

SURESH AMMASAI, CSM, PMP

Technical Program / Project Manager / Sr. Scrum Master

Analytical, highly adaptable professional with 15 years of extensive experience which includes 11 years of USA onsite experience, generating IT solutions and engaging in all facets of the product lifecycle. Skilled in aligning end-user needs with long-term resolutions to complex challenges.

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Highlights of Expertise

- Program Management
- Scrum Master
- Onsite Expertise
- Team Building & Leadership
- SAFe Agilist
- Cross functional Coordination
- Forecasting & Budget Oversight
- Risk & Issue Management
- Delivery Management
- POD Culture
- Process Strategy
- Global Operations

Skill Set

Project Management Tools	Microsoft Project, CA Agile Project Central, CA Clarity PPM, Atlassian JIRA, Rally, PPM (Project & Portfolio Management Center), PeopleSoft HCM, ESA, & other internal tools
Application Development Methodologies	Waterfall & Agile (Scrum, SAFe, Kanban, Lean)
Domain Knowledge	Banking & Financial services, Insurance, Retail, Healthcare
Version Control Tool	GITHUB, BITBUCKET, SVN, SCCS, ClearCase, Changeman & Endevor
Platform	Cloud Technologies (AWS, PCF, ePaaS, SaaS, IaaS), Z/OS (IBM Mainframe), OS/390 (IBM Mainframe), Windows XP & UNIX
Web Technologies	React UI, Python, Ajax, E-Commerce/CMS, Mobile technologies (Native and Web app), JQuery framework, JAVA, HTML & XML
Web services	Spring core, JDBC, Spring boot, Micro services, SOAP SOA, REST, WSDL, ODATA, JPA, ETL(Kafka, Logstash)
Automation Software	DevOps (CICD tools, Jenkins, Maven, XL Release), Lisa, Selenium, Cucumber

Professional Experience

COGNIZANT TECHNOLOGY SOLUTIONS

Sr. Technical Program / Project Manager / Scrum Master - Application Development (Mar 2013 - Present)

- ✚ 8+ years of experience of managing large multiple projects in Application development, using PMP methodology, and agile framework right from project initiation to project closure.
- ✚ Managed software development plans that meet the future needs of business stakeholders including Software development, enhancements deployment and upgrades.
- ✚ Coordinate across IT departments (Solutions Development, Infrastructure, Services management and branches support) and continually review, streamline and improve operational procedures and identify opportunities for automation.
- ✚ Managed the relationship between IT and the vendors in coordination with Vendor Management department.
- ✚ Reviewed and provide initial approvals for Business cases, vendor contracts and SOW agreements.
- ✚ Provided leadership and guidance by mentoring, motivating and leading team members.
- ✚ Expertise in managing complex programs and multiple projects; working with clients across multiple geographies in US & India.
- ✚ Proven success in end-to-end service delivery management and ensuring effective management of various resources to client requirements; capabilities in mobilization, stabilization and execution of delivery programs.

- ✚ **Solution oriented specialist** with notable success directing a broad range of **cost saving initiatives** while participating in planning, analysis and implementation of tools and metrics for improving customer satisfaction levels
- ✚ Implemented the scrum framework (**SAFe - Scaled Agile framework**) within the team and mentor/coach people to adhere to the roles defined
- ✚ **Protect and guide the team** during **sprint cycle**
- ✚ Gather the user stories from product owner during **product backlog session and groom** them with as many details as possible.
- ✚ In **sprint planning**, worked with the team to prioritize the user stories and identify the user stories to be loaded into sprint backlog and load them into Rally
- ✚ Facilitated the sprint planning session to **devise the tasks** required to perform the identified user stories from sprint backlog
- ✚ Convened the **daily standup** meeting to identify what was done in previous day and what needs to be done for the current day and identify any **impediments** and resolve them during sprint cycle
- ✚ Facilitated the **sprint review** session with the product owner to review the product
- ✚ Ensured the team aware of sprint burn down status and encourage team to update the **sprint burn down chart**
- ✚ Worked with the product owner to plan for releasing the completed user stories in **release planning** session
- ✚ Convened the **sprint retrospective** session to gather the lessons learned during sprint cycle

Key Projects:

Enterprise Payment Portfolio Data ART (July 2020 - Present)

Data ART (Agile Release Train) exposes APIs as web services for partners like DN, DCI & Pulse source systems to feed payment data such as settlement & disputes, which in turn enriched at DART and stored in Operational Data Store (ODS) for consumer reporting.



Achievements

- ❖ **Migrated RBI (Reserve Bank of India) cross border transactions data layer** from the current persistence layer to India based remote database.
- ❖ Delivered a **seamless, migration solution of Spring Boot upgrade** for all the ODS components
- ❖ Implemented **Credentials scanning and rotation using Vault** to align with the enterprise wide mandated security policies.
- ❖ **Delivered Storm to NiFi topology upgrade** solution for DART components involved in enrichment/ingest operation.

Pay with Points Program (August 2015 - June 2020)

*Provides an **additional payment option** for **CMs** to use their **membership rewards points as a form of payment** and provides the partner with the capability to build new functionality into its payment system to allow the acceptance/redemption of Membership Rewards Points for CM purchases.*



Achievements

- ❖ **Launched PwP capability** in various forms including POS enablement, mobile app enablement and online shopping with key partners including: **NYC Taxis (VeriFone and CMT), Rite-Aid, Uber, Airbnb, Newegg, Staples, Expedia and Boxed.**
- ❖ Delivered a **seamless, speedy go-to market on-boarding process** for all the partners and migrated PwP native application to ePaaS platform.
- ❖ **Reduced TI costs 50% per year** by bulletproofing the back-end systems.
- ❖ Achieved a **total redemption of 15.9BB membership reward points** across all retail channels.

AWMS - Wealth Management Service Program (September 2014 - July 2015)

*Creates and enhances the data expose layer to meet the **SOA governance needs** with both Ameriprise Financial's **My Financial Application** and **Advisor Wealth Management System & Data.***



Achievements

- ❖ Implemented PII data encryption/decryption across interdependent projects achieving SAR governance mandated by enterprise-wide architecture team.
- ❖ Led the team of 50+ members in various project types (Fixed Bid and Time/Material) and generated the revenue of 3million per annum.
- ❖ Implemented DevOps culture within the team to improve collaboration and productivity.
- ❖ Saved 60% in costs with the implementation of a POA solution across interdependent projects.

e-Apply - Prospect Personalization (December 2013 - August 2014)

Allows instant access to information, products and services making a seamless experience for the customer to match products and services with quality.



Achievements

- ❖ Played CII (Continuous Improvement/Innovation) Champion role to cultivate hackathon events for engineering team and generated business out of proposed ideas/opportunities by working with the client.
- ❖ Improved operational parameters values such as Debt Reduction, JR - Rotation and Utilization

Annuity Systems (March 2013 - November 2013)

Presents enhanced options to clients for enrolling into different annuity products as part of post retirement planning, allowing minimum guaranteed fixed rate for the annuity products.

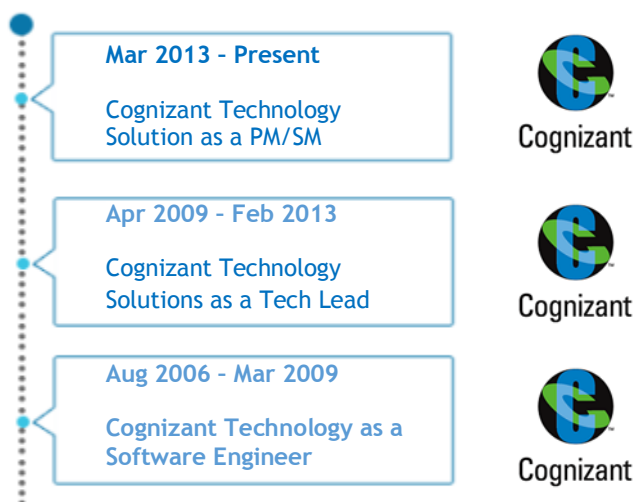


Achievements

- ❖ Led the team to implement governance attributes such as Delivery Governance Dashboard, GenC Injection, Delivery Health Dashboard & Resource Retention Request views.
- ❖ Managed the team across Solution Engineering, Manufacturing, QE and Operational support in a Matrix org.
- ❖ Implemented one-stop guide, KPI metrics and 360-degree application checklist for the portfolio.



Career Timeline



Education

Bachelor of Engineering, Computer Science (1998 - 2002)
Government College of Technology, Coimbatore
Lecturer / Software Engineer (2002 - 2006)



Visa Details

Holding I-140 approved petition for Green Card. Cap-exempted for H1-B visa. (Open for travel)



Certifications

