vision and goals.
* Performed **document analysis, impact analysis** & worked with SME, Administrators to understand the **As-Is** Siebel system
* Performed **market research** on the available tools, presented the findings to Senior management and aided in effective **decision making** for selecting the tool that best fit organization needs.
* Worked closely with **Agile Program manager** and **Systems Architect** in understanding and defining the capabilities of the new Dynamics system, Key Performance Indicators and designing **Work Break Down Structures**.
* Researched on different **AWS products** and their features to better understand the product and **cloud migration**.
* Implemented **Lean Agile principles** by taking **economic view**, applying **systems thinking**, visualize and limit **WIP**, applying **cadence** and synchronize **cross-domain planning**.
* Used MS Project Server to effectively **track projects** on Time, Cost and Resource constraints and report the detailed status to senior management.
* Facilitated and owned **PI Planning**, **Pre-Pi planning** and **Post-Pi planning** meetings.
* Responsible for maintaining the calendars for iterations, **Program increments**, **Training** and **Agile games**.
* Maintained visibility and transparency by aggregating team **PI objectives** into **Program PI objectives** and published them
* Developed cooperation between **development teams**, **system** and **solution architects** through **games** and **workshops**
* Responsible for creating **reports** and updating status to **Program Portfolio Management** and **Release management**.
* Facilitated and attended **systems demo**, **solutions demo** and responsible for Cost scheduling and operating within the **ART budget**. Responsible for conducting **Agile games** to improve team familiarity with **Scrum** and **SAFe framework**.
* Responsible for accessing and improving **program** and **value stream** **agility levels** through **workshops** and ensure there is **inspection** and **adaptation** at all levels.
* Responsible for developing best practices for **continuous integration** at **Team level**, **Program level** and **value stream level**.
* Responsible for tracking **impediments**, **escalating them**, setting **metrics**, managing **risks** and **dependencies**
* Participated in Innovation Planning iteration to facilitate **PI readiness**, **cadence** based planning, estimating **guard band**, hackathons, infrastructure improvements and **systems demo**.
* Worked with Scrum Masters of various teams to effectively handle **dependencies**, **resources** across teams, ensuring stable flow using **MS Project Server**.
* Responsible for implementing the **SAFe framework** and **scrum processes** across all teams and managing **resources.**
* Responsible for **monitoring** and **managing** the work progress and ensured to deliver **systems demos** as per release plan.
* Worked to promote **transparency** across teams and stakeholders in **SAFe** environment by publishing team performance, making teams **committed** and **accountable** to deliverable and ensure team follows **Agile** principles.
* Worked with and **coached** **Scrum Masters**, to drive a **steady process** and **communication** across teams.
* Worked with **on-shore, off-shore** teams and made sure the communication is proper and SAFe process is followed.
* Facilitated and **coached** teams on the importance of **Continuous Integration**, **ATDD** and **Continuous testing**.
* Coordinated with **Product owners** to prioritize **Product backlog** and made sure that backlog is **iteration ready**.
* Worked closely with **Product management** and **Program manager** in designing the **change management** plan and analyzed impact, incorporated feedback from business focus groups at each phase.
* Collaborated with **Program manager**, **Product Management** to revise **User Acceptance criteria** and change management plan by **integrating** the insights from focus groups and impact analysis.

**Environment: Agile SCRUM, MS Access, MS Excel, MS Visio, Test Manager, MS Project, Rational requirements composer 4.0.5, OCR, Informatica Power Center.**

**Life Insurance Corporation of India, Bangalore, India Jan 2012 - Aug 2012**

**Role: Business Analyst**

*Reference:*

*Name:**Divya Singh*

*Designation: Project Manager*

*Ph. No.: +918738817955*

*Email ID: singhdivya565@gmail.com*

*Office Address: Gr. Floor, United India Building, JC ROAD, Bangalore, Karnataka 560002, India*

**SCOPE:** This project involved in framing a **claim processing** system. It involved in providing various reports to the management to track how many claims were being processed based on the requirement.

**Roles and Responsibilities:**

* **Documented business requirements**, and communicated the requirements with the development team for design and implementation of business solutions.
* Worked with Business Analysis team to prepare a detailed **Business Requirement document (BRD)** and **System Requirement Document (SRS).**
* Analyzed Business Requirements to develop functional and detail design specifications.
* Conducted **Requirement Gathering Sessions** with the stakeholders. Incorporated **stakeholder feedback** throughout the **project lifecycle** to ensure project quality and customer satisfaction.
* Interacted with the project team to help define the Business and System Objectives, confirmation of scope, identify constraints and the measures of success for the system to be developed.
* Monitored **change requests** and **documented requirements**, integrating them with **Use Cases**.

**Environment: Waterfall, MS Visio, Mock-up screens, wireframes, My SQL Workbench 5.0, My SQL 5.0, MS office suite 2007.**

**Apollo, Bangalore, India Aug 2011 - Dec 2011**

**Role: Junior Business Analyst**

*Reference:*

*Name:**Deepak Chakravarthi*

*Designation: Project Manager*

*Ph. No.: 580-890-0079*

*Email ID:* [*kdeepakchakravarthi@gmail.com*](mailto:kdeepakchakravarthi@gmail.com)

*Office Address: SH-85, Seshadripuram, Bengaluru, Karnataka 560020, Bengaluru, Karnataka 560020*

**SCOPE:** We used the current web based database application **(EDS – Electronic Data Store**) and enhance it to facilitate the storage of patient related files in order to build a comprehensive in-house patient portal.

**Roles and Responsibilities:**

* Responsible for developing and reviewing business requirements, functional specifications, project schedules, documentation and test plans.
* Closely interacted with designers and software developers to understand application functionality, navigational flow and updated them about end-user requirements and usability.
* Worked on functions such as **Change Control and Request**, managed complaints to ensure patient satisfaction while providing the physicians access to manage patient health history and update medication details.
* Interacted with the developers to introduce the application of security at all levels of the data and metadata layers.
* Actively involved in data integration, preventing data overlap and creating a master patient data management database.

**Environment: Waterfall, Microsoft Access, Microsoft Excel, Microsoft Word, In-house EDS, MS Visio**.

**Certification:**

## Scrum Master Certification

## Google Analytics

## Big Data University

## Hadoop Essentials

## Google AdWords

## Display/Search & Shopping Advertising Certification

## PMP (In-Progress)

## **Education**

## Visveswaraya University of Engineering, Bangalore, India – B.E (Jan 2010- Aug 2013)

## Southwestern Oklahoma State University, Weatherford, USA – MBA (Jan 2014 - Dec 2016)

* Ottawa University, Phoenix, USA – IT Management (In-Progress)