



CURRENT DESIGNATION & FIRM

Application Development Manager
Accenture Solutions Pvt. Ltd

PROFESSIONAL EXPERIENCE

Total IT Exp: 16 Years / 192 Months

- **Accenture:** Dec'03– Till Date
- **SSG:** Aug '03 – Nov'03

VARIOUS ROLES PLAYED

Team lead, Program Manager, Project Manager, Test Manager, Delivery Manager , Lead - TCoE

TECHNICAL SKILLS

Skills: Program Management, Salesforce, CPQ, Functional and Automation Testing

Domain Experience: Communications, Hi-Tech

PROFESSIONAL LINKS/REFERENCES

<https://www.linkedin.com/in/phani-tirunagiri-9006a447/>

EDUCATIONAL BACKGROUND

Master of Computer Applications (MCA)
in 2001, from Madurai Kamaraj University

Certifications

- Certified SAgE® 5 Agilist
- Salesforce Platform Developer I
- Salesforce App Builder Certified
- Vlocity Certified Consultant
- ITIL V3 Foundation Certification
- Microsoft SQL certification (MCSE)
- Generalist Certification in Telecommunications (Accenture Internal)
- Agile Delivery School Certification (Internal)

STRENGTHS

- Passionate, Determined, Focused & Detail Oriented.

CAREER SUMMARY

With 16 years of experience in delivering complex programs/projects in Salesforce, Microsoft technologies and Functional testing. Excel in coordinating multiple concurrent projects to ensure the alignment with milestones, deliverables and budget. Experienced in delivering large and complex programs in Agile and waterfall model.

CORE COMPETENCIES

- ✓ Multiple Account Portfolios & Program Management
- ✓ Strategic Planning
- ✓ Financial Management
- ✓ Business Transformation & Project Delivery
- ✓ Automation & Innovation driven mindset
- ✓ Team Leadership

CURRENT ROLE

- ❖ **Application Development Manager** leading team of 150+ People which are divided among multiple clients for Communications and High Tech domains
- ❖ Involved in Delivery, Solution Reviews, Planning, Forecasting, Budgeting, Staffing, Scheduling, Tracking and Project Execution
- ❖ Focused Group leader & team player who transforms team into high-performing teams through implementing change, processes and improvements
- ❖ Forming strategies for Salesforce and Cloud Practice. Communication to Senior leadership
- ❖ Mobilize and upskill team to new skills

RECENT ACHIEVEMENTS

- ❖ Headcount growth from **16** members to **140+** in 3 years span.
- ❖ Received **4 ACE** and **2 Apex** awards in 4 years
- ❖ Excellent **Client Satisfaction Rating** from all the accounts
- ❖ Successfully delivered classic, Lightning transformation work
- ❖ **350+ K USD** Savings through Automation & Innovation over **FY18 and FY19**
- ❖ **600 K USD** deals originated over **FY18, FY19 and FY20**.
- ❖ Completed **Branding** for **7** different practices with in CMT space.

RECENT DRIVEN INNOVATION AND AUTOMATION

- ❖ **Automated regression tool** solution using Selenium for test automation reduced testing effort by 60%
- ❖ **Automated end to end handling of unhandled error** to reduce problems by 40% - FY18
- ❖ **Innovation: Proactive Integration checks** and reduce integration issues analysis by 30% - FY19
- ❖ Readymade solutions for **HR Case Management** and **whatsapp interaction tool**

ACCENTURE EMPLOYMENT HISTORY (PAGE: 1/2) [Dec'03-TILL DATE]

- ❖ **Company:** Accenture Solutions Pvt. Ltd, Hyd.
- ❖ **Current Clients:** Google, Amazon, Uber, Irvine, Pearson and Cloudsense
- ❖ **Role:** Delivery Manager (Development & Support Engagements)
- ❖ **Technology:** Salesforce
- ❖ **Domains:** Communications & High Tech
- ❖ **Period:** Jan'14 – till date
- ❖ **Other Clients:** Dex Media, Digital Globe, Brocade, Apttus, Talent Rover

Delivery Manager at Accenture in charge of multiple clients managing Telecommunications & High Tech clients. Responsible for delivery in multiple account for about 150+ people over 6 clients. Also performing role of Location lead at Salesforce practice in CMT practice in Accenture Hyderabad.

RESPONSIBILITIES

- Responsible for Salesforce transformation work end to end starting requirement gathering till production deployment
- Delivery responsibility to deliver project in time, within budget and zero escalations
- Accountable for quality and schedule of delivery
- Accountable to see that account grows in terms of headcount, revenue, profit margins YoY
- As Delivery Manager for different accounts, responsible to deliver benefits to clients and see that value-added delivery runs through all accounts
- Responsible for identifying risk/issues and managing them till closure
- Manage communication with Client stakeholders as well as Accenture leadership at various levels
- As a new IT Lead, responsible for branding (Innovation hub) to all locations with in CMT

RECENT RECOGNITIONS

- Received ACE awards for excellent Delivery and client outcome

- ❖ **Company:** Accenture Solutions Pvt. Ltd, USA.
- ❖ **Client:** WalMart
- ❖ **Role:** Test Manager
- ❖ **Technology:** Jana, Functional and Automation Testing
- ❖ **Domains:** Retail
- ❖ **Period:** Nov'11 – Dec'13

Managed all aspects of delivery from design, development, testing for Replenishment system for Walmart and Sams Club. Led team of size of 40+ development and testers in Bentonville, AR and Manila, Philippines. Participated in client discussion for requirement gathering, development, preparing and presenting various test metrics and tracking and reporting to client.

RESPONSIBILITIES

- Manage Knowledge Transition from another vendor to Accenture and get approvals from business and IT team.
- Manage multiple projects in OMS program within Replenishment portfolio, delivering end to end QA solutions
- Establish QA framework and develop testing strategy for effective work approach
- Drive automation implementation across using HP QTP/UFT, CA Lisa and Selenium Web Driver
- Manage the team of 40+ Functional, Automation and Load testers.
- Create Performance Test Scripts, Execute Scenarios and Analyze Results using HP Load Runner
- Identify key risks /issues and communicate status report to client
- Conduct Scrum of Scrums

RECOGNITIONS

- Appreciated by CAL/Executives for automating application integration functionality validation.

ACCENTURE EMPLOYMENT HISTORY (PAGE: 2/2) [Dec'03- TILL DATE]

<ul style="list-style-type: none"> ❖ Company: Accenture Solutions Pvt. Ltd, USA ❖ Clients: Stanford Healthcare, Palo Alto, CA ❖ Role: TCoE - Lead ❖ Technology: EPIC ❖ Domains: Healthcare ❖ Period: Feb'10 – Nov'11 	<p>TCoE lead for Stanford Healthcare project, which is implemented for Stanford Medical University using EPIC. 200+ Epic specialists work on Cadence, Beacon, inpatient, outpatient and billing modules</p> <p>RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Responsible for establishing TCoE – by establishing testing framework and leveraging test management tools and assets. • Responsible for all Epic SU and major upgrades. • Responsible for SIT, UAT, E2E and PROD support and build strong regression suite. • Provide on-call support 24x7 • Spearheaded requirement and design discussions with the client
<ul style="list-style-type: none"> ❖ Company: Accenture Solutions Pvt. Ltd, USA. ❖ Client: Time Warner Cable, Charlotte, USA ❖ Role: Team Lead ❖ Technology: .Net, C#, Functional Testing ❖ Domains: Telecom ❖ Period: Oct'08 – Jan'10 	<p>Managed and delivered telecom project for Business and Residential users of Time Warner Cable. Managed and lead the team in client discussions for shaping the solutions for clients. Architected the solutions for clients for their self-service application and integrations with 3rd party systems that end users can configure their features. Extensively involved in building application and perform E2E testing with all stakeholders.</p> <p>RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Review Requirements with Business team and Prepare BRD and FS. • Facilitate Business requirements review meetings with Offshore Dev and Test teams. • Understanding the testing effort by analyzing the requirements of project.
<ul style="list-style-type: none"> ❖ Company: Accenture Solutions Pvt. Ltd, USA ❖ Client: Bank of America, Charlotte, USA ❖ Role: Data Manager ❖ Technology: Mainframes ❖ Domains: Banking ❖ Period: Oct'06 – Sep'08 	<p>Played a Lead of Data Management for Bank of America project and supported 20+ application and 1000+ testing resources in providing test environments with sanitized data and provide test data based on their requirements. Led the team of 40+ onshore and offshore resources who helped conditioning data</p> <p>RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Prepare Provide test environments to TCoE for their quarterly release. • Identify states and sanitize PROD data into test environments • Data conditioning-based test teams requirements • Provide long term solution for test data prep for testing team regression test. • Provided post production support along with development for any issues



- ❖ **Company:** Accenture Solutions Pvt. Ltd, USA
- ❖ **Clients:** Microsoft , Hyd
- ❖ **Role:** Module Lead
- ❖ **Technology:** .Net, C#, Functional Testing
- ❖ **Period:** Aug'03 to Sep'06
- ❖ **Domains:** HiTech

Responsible for testing multiple applications like Kit Management, Orion, SPV Event Reporting, COA Billing Stability and Regression testing over 40 applications supporting the sales, supply chain and enterprise support operations for all Original Equipment Manufactures (OEM) to purchase Certificates of Authenticity (software licenses), the OEM IT testing organization wanted to improve the quality and efficiency of their System and User Acceptance testing

RESPONSIBILITIES

- Review Business Requirement Document and Functional specification
- Preparing Test ROM's (Estimations)
- Designed and developed the Test Plan and test cases for various Test Scenarios
- Designing the regression test suite.
- Design the test data as per the project requirement
- Conducted the Training sessions on Quality deliverables for team members

Signed By: **Phani Tirunagiri**
Date: **31 Jan 2020**