

Career Abridgment

A self-motivated Technical Project Manager with 4 years of experience in fast-paced, technology-driven environments. Skilled in managing product delivery, project management, and application development in data-centric settings. Experienced in working with C-suite executives, business leaders, and engineering teams to create and execute product roadmaps aligned with strategic goals. Proficient in the data analytics lifecycle, SDLC, and STLC. Proven success in launching products on planned timelines, optimizing resource and capacity allocation, and enhancing change management processes. Developed proactive alerting mechanism to ensure reliability and operational efficiency.

Core Beliefs

I believe in the importance of active engagement in technical conversations and implementations, alongside effective facilitation and management. As a servant leader, I pursue continuous learning in SDLC, STLC, Product, and Project Management to add value without boundaries when addressing challenges.

Technical and product expertise is essential for identifying gaps and delivering solutions or facilitation that resonate with both technical and non-technical stakeholders. For a successful Program Increment, I believe the Technical Project Manager must remain neutral, facilitating solutions that align all teams with program objectives.

Flexibility, empathy, and creativity are essential for overcoming blockers and achieving shared goals. I prioritize providing metrics-driven dashboards for informed decision-making, highlighting gaps, issues, and risks. I focus on innovation by exploring new tools and frameworks that reduce manual efforts and improve processes, saving time and boosting team efficiency.

Key Skills & Tools Expertise

Project Management Skills :

- **Business Analysis & Hypercare:** Expertise in operational excellence for both Business as Usual (BAU) and Hypercare mode.
- **Team Backlog Development:** Collaborate with the product owner to prioritize and manage the team backlog.
- **Project Oversight & Management:** Plan projects and coordinate cross-functional teams to achieve objectives.
- **Effective Communication:** Skilled in top-down and bottom-up communication for enhanced alignment and transparency.
- **Change Management & Agile Objectives :** Drive Agile team objectives & Oversee ETAs and manage change initiatives, ensuring project timelines and end-to-end testing are met.
- **SLA Monitoring & Improvement:** Monitor both tech and PMO metrics, including SLAs, to enhance NPS & Company initiatives.
- **Stakeholder Management:** Manage stakeholder relationships, client communication, and negotiations.
- **Visibility Provision:** Provide insights into gaps, issues, risks, and opportunities across Agile teams using internal tech dashboards and reports, along with weekly cadence updates.

Programming Languages : JavaScript, HTML, Python

Query Language : SQL, postgresql, MongoDB query, BigQuery, mysql

API Interfaces : JSON, XML

Tools : Postman, JIRA, Confluence, Site24x7, New Relic, App Scripts, Google Sheets/Docs/Slides, MS Office, Looker Data Studio, Hevo Data, Superset, BigQuery, PMA, Figma, Wetty, PowerBI, Swagger, Databricks, git, cloudflare, AWS lambda, Elastic workplace search.

Work Experience

Capillary Technologies Technical Project Manager

Bengaluru, Karnataka
April 24 - Present

Clientele : Shell, TATA, Nascar, Hertz, Optum, Purina, AI-Futtaim, Petron, Metro

Projects & Products Managed : OTA-Payments, Apps-Infra, **Customer Data Platforms** & PMO Tooling

Capillary Technologies : 1 year and 10 months Associate Technical Program Manager

Bengaluru, Karnataka
May 22 - March 24

Clientele : Shell, TATA, Nascar, Hertz, Optum, Purina, AI-Futtaim, Petron, Metro

Projects & Products Managed : OTA-Payments, Apps-Infra & PMO Tooling

Key Responsibilities

- Collaborated with entity leaders to define business objectives and key results.
- Worked with cross-functional teams (engineering, CSM, solutions, product, compliance, business) to align and execute product visions with company goals.
- Defined and monitored critical success metrics (e.g., SLAs for P0/P1, 100% delivery of product/business roadmap, uptime, dependency & RCA management).
- Assisted in developing a risk assessment framework to identify and evaluate risks, create contingency plans, and continuously monitor for potential issues.
- Applied Agile/Scrum practices to drive development, execution, and improvement of project plans.
- Provided mentoring and training to PMO interns, focusing on tooling and process implementation.
- Ensuring business needs are being met by evaluating the ongoing effectiveness of current plans, programs, and initiatives and consulting with leadership, managers, co-workers and other key stakeholders

Key Projects

- Launched the first Over-the-Air Digital Loyalty-enabled Payment app for Shell Malaysia (B2C) and Shell Singapore (B2B). Collaborated closely with the payments backend, PSP, integration, and app teams to define scope, execute plans, and facilitate cross-POD collaboration. Additionally, established an Agile framework with all Scrum ceremonies in place, achieving 82% of releases as planned with zero P0 issues during both pilot and go-live phases. This initiative resulted in the proliferation of digital acceptance at over 1,000 sites in Malaysia, with more than 50,000 app downloads in a single day and over 68,000 registered users!
- Led the **Mission Sanity** initiative to address bugs and eliminate duplicate or irrelevant alerts, optimizing on-call time and resource efficiency through timely updates and metrics. Implemented **Brand Wise Proactive Alerting & Monitoring(Stark)** to detect issues early, differentiating between client and server-side errors in an automated, self-service manner. This approach reduced change management issues from 11% to 6%.
- Collaborated with Infra and development teams on **migrating the platform datacenter** from Singapore to Mumbai, reducing infrastructure costs by 2% and improving latency. Coordinated with stakeholders for approvals, testing, and checkpoints, ensuring a smooth migration with zero P0 issues.

- **Led the POC and implementation of Capillary Workplace Search**, launching a custom search domain that syncs data from tools like Spreadsheet, Slack, MongoDB, Confluence, Google Drive, and GitHub. The project increased Daily Active Users (DAU) by 14% and achieved an N-day retention of 71%. Additionally, the average click position improved to 1.7, optimizing resource usage, time efficiency, and automation rates.
- Responsible for migrating the internal metrics/business data ETL from custom code to the no-code Hevo Data platform to streamline data processes. Created pipelines and updated data sources for various reports, including bug SLA, stability, sprint velocity, dependencies, progress, API metrics, weekly digest, and outage and uptime reports.
- Created a Status Page Subscriber Glossary and automated email notifications for API issues and performance, facilitating a self-service approach for client-side issues without the need for technical team intervention for Customer Success Management (CSM) and Incident Management (IM) Teams.

Capillary Technologies : 1 year

Software Quality Engineer - I

Projects : Customer Data Platforms, Org Settings, Sharingan & Connect +

Bengaluru, Karnataka

May 21 - May 22

Key Responsibilities

- Analyzed PRDs to create API Test Scenarios, Test Cases, and maintain a Traceability Matrix for all api modules(v1.1, v2, v3).
- Conducted Integration, Regression, Sanity, and UAT Testing to ensure product quality and enhance test case coverage for each release.
- Migrated automatable test cases from the API Tester framework to the PyApps framework, maintaining a unified API automation framework for the Capillary Tech Team.
- Streamlined use case-based test cases by removing redundant or duplicate tests.
- Actively participated in stand-ups, sprint planning, metrics meetings, and retrospectives to address testing-related issues.
- Managed sprint releases & Infra maintenance. for web, microsites, UI, functional, and E2E testing, and promoted builds in the deployer.
- Debugged bugs using logs and dashboards in Wetty, Kibana, Grafana, and New Relic.
- Generated QA reports on bug status and types, investigated pending bugs, and conducted weekly reviews and quarterly stability analysis via Redash dashboards.
- Conducted load testing with JMeter and K6, publishing performance metrics and API benchmarking details.
- Created onboarding documents, mentored new joiners, and maintained the test case repository.
- Debugged and triaged on-call bugs, created product gap tickets with detailed reports, and followed up with development and product teams for resolution and planning.
- Automated Postman scripts, worked on org settings, rate limits, data imports & Exports(Connect + , SFTP, webhook)
- Synced with clients for UAT and pilot testing.

Tools & Technologies : Teslink, Apitester, Bitbucket, qareportportal, Postman, New-relic, Grafana, Mangodb, PMA, Redash, Kibana, Wetty, swagger, pyCharm, linux, JMeter and K6

BeQisoft Technologies (Disney ESPN) : 1 year and 3 months

Quality Analyst - I

Projects : Cricinfo, ABC, ESPN, Disney+ Hotstar

Bengaluru, Karnataka

Feb 20 - May 21

Key Responsibilities

- Implementing testing processes following the Agile Model, including creating User Stories and sprints.
- Analyzing PRD and preparing comprehensive Test Scenarios and Test Cases based on the functional & E2E requirement document & Traceability Matrix.
- Conducting various types of testing, such as Integration Testing and Regression Testing, to ensure the product meets quality standards.
- Active participation in stand-up meetings, sprint planning meetings, and retrospective meetings to collaborate with the team and address any testing-related issues.

- Executing Test Cases for Regression Testing, Usability Testing, Monkey Testing, Sanity Testing, and User Acceptance Testing to verify the product's functionality.
- Conducting Mobile Application Testing on different iOS and Android mobile devices to ensure compatibility.
- Managing defect characterization, submission, and tracking using JIRA until resolution & Documentation.
- Playing a key role in creating a quality-focused culture by understanding and addressing customers' needs end to end and suggesting improvements to enhance performance and reduce errors.
- Utilizing tools such as SoapUI, Cucumber, Charles Proxy, Black Order, and automated test cases.
- Debugging and test APIs, while also automating manual test cases to improve efficiency and maintainability, particularly in Integration testing.
- I have worked on User Flow Analysis, Black Order, Custom Pages and Charles Proxy debugging.

Awards and Recognition

- **Capillary Rockstar Award** - August 2024
Recognized for outstanding yearly performance and achievement of goals by the CEO of Capillary.
- **Capillary Star Award** - March 2024
Awarded for exceptional performance by the CTO of Capillary.
- **Shell App's Malaysia Launch Award** - August 2023
Acknowledged for significant contributions to the app's launch by the Vice President of Customer Success.
- **Spot Award** - October 2021
Received for exceptional performance as a software tester, demonstrating accountability, from the SVP of Capillary.

Internship & Apprenticeship

JSW Steel Limited :
Intern

Ballari, Karnataka
Jan 18 - Feb 18

Key Responsibilities

- Worked as a summer intern at JSW Steel Limited, gaining an understanding of the manufacturing process from raw material handling to production, logistics, and quality control, as well as safety protocols and shop floor activities.

Toyota Kirloskar Motor
Diploma Apprentice Trainee

Bidadi, Karnataka
Aug 15 - Aug 16

In my role at Toyota's Quality Assurance, Audit & Investigation Department, I focused on quality control and operational audits for the Innova Crysta pre-production release.

Key Responsibilities

- Collaborated with the Operations team for drench tests, abnormal sound tests, foreign body checks, and overseeing check item processes to maintain high standards of quality.
- Engaged in QA circle activities for continuous improvement initiatives.
- Contributed to Kaizen initiatives for cost reduction and process enhancement.
- Worked with the Engineering QAD team to audit against original specifications.
- Facilitated monthly meetings to optimize operations and assist in cost management reporting.

Academic Projects

Investigating the Influence of Multifiller Synergism and Thermal Characteristics of Fly Ash Particulate-Based Composites

- Developed, investigated, and analyzed the mechanical and thermal properties of composite materials utilizing fly ash, cenosphere, and geopolymer.
- Conducted tests to determine properties such as compression strength, flammability, hardness, and thermogravimetric stability.

Shanthala Machining Technologies Organization Study

July 18 - Aug 18

- Conducted a case study during my internship focusing on the management and calibration cycle of tools, as well as safety comparisons with large-scale industry practices.

Extra Co-Curricular Activities

- Participated in the National Level Technical Symposium 'TechZone 2019' as a student core member for JNNFM, where I played a role in organizing and coordinating key sessions and activities.

Personal Details

Date of Birth : 5th October 1996

Mother's Name : Suneetha K

Father's Name : Ravi B M

Permanent Address : #109, Kurubara Street, Jannapura, Bhadravathi, Shimoga - 577301.

Passport Details : T7753097

Nationality : INDIAN

Languages Known : English, Kannada, Hindi & Deutsch

Declaration

I hereby declare that the information and facts are true to the best of my knowledge.

Date:

Sagar B R

