**Dr. Dinesh Yarlagadda B.E, MBA, Ph.D**

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#### Summary

⮊      **9+ years of global experience** (Program/Project Manager, Scrum Master, Transition/ Transformation & Service Delivery)

⮊      Expertise in delivering strategic IT/ ITES solutions spanning the enterprise in IT Infrastructure, Applications/ Product development, and COTS Integration arena across diverse industry verticals. Managed all aspects of SAP solutions which include product development, testing, implementation and support of online systems. Strength lies in implementing integrated solutions and knowledge of various functional areas of SAP Project Management/SCM/SD/MM/WM.

⮊      **Proven US and international success having serviced 20+ different fortune 500 clients till date across the globe**.

⮊      Manage projects, digital strategy & service delivery PNL of budget range $10-25 million.

⮊      **Excellent track record of solid program and delivery governance** in executing projects supported by service providers.

⮊      **Skilled at account mining and forecasting**, estimate generation, resource sizing & allocation, CRM, vendor management including RFI/RFP/RFQ process, procurement management, cost benefit analysis/ROI, drafting SOW’s etc.

⮊      Expertise in transformation of business requirements & goals into quantifiable IT and market responsive solutions.

⮊      **Experienced and comfortable leading global cross-functional teams** in IT Infrastructure and application domain.

⮊      **Routinely meet with and presented to “C” level executives** and their reports to present status, attain approvals and confirm remediation/regulatory timelines, budget, deliverables & ensure **strong commitment to customer satisfaction**.

⮊      Develop, manage and communicate KPI’s at program and project levels.

⮊      Adept at streamlining processes, merging corporate systems and integrating business practices/cultures resulting from mergers, corporate reorganizations, changing compliance standards etc. and rapidly responding to dynamic market shifts.

⮊      Proactive and detail oriented with ability to think, plan and act strategically, tactically and conceptually.

⮊      Demonstrate “**make it happen**” and “**find a way**” attitude with an intense desire to succeed and be goal oriented.

#### Domain Expertise

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| --- | --- | --- |
| * PMI / Prince2® Practioner * Infrastructure Build & Managing * Business Analysis * Consolidation & Migration * Application Lifecycle Management * Service Desk & EUC Tools Set up * Customer Relation Management * Tactical & Strategic Planning | * ITIL/ ITSM Framework * Transition/ Transformation * Integration & Systemization * Virtualization – P2V, V2V * QA strategy & Process * Process re-engineering * Vendor Management * Procurement Management | * **Agile/ Scrum Master Certified** * Service Delivery * SDLC Processes * Cloud Computing * Monitoring & Tools Set up * BCP/ Disaster Recovery * Organization Change Management * Release Planning & Management |

#### Systems/ Technologies

* **Business Tools:** MS Office Suite: MS Project 2013, Outlook, Visio, Lync, SharePoint, CA Clarity, JIRA, BCP/DR
* **Datacenter/ Client-Server technologies:** Windows 2012, 2008 and 2003 servers, Virtualization/ VMware/ Hyper-V, ESX clusters, UNIX, LINUX Red Hat clusters, Mainframe systems, AS400, Web servers, HP, EMC SAN and NAS, NetApp FAS, Nagios.
* **Networks:** Cisco Wireless, Riverbed, Microsoft Lync, Skype, Global QoS, Routing Redesign, LAN/ WAN Switch Upgrade
* **EUC:** Active Directory, LDAP, Patch Management, MS Exchange, Office 365, Citrix XenApp, SharePoint, Curion, Bomgar, Healing Station, AppStore, Vayusphere, CTI, Work Blaze, Kaleidoscope and Flexera
* **Security:** IPAM / DHCP Consolidation, SecureAuth, URL-filtering Implementation, Cyber Ark (PIM), SIEM, Cisco SSL VPN, Gigamon, Skybox, PCI, Cisco ISE, RSA Endpoint, McAfee DLP, Site Firewall Migration, NetIQ IdM
* **SDLC Methods:** Waterfall, JIRA-Scrum, RAD, Rational Unified Process
* **Languages:** VB.NET, Java/ J2EE, JavaScript, HTML, and CSS, PHP, XML
* **ITSM Platform:** ServiceNow, Remedy, CA
* **Databases:** MS Access, MySQL, Oracle, PL/SQL, DB2, Oracle 11g/12c, MS SQL Server, MySQL, DB2

#### Skills Perfected

|  |  |  |
| --- | --- | --- |
| * Managing expectations * Leadership * Decision making/Digital Strategy * Influencing * Negotiations * Resolving conflicts * Organization & Presentation | * Problem solving * Motivating & team building * Communicating * Coordination * Cost & Budget Analysis * Dashboards * Risk/ Issue management | * Schedules/ Project Plans * Work breakdown structures * Critical path diagrams * Variance analysis * Metrics * Earned value/ Expense Report * Interpersonal Skills |

#### Education & Certifications

* Ph.D in International Trade and Business

· Master in Business Administration in Marketing/Database /Project Management (2 Years regular)

· Bachelor of Engineering in Production Engineering (4 Years regular)

· Scrum Master Certification

#### Experience Details

**Estee Lauder, New York                                                                                                                                Feb’15 – Present**

**Sr Project Manager – SAP/Scrum Master/Data Center Migration/Server Upgrade/IT Infra & Apps Consolidation/Wireless Implementation/Retail Setup and Procurement**

* Lead customer program with 10+ work stream projects for corporate datacenter and regional consolidation of IT Infrastructure and applications across 150+ global sites.
* Projects include: Datacenter build & migration, 3500 servers upgrade, Retail setup in EMEA/APAC/NA/LATAM regions, GIS application consolidation & migration in matrix environment, Office 365 roll out, Microsoft Lync/ Skype Upgrade, Riverbed Installs, Cisco Wireless Installs, Win2K3 Upgrade, Bandwidth Upgrade, collaboration tools set up etc.
* Lead and coordinate global PMO team of 3 PM’s, 4 BA’s and 50+ project technical leads & resources.
* Spearheading the audit, compliance and governance tower for preparing and maintaining integrated project plans.
* Present status reports (Performance, Expense, Milestone, Highlight & Exception) across all program towers.
* Lead daily/ weekly stand up meetings & sprints with key stakeholders by forming scrum teams, which include direct reports of C level executives HR, finance, legal etc.
* Perform account mining/ new business generation working with client directors and Sales/ Account management team.
* Lead projects from Initiation/ Project scoping, sizing to implementing and support through warranty/ Handover.
* Coordinated with product and system owners to formalize requirements and finalize design, leveraging User Stories, Sizing and Planning Poker techniques as needed based on the length of the backlog and priorities.
* Facilitated scrum events and delivered Product Vision, Road Maps, Backlog, Release Plan, and Iteration Plan.
* Reported progress to all stakeholders through Sprint/Iteration Burn-Down Reports, RAG analysis and Velocity targets.
* Coordinated sessions for backlog grooming, release and sprint planning and impediment removal.
* Ensure design and technical solution finalization, resource sizing, procurement and overall SOW sign off.
* Head of project risk management team to assess risks associated with Project Cost, Schedule, Scope and quality.
* Focus successfully on time, schedule, budget/ cost tracking, with efficient use of resources, value and quality.
* Effectively manage Vendor relations and Procurement process including reviewing vendor quotes, evaluating pricing models, ensuring timely PO release, equipment delivery and GRN processing.
* Successfully developed QA/Testing (Unit, System, Integration and User acceptance) plans for the Program and Projects.
* Lead the efforts for multilingual training material and building high performing cross functional teams.
* Status reporting, including regular team and Steering Committee meetings
* Assessing risk and cross-functional impact and developing mitigation plans
* Tracking, escalating and resolving issues
* Communications and Change Management
* Post project evaluation and value realization
* Regular updates through retrospect sprints
* Using SharePoint for document sharing and other MS Office Suite like Project, Excel
* Introduced Enterprise Program Management Office and Digital Strategy successfully
* Evaluating best pricing models with vendors
* Maintains risk register, case studies
* Liaising with vendors throughout the scope of the project
* Present periodic Performance, expense reports by Certify, Status reports and Dash boards to all the important stakeholders
* Follow Risk Management Processes to assess risks associated with Project Cost, Schedule, Scope and quality.
* Project Governance policies, change management in data center infrastructure and in SDLC and logistics including project plans and various processes by using latest technologies under Government regulations and compliance
* Build highly performing cross functional teams and trained them to achieve our goals in the project
* Completing due diligence and technical reviews of all vendor quotations. Preparing and tracking costs and schedule by following compliance and using vendor management
* Established communication management plan and communication matrix to cater to the information needs of all the stakeholders as per their requirements

**Bloomberg LP, New York                                                                                                                                                Feb’11 – Feb’15**

**Project Manager – SAP PM, SCM & WM/Scrum Master/Data Center Migration/Server Upgrade**

* Organized and managed transition PMO office for the customer across multiple teams including 5 PM’s and 50+ tech team members (PMs, tech leads and other support teams).
* Performed an integrated role involving IT Infrastructure transition and ITSM ServiceNow Implementation.
* Produce detailed project plans and reports to manage interdependencies across the program.
* Performed risk/ issue management and escalate relevant issues and review progress periodically with stakeholders.
* Maintained and completed program key performance indicators, milestone reporting, sign-off and hand over to support.
* Preside over Steering Committee meetings, monitored contract compliance & ensured effective quality control process.
* Hold stock holder and vendor meetings, forming scrum team, Epics and Prioritized Product Backlog by using JIRA.
* Evaluating best pricing models with vendors
* Build highly performing cross functional teams and trained them to achieve our goals in the project
* Preparing and tracking costs and schedule by following compliance and using vendor management
* Liaising with vendors throughout the scope of the project
* Build credibility, establish rapport, and maintain communication with stakeholders, scrum team, product owner at multiple levels, including those external to the organization
* Present periodic Performance, expense reports by Certify, Status reports and Dash boards to all the important stakeholders
* Follow Risk Management Processes to assess risks associated with Project Cost, Schedule, Scope and quality.
* Reports are provided on a weekly basis to all the stakeholders in addition to other relevant reports
* Helped teammates and projects to develop use case necessary, test cases necessary for the project and the team. Expert Business analysis and testing methodologies for unit testing, system integration testing, user acceptance testing and live support after implementation
* Project Governance policies, change management in data center infrastructure and in SDLC and logistics including project plans and various processes by using latest technologies under Government regulations and compliance
* IT Infrastructure Transition:
  + Ensured time sensitive and critical IT Infrastructure knowledge transition from incumbent to new service provider.
  + Set up of a dedicated Near-Shore & Off-Shore service management center with network connectivity.
  + Executed Due Diligence, Transition Planning, Knowledge transfer, Redesign and Replication and closure in-line with the recognized best practice.
  + Utilized standard/customized document templates to manage risk/issue, governance reporting & quality assurance
  + Performed costing, estimating and overall planning of the project. Worked with cross functional teams to prepare Project Work orders/ SOW, resource sizing, other inputs for MSA, Onsite-Offshore management center design etc.
* ITSM Service Now Implementation:
  + Spearheaded the implementation roadmap for ITSM (Service Now - Eureka) with Incident, Problem, Change, Service Request, Knowledge and Configuration Management process implementation across the organization.
  + Coordinated integration of 60+ service requests from Service Catalogue during the project phase.
  + Coordinated the finalization of SLA’s/ OLA’s across different service providers and getting them configured.
  + Ensured integrations with monitoring and management tools to Service Now (CA-SOI to IM Integration)
  + Responsible for building new Change Management roles, process and tools to better manage compliance and governance for over 500k changes per calendar year throughout the enterprise.
  + Conducted design and process workshops for over 10+ outsource vendors as well as over 10,000+ IT users.
  + Coordinated migration of 500+ knowledge articles from incumbent knowledge management tool to Service Now.

**Nabi Bio-Pharmaceuticals, Florida                                                                                                                            Mar’10 – Feb’11**

**SAP Project Manager**

* Organized and managed PMO office for the customer across 5 teams with 6 direct reports and 20+ indirect reports (PMs, BAs, developers, QAs and release team).
* Responsible for costing and budgeting of the aforementioned projects with budgets ranging from $500K to $1.5M
* Created use cases and functional requirements documents.
* Used Clarity PPM for generating scheduling, budgeting and other relevant reports.
* Led sprint backlog grooming, planning, and demo meetings; attended daily status call and sprint review meetings when possible; used JIRA as the agile methodology tool; assisted BA’s in creating epics, stories, and tasks.
* Coordinated with offshore team to expedite development and deliverables. Also coordinated for release information.
* Managed the merger and acquisition process as well as delivering functional features of existing applications.
* Negotiated with third party vendors and service providers regarding usage, frequency, availability and cost of using their proprietary web services and performance measurement tools.
* Ensured efficient and methodical risk, issue and change management for the project.
* Coordinated within business and IT teams to ensure translation of business requirements into technical requirements.
* Drove the development teams to implement and maintain development best practices.
* Gathering user requirements, by conducting meetings with various user groups.
* Preparation of user requirement documents and worked for full life cycle implementation.
* Designing queries and reports. Designing customized solution manager, OTC contracts, resource related billing, account receivables, CFS, Cash and assigning project codes.
* Baseline configuration of European entities, Cross company selling configuration, third party shipments, batch processing in sales and delivery, EDI/IDOC automation for Inter-company invoice verification.
* Inventory management and Source determination in Purchasing.
* Material master, customer master, vendor master data transfer.
* Involved in the variant configuration for pricing, special requirements like identifying materials with different countries of origin at the same warehouse.
* Availability Backorder processing and rescheduling.
* Release procedures with classification for internal and external Purchasing documents.
* User exits for Batch determination in Sales and Delivery.
* Stock transport orders for interplant goods movements.
* Subcontract Purchase orders and third party delivery.
* Responsible for functional enhancement in SD and MM modules including rolling out the enhanced version to the European entities.
* Responsible for Interfacing with MM, PP, CRM and FICO.
* Integration with PP modules on MRP, MRP generated purchase requisitions, planned order, transfer of requirements etc.
* Executing output specifications by using EDI in IDOC.
* Preparation of test scripts for execution of Unit and Integration testing.
* Preparation of training scripts and training sessions to end users.
* Post go-live support on SD.

**Briggs & Stratton Corporation, Wauwatosa, WI**                                                                 **May’09 – Feb’10**

**SAP Project Manager/SD Functional Consultant**

* Understanding and analyzing client’s business process requirements and arriving at consensus of how the company is to be represented within the R/3 system, by using the ASAP methodology and solution manager for full life cycle implementation planning.
* In detail planning of all the phases of solution manager
* Created Characteristics and classes and assigned to required objects.
* Maintained sales views in Customer Master, Material Master.
* Configuration of control data for customer master using account groups and partner determination
* Configured pricing procedures, BADI, sales orders, delivery, and billing documents.
* Configured special business transactions like Material determination, Material listing/exclusion, credit management, rebate processing.
* Configured Sales BOM.
* Using LSMW for transferring legacy data
* Special customization was done to interface purchasing and order entry for operation   optimization.
* Analyzing the requirements for third party software integration
* Analyzing the optimum usage of warehouse by using WMS
* Participated in cross module integration with FI/CO in account determination and account receivables.
* Participated in unit level, systems testing, SD testing by TAO and integrated testing with other modules.
* Documenting training documents.
* Conducting training to the end users.
* Go-live and Post-live production support.

**Rohm and Haas, Philadelphia, PA                                                                                                                    Aug’08 – May’09**

**SAP SD/SCM Consultant**

* Define incompleteness schema for Header and items in SD documents.
* Define consistency check for customs office and Transport mode.
* Configuring Rebate agreements.
* Configuring Transfer of requirements, ATP.
* Sales Information System Configuration.
* Material determination and Text determination configuration.
* Account assignment, account receivables, Revenue A/C determination.
* Query creation for specific user requirement and Quick viewer report generation.
* Resolution and Global support for Ticketed issues.

Analyzing errors and take preventive actions to avoid recurrence. Monitored resolution process/logs.