

Swarnalatha Swaminathan

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Professional Summary

Senior Project Manager with 15+ years of experience delivering enterprise projects across CRM, Salesforce, and SaaS applications. Adept at aligning technical solutions with business strategies, driving in-app content creation, and enhancing user engagement through strategic UX initiatives. Strong track record of KPI implementation, cross-functional collaboration, and agile project delivery across global teams. Experienced in aligning team objectives with company OKRs and shaping strategic direction accordingly. Proven ability to manage complex change initiatives and lead cross-functional teams to success. Skilled in technical stakeholder management, backlog refinement, feature planning, and coordination. Fluent in English, with strong focus on quality and adherence to internal policies and external regulations.

Key Achievements

- Led Salesforce CPQ migration at GoodHabitZ, resulting in a 30% improvement in sales processes.
- Implemented monitoring optimizations at NCR, achieving annual savings of \$36K.
- Drove a 2.5x business expansion with a key client at Cognizant, earning recognition as a Top Performer.
- Successfully delivered over 20 product implementations globally, meeting budget and timeline constraints.

Core Competencies

- Project & Program Management | Agile, Scrum, SAFe | Stakeholder Engagement
- Salesforce | MS Dynamics 365 | CI/CD Practices | Risk Management
- Cross-functional Leadership | Budgeting | Digital Transformation | DevOps

Professional Experience

- Internal Support Manager, GoodHabitZ (2023–Present): Led Salesforce CPQ migration, managed IT/CRM teams, delivered end-to-end project execution.
- Senior Project Manager, Microsoft (2022–2023): Delivered CRM & F&O projects, managed cross-geo teams, ensured delivery metrics and reporting.

- PMO, Cognizant/Microsoft (2021–2023): Conducted project health assessments and provided strategic guidance to implement corrective actions, enabling turnaround of underperforming projects.
- Product Engineering Manager, Cognizant/NCR (2017–2021): Contributed to product roadmaps with Product Owner, prioritized features based on customer feedback, aligned technical requirements across cross-functional teams.
- Senior Developer, Cognizant/NCR (2013–2017): Led technical solutions across 20+ portlets, executed POCs, implemented CI/CD pipelines.
- Developer, Cognizant/Comcast (2012–2013): Built test frameworks, automated UI/backend workflows, developed PL/SQL scripts.
- Developer, Cognizant/France Telecom & AT&T (2005–2011): Migrated legacy platforms, worked with SOAP/XML/SNMP protocols in telecom systems.

Education

- Bachelor of Engineering (Computer Science), Madras University, GPA: 8/10

Certifications

- Certified Scrum Master (CSM)
- SAFe Agile Practitioner
- Oracle Certified Associate (Java SE/PLSQL track)

Tools & Technologies

- Java, Node.js, Spring Boot | SQL, PL/SQL | Salesforce, MS Dynamics
- GitHub, Jenkins, Maven | Linux | Jira | Agile & DevOps