## **Executive Summary**

### 20+ years of Experience in Design, Development, Delivery and Operations Management of Enterprise Level Business Applications **||** Directed programs, from start to finish, for customers such as Microsoft, DELL, T-Mobile and Indian Government Organizations **||** Led **Delivery**, **Release Management** and **Production Operations** for **Class-I enterprise applications** in Manufacturing, Telecom and BI spaces, involving **MSBI**, **Oracle**, **ASP.NET,** **Hadoop**, **Teradata** technologies **||** Would like to take challenging assignments and bring in Operational Efficiency in large systems.

## **Core Competency**

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| --- | --- |
| * Product & Program Management | * Infosys Certified Scrum Master |
| * Project Management | * Database Development (SQL / PLSQL) |
| * Production Operations Management | * Power BI Development |
| * Engagement (Customer / Account) Management | * Software Architecture & Design |
| * Resource & People Management | * AWS Pillars & Services |
| * Release Management & SOX Compliance | * Advanced SQL and Excel |
| * Stakeholder Management & handling Monthly / Quarterly Business Reviews | * CMMI L5 Processes |
| * Operational Efficiency in Large Systems through Automation and Process Reengineering | |

## **Profile Summary**

* Currently managing $10 M portfolio as a Senior Project Manager, with ~**90-member account** for a US telecom giant, focusing on **Agile Delivery Management,** **Productivity improvement**, **Operations Management**, **Engagement Management, Resource / People Management**.
* **Led** **marathon deployments** like new factory / ODM setup (Manufacturing), Hadoop Upgrade (BI), with 20+ upstream and downstream systems validating e2e data flow till end users.
* Created educational software single handedly and managed customer demos, upgrades, and sales, in the beginning of the career.

## **Certifications**

* Infosys Certified Cloud Core Technology Manager
* Infosys Certified Scrum Master with Agile certification
* Infosys Certified Business Intelligence Associate
* Infosys Certified Microsoft SSIS Developer
* Infosys Certified MySQL Associate
* PSP / TSP (Personal / Team Software Process) from SEI at Microsoft
* Aspiring AWS Certified Solution Architect Associate.

## **Recent Achievements**

* Over 50% reduction in Operational Expenditure for the client, by **migrating traditional Dev and Support model to full DevOps**, which includes CI/CD pipeline creation, Tripwire monitoring of Production changes, Assessment and qualification of Engineers as DevOps engineers and ensuring compliance.
* Over 30% **reduction of Production operations** effort using left-shift, historical ticket analysis and RPA methods and cross skilling of resources.
* Created **framework for Weekly and Monthly KPI & Metrics reporting** for management and mid-level leadership with Data Analysis, **SQL procedures**, and **Power BI Dashboards**.
* Was awarded **several individual and team awards**

## **Professional Summary**

1. Currently working in Infosys Limited as Senior Project Manager since April 2012
2. Worked as Software Development Advisor in DELL International Services, Hyderabad since April 2007 to April 2012.
3. Worked as Software Engineer in Wipro Technologies, Hyderabad since September 2005 to March 2007.
4. Worked as Software Engineer / Senior Software Engineer, with design and development of C#, Java and SQL Server applications at DS Unics Infotech Limited, Hyderabad from 2001 June.

## **Skillset**

* Jira, Rally for Agile project Management, Hadoop, Teradata, AWS, Control-M ETL BI Delivery
* Agile requirement and sprint management through Jira, Visual Studio Online, Mercury Quality Center
* Expertise in data analysis and reporting through Excel, SQL Server and Power BI.
* UML through Visio and Data base modeling through ERWIN
* SQL Server Design and Development, SSIS, SSAS, C#, Windows Workflows, Windows Services, ASP.NET, Oracle, Java, XML, HTML, Javascript, SharePoint Development, Windows, SQL Server CE, Windows Compact Framework,

## **Academics**

* Masters in Computer Applications from Andhra University in 1999
* Bachelor’s degree in Accounting (Commerce), Statistics and Economics in 1996.
* PG Diploma in Computer Applications

## **Employment Summary**

### Infosys Limited

**Title: Senior Project Manager**

Duration: April 2012 till date

Client: T-Mobile, USA

##### ***Role: Engagement Manager***

##### Key Accomplishments

* Managing 6 DevOps teams in VEGA Portfolio handling Major Enhancement and round the clock Production Support Operations
* Managing planned Enterprise deployments and bi-weekly Sprint deployments and enterprise deployments processing approved CRs from Change Approval Board
* Transitioning of Development teams to a full-blown DevOps team of ~90 resources working through approvals from SOX team and platform teams for access controls
* Conducting Brown Bags on the DevOps processes
* Resource Management, Milestone closure and LOE and Invoice submissions.
* Talent Management across Infosys teams (120+ people) in various programs

**Title: Senior Project Manager - US**

##### ***Role: Program Manager, CSS***

##### Assignment

* Manage reporting space of Customer Services and Support in Managed Services model
* Managing of distinct Tier-2 and Tier-3 support teams manage the BI Environment
* Analyzing and reporting of KPIs in CSS area to understand the metrics of customer satisfaction on daily, weekly, and monthly cadence.
* Suggestion and creation of new KPIs for reporting for effective tracking of metrics
* Maintaining Production Up time and communication of planned outages.
* Architecture support for technological improvements and improving serviceability
* Transforming legacy application into new platform with latest technology stack.
* Architecture review and provision of requirements for transforming legacy tabular and SQL DW environment on On-Prem into Cosmos, Azure DW, ADF and MDDM
* Improvement of up-time by consolidating production releases
* Appreciated by customer for keeping constant communication with vast reporting user community to keep them informed about data availability daily and handling user requests

#### Client: Microsoft Title: Senior Project Manager - US Nov 2015 – Jun 2016

##### ***Role: Program Manager for BI Reporting System***

##### Assignment:

* Managing the program for handling BI space which handles reporting of various subject areas of Campaigns and Partner data for Microsoft Commercial
* Delivery of enhancements and fixes for Ingestion, data management and dispatch to downstream applications
* Sprint Reviews and Resource Management
* Appraising resources

##### Highlights:

* Brought the program from red to green in terms of client feedback, delivery practices
* Achieved a score of 4/5 (good to advanced) in the audit conducted by Client auditors for measuring team performance in terms of Agile practices and delivery practices.
* Reduced churn in production by consolidating and reducing # of production deployment.

#### Client: NDML, Mumbai Title: Project Manager April 2012 – Nov 2015

##### ***Role: Project Manager / Senior Project Manager***

##### Assignment:

* Delivery of Major enhancement and Bug Fixes in Production
* Managing team of 40 Dev / Test resources
* Invoicing, revenue sustenance, Bug reduction and Quality improvement
* Contribution to other RFPs in India Unit with respect to Solution Review, Project Plans and Content for Infosys delivery methodologies
* Follow Quality Audit processes on daily basis and provision of data for weekly / monthly reports to Quality team
* MBR / QBR with Client along with weekly status calls

##### Highlights:

* Maintained program at CMMI Level 5, continuously for 3 years
* Attended various meetings with Indian Government Senior Officials such as Secretary to Government, Ministry of Commerce and Industry and several Senior IAS officials to finalize the requirements for SEZOnline application and duty calculation for Special Economic zones across India
* Suggested and implemented several automated data ingestion to quicken Export and Import processes at Ports
* Implemented various performance improvements like Data Archival, Workflow simplification
* Provision of mobile application for improving usability
* Appreciated by Client and Sr. Management for contract management and handling client concerns.

### Dell Inc., March 2007 – April 2012, Last Title: Software Development Advisor

##### ***Role: Lead Developer C#, Oracle, SQL Server, ASP.NET, Web / WCF Services***

##### Assignment:

* Lead Asset Services in Custom Factory Integration (CFI) space in Dell’s manufacturing process
* Handling Tier-2 and Tier-3 teams to manage Class-I business application used on manufacturing floor for providing asset data for barcode labels, which is a cash cow application in CFI Space
* Lead C#, ASP.NET and Oracle developer
* Manage developer and testing teams to represent overall delivery for Asset Services
* Manage Asset Reporting in APJ, EMEA and Americas reason and round the clock Production support with On-call with stringent SLAs
* Numerous projects like Global Reporting (SharePoint 2015), GlobalPostburn (C#, FTP, XML), CFI@ODM (Oracle, C#, Windows Services), MIAS (VB, ASP, JavaScript, Oracle) for ingesting various sources and delivering data to various downstream applications

##### Highlights:

* Delivered major business transforming projects for outsourcing entire manufacturing process to ODMs, which involved delivering entire order information to ODMs via DMZ Servers in the form of XML messages.
* Replacing of regional daily customer reporting services for APJ, EMEA and AMERICAS regions, built on legacy VB and excel based code to SharePoint based Global Reporting Solution
* Developed multiple windows services involving multithreading and FTP to read real-time manufacturing system data for update to asset services and reporting
* Implemented SOA with several WCF interfaces for facilitating integration with upstream and downstream order processing systems.
* Achieved Process Champion Award and other individual and team awards for Delivery excellence.

### Wipro Technologies, Sep 2005 – March 2007, Last Title: Software Engineer

##### ***Client: Microsoft Role: C#, SQL Developer***

##### Assignment:

* C# and SQL, Web Services Development
* Development and Maintenance of Tool for Product Activation Administration for Privacy Control and Revenue Protection for Microsoft Products

##### Highlights:

* Developed and maintained Product Activation Admin tool v1.0 and v2.0
* Tier-3 support for PA Admin tool
* Design of Stonehenge web application which is used to create view and analyze the Lead information coming to the Microsoft about any piracy happening around the world. Stonehenge is a multi-layered application using MVC pattern.

### DS Unics Infotech Limited (June 2001 - Aug 2005) , Last Title: Software Engineer

##### ***Role: C#, SQL, VB, ASP, ASP.NET, Java Developer***

##### Assignment:

* C#, Java, Visual Basic, ASP, ASP.NET and SQL Server Development
* Delivered multiple projects including Re-mail (Java and Commence-CRM), Online Profile Registration (SQL Server, ASP.NET), Business Process Management (C# Windows, SQL Server), Sales Force Automation (SQL Server CE, Crystal Reports CE, Windows Compact Edition and Printer CE), Goutham Intranet (SQL Server, ASP), UniqueTimeTabler (VB, MS-Access)

##### Highlights:

* First assignment in career is a VB based Product for creating multiple schedules / Timetables for Educational Institutes and a lot of other businesses which need scheduling of various resources
* Developed multiple intranet applications for automation of staff activities,
* Individually met several academic clients to gather requirements and doing product customization. Developed intranet applications along with in-progress Demos of the application