

Sateesh Boggarapu, PMP, CSM, CSPO

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PROFILE SUMMARY

Experienced **Project/Program Manager** and **Delivery Leader** with over **20 years of experience** in IT program management, digital transformation, and enterprise solution delivery across public and private sectors. Proven success in managing **multi-million-dollar programs (CAD 6M+)**, leading **Agile, Scrum, and SAFe teams**, and ensuring high-quality delivery within scope, time, and budget. Skilled in **stakeholder management, governance, risk mitigation, and financial oversight**, with deep technical expertise in **cloud platforms (AWS, Azure)** and DevOps environments.

KEY ACCOMPLISHMENTS

- Delivered 10+ concurrent projects within CAD 6M+ program scope with 98% on-time delivery.
- Led smooth technology upgrades, improving systems, and meeting industry standards.
- Led security and compliance-driven public sector programs aligned with privacy mandates and audit controls.
- Improved communication frameworks, reducing project escalations by 85%.
- Built and scaled offshore delivery center models, generating over USD 2M/year in revenue.
- Acted as servant leader, resolving conflicts and boosting team satisfaction and collaboration.
- Facilitated Agile/Scrum/SAFe transformations and workshops, improving velocity by 25%.
- Defined and tracked sprint velocity, defect leakage rate, release frequency using Power BI and Jira dashboards

AREAS OF EXPERTISE

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|------------------------|--------------------------|------------------------|
| • Technical Leadership | • Stakeholder Engagement | • Cloud Platforms |
| • Program Management | • Risk Management | • DevOps Practices |
| • Agile Delivery | • Dependency Tracking | • Scalable Systems |
| • SAFe Execution | • Budget Oversight | • Resource Allocation |
| • PI Planning | • Team Leadership | • Capacity Planning |
| • Release Readiness | • People Management | • Financial Governance |

TECHNICAL SKILLS

- **Agile/SAFe Tools:** Jira, Zenhub, Azure DevOps, Confluence, Sharepoint, Miro, Mural, MS Project
- **Cloud & DevOps:** AWS, Azure, CI/CD (GitHub Actions, Jenkins), GitHub, Swagger, Flutter SDK, Webchat
- **Programming:** C++, C#, JavaScript, Typescript, HTML/CSS, ASP.NET, Reactjs, Next.js, Dynamics 365 (D365), NUnit, xUnit, REST APIs, GraphQL
- **Databases:** SQL Server, Postgress, Oracle, MySQL, DocumentDB
- **Analytics & Reporting:** MS Power BI, Grafana, SSMS
- **Design Tools:** FigJam, Figjam make, Lucidchart, InVision
- **AI Tools:** Azure OpenAI, Azure Copilot, OpenAI, Wisper, Loveable.dev, MS Copilot, Perplexity, HeyGen

PROFESSIONAL EXPERIENCE

Manager | EY LLP / FreshWorks Studio Inc, Canada

January 2019 – Present

- Lead the end-to-end **delivery of enterprise-scale programs (CAD 6M+)** with a consistent **98% on-time completion rate**, ensuring alignment with business objectives, budget, and governance standards.
- Managed **IT integration and gap analysis** for a major **Credit Union merger**, ensuring seamless system and data consolidation across platforms.
- Oversaw multiple **Agile delivery streams** across public and private sector clients, directing **cross-functional teams of 12+ members** (Development, QA, DevOps, UX).

- Spearheaded the **development of an AI Chatbot Proof of Concept** for a healthcare client using **Azure OpenAI, Flutter SDK, Azure Copilot, and Webchat**, showcasing strong technical and delivery leadership.
- Designed and executed comprehensive **program roadmaps**, utilizing **Jira, Azure DevOps, and Confluence** for planning, tracking, and documentation.
- Championed **Agile and SAFe transformations**, facilitating coaching workshops and **boosting team velocity by 25%**.
- Planned and facilitated **multiple PI Planning events**, including backlog grooming, release management, and dependency mapping to ensure cohesive delivery.
- Directed **cloud migration** and support of real-time systems handling **50K+ transactions per upload**, enhancing scalability and performance.
- Defined and monitored **KPIs, OKRs, and Agile metrics** (velocity, burn-downs, release frequency) through **Power BI, Zenhub, and Jira dashboards** to provide executive-level insights.
- Mentored and coached **7+ junior managers and direct reports**, fostering leadership growth and strengthening delivery practices across the organization.
- Conducted **risk assessments, release readiness reviews, and change board management**, reducing delivery blockers by over **30%**.
- Led **data migration programs** for public sector clients, ensuring full compliance with **privacy, security, and audit standards**.
- Contributed to **RFP processes**, including technical inputs, delivery strategies, and proposal documentation.
- Drove continuous improvement by integrating best practices in **resource utilization, stakeholder communication, and delivery optimization**.

Associate Consultant | Tata Consultancy Services (TCS) Pvt. Ltd., India

November 2010 – November 2018

- Directed **end-to-end delivery of enterprise web and mobile applications** across **Oil & Gas, Banking, and Government** sectors, ensuring adherence to regulatory and quality standards.
- Managed **offshore delivery centers**, scaling operations and generating **USD 2M in annual revenue** through efficient resource planning and delivery optimization.
- Collaborated closely with **business stakeholders and product owners** to define roadmaps, manage scope, and mitigate project risks.
- Championed **Agile adoption** across globally distributed teams (India, US), improving transparency and delivery cadence.
- Delivered multi-platform **mobile applications (iOS, Android, Xamarin)** within regulated environments, maintaining high compliance and reliability.
- Oversaw **UI redesign and full-stack development initiatives**, ensuring seamless integration with enterprise systems.
- Led and mentored **six cross-functional teams** (developers, testers, UX designers, and DevOps engineers) while directly supervising **four direct reports** to ensure performance excellence and career growth.

Team Leader | Tech Mahindra (TechM) Ltd., India

March 2004 – October 2010

- Served as both **Team Leader and Technical Lead**, managing cross-functional engineering teams and driving successful project delivery through strong technical guidance.
- Led **enterprise application development** using **VC++ (MFC), C++, SQL Server, and Oracle**, primarily focused on CRM and enterprise-grade solutions.
- Partnered closely with clients for **requirement analysis, project estimation, and delivery planning**, ensuring alignment between business objectives and technical outcomes.
- Promoted **team collaboration and knowledge sharing**, enhancing productivity and solution quality across projects.

- Built and maintained strong **client relationships**, ensuring satisfaction through proactive communication and value-driven delivery.

Software Developer | Competent Solutions Pvt. Ltd., India

July 2002 – November 2003

- Developed and tested **high-performance applications** in the **Image Processing** domain using **VC++ and C++**, contributing to product stability and performance optimization.
- Collaborated within cross-functional teams to ensure timely delivery of reliable software components.
- Conducted **unit testing and validation**, enhancing system quality, stability, and user experience through rigorous QA processes.

EDUCATION

Master of Computer Applications (MCA)

National Institute of Technology (W), India

CERTIFICATIONS

- **PMP – Project Management Professional (PMI)**, 2022 (Valid till 2028)
- **CSPO – Certified Scrum Product Owner**, 2022 (Valid till 2026)
- **CSM – Certified Scrum Master**, 2020 (Valid till 2026)
- **AWS Certified Cloud Practitioner**, 2024
- **SAFe4 Certified Practitioner**, 2017