**RAVIKIRAN SODIMBAKAM (Certified Project Management Professional)**

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**Skills**

Project Management | Stakeholder Management | Knowledge Management | COE Adoption| MS Project | Microsoft Office (Excel, PowerPoint, Word) | Jira | Confluence | Azure Cloud | Azure Web App | Azure API | Azure Storage| Azure DevOps| ASP.NET Core Web Applications | ASP.NET Core Web API | C#.Net | ASP.NET Core MVC| EF | LINQ | HTML| CSS| Java Script | Redis Cache | CI/CD

**Professional Summary**

* Certified Project Management Professional (PMP)® with 20 Years of experience in software industry. A Dynamic and resilient professional known for extensive experience in team leadership, conflict resolution, client management. Skilled in project planning, execution, monitoring and tracking across both Waterfall and Agile Scrum methodologies.
* Successfully led and managed multiple large-scale digital transformation projects valued up to $10M for diverse global clients, resulting in enhanced business operations and significant improvements in efficiency and productivity.
* Over 6 years of experience in Project Management & Consulting, overseeing the end-to-end IT service delivery, from preparing RFP proposal to project execution for multiple Cloud digital transformation solution projects using Azure platform and other automation tools & technologies.
* Over 13 years of experience designing and building large-scale complex systems, with expertise in architecting and deploying highly scalable, maintainable applications both on-premises and in the cloud using .NET Core technologies.

**Professional Experience**

**Infosys Limited 02/2016 – Current**

Position Title: Project Manager

Role: Digital Solution Specialist - High Maturity project planning and execution

**Project #1: Digital transformation & IT infrastructure management for Singapore Based Telecom moving from legacy stack to new tech stack.**

Description: Led the end-to-end digital transformation of a major Singapore-based telecommunication company, transitioning from a legacy tech stack to a modernized, cloud-based infrastructure to enhance operational efficiency, improve customer experience, and drive innovation across the company’s services.

Key Responsibilities and Achievements:

* Conducted an in-depth evaluation of the existing legacy systems and defined a comprehensive roadmap presentation for migrating to a cloud-native, microservices-based architecture. Collaborated with senior stakeholders to align the transformation strategy with business objectives, budget, and timelines.
* Spearheaded the migration of core systems to a scalable cloud platform, enabling the telecom to leverage elastic infrastructure for handling increasing customer demand. Introduced containerization (Docker, Kubernetes) and implemented automation tools to enhance system agility and reduce operational overhead.
* Transitioned from monolithic legacy applications to a modular, API-driven architecture that utilized modern technologies such as microservices, serverless computing, and DevOps practices using the Azure cloud platform and introduced technologies like CI/CD pipelines for faster, more reliable deployments.
* Improved customer-facing services by integrating advanced analytics and AI/ML capabilities into the new technology stack, enabling personalized service offerings, predictive maintenance, and enhanced digital engagement. This resulted in a significant improvement in customer satisfaction and retention rates.
* Implemented automation across key processes, reducing manual interventions and increasing operational efficiency by over 30%. Introduced real-time monitoring and analytics tools to proactively address system performance and reliability.
* Successfully migrated large volumes of sensitive customer and operational data from legacy systems to the new stack, ensuring full compliance with Singapore’s data privacy regulations. Implemented robust data governance frameworks to ensure ongoing compliance and security.
* Led a cross-functional team of developers, cloud architects, system integrators, and third-party vendors to ensure the smooth execution of the transformation plan. Fostered strong collaboration between technical and business teams to align technology initiatives with strategic goals.
* Identified potential risks throughout the transition process, particularly concerning system downtime, data integrity, and customer impact. Developed and executed a risk management framework to mitigate disruptions during migration, ensuring minimal impact on business operations.
* Oversaw post-deployment support to stabilize the new systems and introduced continuous improvement processes. Conducted performance tuning and optimization initiatives, resulting in a 25% reduction in system downtime and a more reliable service delivery platform.

Impact & Results:

Reduced system downtime by 40% and improved service availability.

Increased operational efficiency by 30% through automation and streamlined processes.

Enhanced customer satisfaction through improved digital services and personalized experiences.

Enabled future scalability and innovation with the adoption of a cloud-native, microservices architecture.

Met all compliance and regulatory requirements, ensuring a secure and sustainable technology environment.

**Project #2: Footlocker QA Transformation Program to uplift Maturity and be the Primary partner in Digital track**

**Project #3: PMO Services for a major Oil and Gas Company in Europe**

**Description: involving the key PM Services like: 1. Finance and Contract Management, 2. Planning and Scheduling, 3.Risk and Issue Management, 4.Performance Management, 5.Knowledge Management, 6.Resource Management , 7.Governance For all these service areas.**

* Led comprehensive PMO services supporting key business objectives for a major Oil and Gas client in Europe, managing project governance and aligning delivery with strategic priorities.
* Managed project budgets and financial forecasting for multi-million-dollar contracts, ensuring cost efficiency and compliance. Oversaw contract negotiations, vendor management, and billing, maintaining financial accuracy and transparency.
* Developed and maintained detailed project plans and schedules, coordinating multiple workstreams and aligning them with operational milestones. Optimized resource allocation to ensure on-time project delivery.
* Proactively identified project risks and potential issues, implementing mitigation strategies that minimized disruptions and project delays. Reduced risk exposure by X% through continuous risk assessment and management practices.
* Established key performance indicators (KPIs) and reporting structures, tracking project progress against timelines, budget, and scope. Successfully improved project performance metrics, resulting in an X% increase in project efficiency.
* Facilitated the creation and management of project documentation, lessons learned, and best practices to enhance team learning and improve future project outcomes. Developed a knowledge-sharing framework that improved cross-team collaboration by X%.
* Oversaw resource allocation across projects, balancing skillsets and availability to ensure optimal project execution. Reduced project bottlenecks by streamlining resource deployment across teams.
* Implemented robust governance frameworks to ensure compliance with regulatory requirements and corporate standards. Regularly reviewed project adherence to governance policies, enhancing transparency and accountability across project teams.

Project #2: System Integration Testing Approach for a datamart product development   
  
Below is the outline of the approach taken for SIT approach document and customer sign off 1.Approach shifted from a functional testing approach to a technical testing approach where scope limited to data within the datamart and not the functional uses cases of end reporting need 2.Scope of testing limited to population of data in the target data mart based on the signed off field mapping document 3.Aggregation of records across entities, logical set of tables at various stages another area of testing. (Eg: If source has X number of members then data mart also needs to have X members) 4.Covered scenario of inital load/incremental load/updates to existing loads 5.Ensure coverage of all column data population as per mapping document and transformation rules 6.Being a datamart solution testing covered validation and relationship of data across various loading layers like STAGE, SNAPSHOT,TEMP and finally TARGET 7.Validations, positive, negative scenarios as applicable 6.JOB success, abort,failure scenarious and its ways of handling the data load

**Project #4:Delivery of PMO services via factory or shared services model in BP: PMO services that covers 7 IT project management areas namely Plan and Schedule, Risk and Issue, Finance and Contracts, Resource management, Knowledge management, Performance management and Governance.**

* Led multiple cross functional teams of 25+ members from marketing, engineering, sales to understand and enable application modernization for various clients.
* *. His primary focus is on designing digital solutions for Capital Markets and program management of end-to-end transformation journeys to resolve client challenges/problems.*
* Curated a $10M business implementation project for development & operations that saved ~$8M on operational inefficiencies between client requirements and business developments.
* Led the migration of customer data systems without disturbing operations, which involved the meticulous movement of over 5TB of critical data.
* Identified operational issues, assessed situations and implemented practical solutions to improve efficiency by 15%.
* Conducted weekly/monthly meetings to communicated project updates clearly and provided constructive feedback to team members
* Set performance goals and monitored team progress, resulting in a 30% improvement in overall team performance.
* Reviewed work for accuracy and quality, identifying and addressing process gaps.

Project work:

*Currently leading a team that does IT support for a large regional bank in the US, which includes managing 6000 server instances in a hybrid cloud environment, malware (SEP) administration & batch operations support. We implemented a transformation approach that included adoption of agile principles to operations work along with focus on toil and technical debt reduction. Amidst significant transformational changes in the client side, talent churn at Infosys, we were able to complete an 100% remote transition and get to steady state in just under 8 weeks. In our two-year engagement we’ve been able to improve the client’s stability, currency, resiliency & security posture. The team has a diverse mix of talents from different geographies and an optimum role ratio.*

*Some of the KPIs that has directly resulted in cost savings for the bank are:*

* *RTO reduced from 30+ hours to 8 hours for Virtual Infrastructure*
* *Zero Day Vulnerability response was reduced from 30 days to 5 days*
* *Reduced vulnerabilities and hardening violations (~68%),*
* *Shift left of all SOP based work*
* *Implemented automations for self-service patching & event self-healing*
* Successfully implemented an Automated Document Validation project for a US-based client enabling their admin team to efficiently manage the - Enrollee Decision Period program. This initiative, crucial for their business growth and monitored by their Federal Government Client, resulted in annual savings of approximately $8M, a 92% increase in revenue, a 238% increase in absolute operating margin, a 76% increase in operating margin percentage, and a 14% increase in project margin.
* Successfully implemented a cloud data migration for a leading American multinational technology company specializing in consumer electronics, computer software and online services. Migrated trillions of data points across various business units (**Operations, Finance, Retail and Sales etc.**) over three years, including all business reports (SAP BO, Tableau, and Data Browser). Leveraged an automation approach to enhance scalability, flexibility, and performance on the cloud, resulting in 60% reduction in QA, and 100% data coverage, thereby ensuring client confidence in the migrated data.
* Successfully led the cloud adoption and migration for a major global client in materials and chemicals industry, optimizing internal applications to meet growing business demands and reduce TCO. Implemented a matured transition plan, replacing two existing vendors over three years and capturing new business opportunities in other areas, increasing Total Contract Value (TCV) from $2.5M to $6.5M in 3.5 years. Achieved a 70% reduction in man-effort for environment build life cycle, and decreased production environment downtime from 16 hours to 4 hours through automated patch management.
* Led a digital transformation project for a global leader in chemical and ingredients distribution services

Context

Client is a global leader in chemical and ingredient distribution services and their ambition is to enable ease of doing business for all their customers and suppliers. A digital transformation is underway to manage this ambition for their customer and supplier journeys while digitizing their supply chain and becoming the most attractive employer in the industry. The key business imperative is to standardize all sales and B2B processes across all regions in 78 countries where the client operates.

Solution Offered

Client’s fundamental digitalization roadmap that comprised of Sales, Service, Marketing, B2B Commerce and CPQ primarily was challenged by Infosys based on prior experience from a feasibility, adoption success and realization of business benefits standpoint. This highlighted elements which the customer had not considered. Continuous advisory led discussions helped Infosys stand out as a trusted consultative/advisory partner for the global multi-year transformation program.

Solution Highlights:

• Salesforce powered digital platform for omni-channel interactions including ecommerce

• Salesforce powered collaboration for marketing, sales, (field) services and direct supplier related functions

• MuleSoft as middleware to orchestrate the data feeds between Salesforce and AWS data architecture

• Infosys will build a Golden template taking Latin America as base org. Implementation includes Sales, Service, Experience Clouds, B2B Commerce Cloud, Pardot. Future engagements with client include Rollout of MVP to Germany, Singapore, EMEA and APAC markets

3. Practices Adopted:

a. On Job enablement of JL3 through Takshashila Institute of Grooming

i. Detailed training plan for newcomers and experience including assignments for each topic

ii. Daily 2+ hours of training

iii. Availability of trainers for help and support, and ensuring completion of assignments by the trainees

iv. Detailed technical assignment check

v. Extensive project assignment using mentor trainee pair

vi. Sudden evaluation and interview

vii. Practice “En Nino Stona” for additional confirmation of assignments completed by trainees

viii. Resulted inclusion of 45% JL3 in a span of 3-4 weeks

ix. Upskilling existing teams with on-the-job training

b. Hybrid Agile with Kanban methodologies – As the product backlog was not sufficiently groomed and made available for development, we switched from a typical agile sprint + Kanban approach to start the sprint with 40% of stories groomed and started pulling the remaining stories mid-sprint.

c. Tools based approach to reduce manual efforts and improve efficiency – Client didn’t have any tools when we started the engagement. We brought in our expertise to incorporate Panaya Foresight tool, COPADO, and various other tools and knowledge assets created as part of the program execution.

4. Employee Engagement

a. High employee satisfaction with Pulse score ~85%

b. < 1% resource attrition - only 2 attritions in the last 12 months

c. Rewards and Recognitions through various frameworks

i. RISE Awards recognition at practice level – Bagged multiple awards under all categories like Rookie, Eureka, Super JL7

ii. Salesforce Day – Recognitions at practice level

iii. Marven of Mars initiative for Talent recognition with the portfolio

iv. “GULLAK” and “Know your Team” for Talent engagement

5. Contributions to Organization

a. 2 bots and 1 knowledge article in Cobalt

b. 2 BTNs (Be the Navigators)

c. Delivered two technical knowledge sharing session to 80+ participants and one knowledge sharing session on ‘Automation and Cost Saving’ to 60+ JL6 participants from ECAS

d. 11 FTE releases in Q1 FY 23 and 11 FTE releases in Q3 FY’ 23 to improve cost savings

Value to Client

• Advisory Led - Infosys Salesforce team leveraged the Simplus advisory capabilities to propose a long-term blueprint for business standardization.

• Business Focus - Simplus OCM team got engaged early on with business leaders from different regions and started discussing the need for a centralized OCM

• Global Rollout - Infosys SF team leveraged its experience of delivering the complex multi-region and multi-country rollout leveraging its global template definition and rollout methodology

• One platform for customers, suppliers and employees with integrated process and consolidated data, thereby reducing manual work that causes delay and potential human errors

• Business Process & Data Harmonization resulting in one source of truth for servicing business customers and suppliers.

• Gradual Increase in EBITA as we deploy the MVP to other markets globally. Benefit realization by acquiring new customers and retaining existing customers; Upsell and cross-sell more to existing customers; Improve Pricing by streamlining the product portfolio performance; Decrease direct costs and customer acquisition costs; Improve productivity and working capital.

Implementation of cloud-based dispatching system for a major freight railway serving based out of North America region

Context

The client is a Canadian Class 1 freight railway serving Canada and the Midwestern and Southern United States. They are modernizing the mission critical dispatching system as they are on a journey to be the first railroad to implement cloud-based dispatching system. The key business imperative is to improve train and worker safety by implementing train safety mechanisms and achieve Federal compliance by ensuring 100% dispatching system availability.

Solution Offered

As the client was embarking on a major transformation program in the mission critical application, their major focus was to ensure that thorough regression testing was done to meet federal compliance requirements and ensure none of the existing functionality was broken. This required a faster turnaround cycle for regression, with very high quality to meet the faster deployment timelines. This was achieved by improving the overall productivity of the testing, improving test quality, and increasing automation coverage and domain expertise of the team.

Solution Highlights:

• 3/3 Innovation strategy created to create 3 tools/accelerators per quarter in each LOB to automate repetitive tasks.

• Domain training sessions, LEX Certifications and training artifacts to improve the overall domain knowledge of the team thereby improving productivity.

• Weekend intensive defect-finding workshops to identify maximum defects working as a team.

• Automated quality check tools to reduce rework efforts.

• IoT-based domain working model depicting 13 business scenarios to improve domain understanding of the team.

• Creation of domain-specific automation framework facilitating easy automation even by functional testers.

• Improved automation stability of the regression test suite by eliminating false positives and environmental failures.

1. Engagement:

a. Single Testing Vendor in Operation Technology and Customer Solutions Portfolio

b. New LOB opportunity for Infosys in Transportation Portfolio

c. Won Crew Modernization Proposal Worth 5.3M CAD for QE and Change Management Work

d. Engagement Level Feedback Survey Score for QA Team - 5 out of 5

e. CVS - EX 100% 2

f. Entry of other 13 Infosys service lines

2. Financials:

a. $10+MN USD worth of revenue for IQE in the last financial year through engagements in Operation Technology and Customer Solutions portfolio.

b. ~ 5.4 Point increase in Margin between deal and execution - Initial Project Margins at contract signing stage: 13.50%. Current Project Margin: 18.9%

**Cognizant Technology Solutions 01/2009 to 02/2016**

Position Title: Senior Associate Projects

Role: Senior .Net Full Stack developer – Performance Optimization

* Designed & implemented a Request-Response logging mechanism for ASP.NET Core Web API application leading to a **30% reduction in error resolution time**.
* Implemented a distributed caching solution using Redis which helped improving application scalability and performance, **reducing server response time by 50%.**
* Programmed in-memory cache management using .Net core APIs for a large investment bank treasury application which helped to **reduce the pricing of trades from hours to minutes.**
* Architected robust authentication, authorization and session/state management for an ASP.Net core Web Application using ASP.NET core Identity, including features for user registration, login and password recovery.
* Developed business layer components using C#.Net Core, MVC, Entity Framework & LINQ.
* Introduced Blue/Green deployment strategy with Azure DevOps, achieving near-zero downtime for feature deployments to production.
* Introduced various quality gates into the CICD process workflow and provided a good quality software product.
* Enhanced CICD pipeline performance for .Net EF framework projects, reducing build time from 50 mins to 10mins by optimizing the handling of designer files in Visual Studio.
* Optimized query performance, reduced execution time by 40% through indexing, query optimization and database tuning, and created advanced stored procedures, functions and triggers to enhance application functionality and business logic.

**Computer Sciences Corporation (now a DXC Technology) 04/2007 – 12/2008**

Position Title: Engineer Application Development

* Worked on basic frontend tasks such as creating and stylizing HTML/CSS components in Razor.
* Implemented form validation using ASP.NET Core’s Data Annotation to ensure the accuracy of user Input.
* Implemented Soft deletes feature using .Net EF core.
* Assisted with the integration of third-party libraries and APIs into .Net projects following the provided documentation**.**
* Resolved a critical issue in the integration with a third-party service that was blocking the production roll-out for a potential customer. This was accomplished with a one-day turnaround, directly contributing to adding additional LOB.

**Hewlett-Packard Global Pvt Ltd 07/2004 to 03/2007**

Position Title: Software Engineer

Role: C# Developer

* Developed and Implemented data export functionality, enabling report generation in multiple formats such as CSV, Excel, and PDF.
* Contributed to front-end development by designing and styling HTML/CSS components to enhance user interface and experience.
* Contributed to refactoring legacy code to improve readability, maintainability, and overall code quality.

**Education**

University: JNTU Hyderabad

Graduation: B.Tech - Computer Sciences & Engineering Date: May 2000 - June/July 2004

**Leadership Skills**

* Fostered self-awareness through constructive feedback from peers, mentors, and team members, leveraging insights to enhance leadership effectiveness and drive personal and professional growth.
* Demonstrated empathy by actively listening to team members, fully engaging with their perspectives, and showing genuine interest in understanding their viewpoints.
* Build confidence through meticulous preparation and by setting and achieving incremental goals, which facilitated readiness for larger challenges.
* Promoted a culture of accountability by empowering team members to take ownership of their tasks.
* Collaborated with other managers and sought their advice to gain new insights and foster continuous learning.
* Fostered a forward-thinking culture by championing continuous learning and development, resulting in a 40% increase in employee retention.

**Certifications**

* **Project Management Professional (PMP)® from PMI** <https://www.credly.com/badges/40581b1f-f726-4b94-90b8-6cde826f3690/public_url>
* **Microsoft Certified: Azure DevOps Engineer Expert**

<https://learn.microsoft.com/api/credentials/share/en-us/RaviKiranSodimbakam-6785/E3F5251A076A0774?sharingId=832E7EC0C983A85B>

**Started off with testing & support services, and build competency & skills required for development and fixed bugs related to low -priority and gradually started doing application enhancements.**