

## Rakshith K

📍 Bengaluru, India

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### PROFESSIONAL SUMMARY:

- A technocrat professional with over 5+ years of experience in Project Management, Project Release Management, Change Management and Project Coordination.
- A bird's eye view – ensured consistency in adapting best methodologies, elevating Release & Project management for several organizations Energized and supported project/program managers as a partner and bridged gaps between Business leads and IT partners.
- Strong knowledge of software development life cycle (SDLC) models, such as Waterfall, Agile, Blended & SAFe.
- A proactive and result oriented professional with experience in managing projects of different sizes and complexity.

### TECHNICAL SKILLS:

- **Operating systems** – Windows 7,8,10
- **Documentation Tools**- Microsoft Office (Excel/Word)
- **Methodologies** - Waterfall, Agile, Blended & SAFe.
- **Skills** - Project Management, Project Release Management, Project Risk Management, Change Management, Client Relationship Management, Project Lifecycle Management, Project Coordination, PIF and CRM

### WORK EXPERIENCE:

07 <sup>th</sup> MAR 2023 To 09 <sup>th</sup> SEP 2024	<b>Client: IBM India Pvt Ltd</b> (Acesoft Labs Pvt Ltd)	<b>Project Manager/ Business Analyst</b>
15 <sup>th</sup> JUN 2022 To 30 <sup>th</sup> SEP 2022	<b>Client: IBM India Pvt Ltd</b> (Experis IT Pvt Ltd)	<b>Project Release Manager/ Business Analyst</b>
17 <sup>th</sup> MAY 2021 To 6 <sup>th</sup> JUN 2022	<b>Client: Britannia R&amp;D</b> (Talent Pro Pvt Ltd)	<b>Project Manager/ Business Analyst</b>
25 <sup>th</sup> MAY 2018 To 21 <sup>st</sup> SEP 2020	<b>Hinduja Global solutions Ltd</b>	<b>Senior Process Consultant</b>

### CERTIFICATIONS:

- **Microsoft Certified:** Computer Basics & Tally ERP.9

## **ROLES & RESPONSIBILITIES:**

### **PROJECT MANAGEMENT:**

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- Strong knowledge of software development life cycle (SDLC) models such as Waterfall, Blended, Agile & SAFe.
- Led CRM implementation and upgrade projects, coordinating with vendors, stakeholders and end-users.
- Managed project timelines, budgets and resources to ensure successful CRM deployments and enhancements.
- A proactive and result oriented professional with experience in managing projects of different sizes and complexity.
- Tracking SLA is followed properly by other team members. Also, finding out the reason behind SLA failures and suggesting improvement measures.
- Performing project planning, financial management, generating weekly reports, Gantt charts, and other artifacts to define the roadmap for all the application delivery.
- Chairing weekly client calls for reporting the project health and delivery calls to highlight the key issues and devising action plan to mitigate those.
- Formulating and monitoring strategy describing the Risks, Assumptions, Issues, and Dependencies (RAID).
- Scheduling and facilitating periodic project review.
- Delivered client value by managing IT projects to enhance the existing support systems and make it more consumer friendly.

### **RELEASE MANAGEMENT:**

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- Release management lifecycle, manage and facilitate release windows and cycles.
- Responsible for conducting periodic reviews, retrospectives and maintain release repository.
- Negotiate, plan and manage all release activities.
- Maintain publish release notes and release calendar
- Work with Environment Manager to handle post implementation incidents.
- Monitoring release process and enforcing best practices.
- Performing periodic retrospectives with an aim to evolve the release management framework.
- Publishing release metrics through automated dashboards and deriving valuable insights from the historical release details.
- Monitoring projects for release readiness and highlighting risks if any.
- Fiercely guarding the release hygiene and escalating non-compliance to the designated stakeholders.
- Taking end to end ownership of IT projects release process.
- Facilitate release planning and Go-No-Go sessions with Stakeholders.
- Manage and identify risks that may affect release scope, release duration and environments.
- Evaluate and maintain release management processes, quality gates and deliverable.
- Working with stakeholders across the scrum teams, architecture team and technology leadership to ensure solid gatekeeping of release processes and smooth releases of features.
- Ensuring all necessary dependencies are in place for a release.

### INTERPERSONAL SKILLS:

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- Ability to manage multiple projects, priorities and stakeholders.
- Ability to design creative solutions to meet the client's business and technical needs.
- Excellent communication, presentation and interpersonal skills, confident with customers and business partners.

### EDUCATION DETAILS:

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- Bachelor of Commerce from The National Degree College Basavanagudi, Bengaluru-004

### PERSONAL DETAILS:

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- **Date of Birth :** JAN 14<sup>th</sup> 1996
- **Marriage Status :** Single
- **Personal Traits:** Strategic Thinker, Deep Interest to learn New Technologies/ Industries
- **Hobbies :** Travelling, Biking, Gym, Sports and Games.