

# Ravi Shankar Vuda

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## OBJECTIVE

Project Deliver Manager with 9 years of experience in IT, delivering technical projects for the US clients via the offshore based development teams. Establishing and maintaining good client relationship on the engagements contributing to the customer success and account growth. Looking forward to leveraging my knowledge and experience in firsthand project delivery leadership roles.

## WORK EXPERIENCE

- Working with **ACS Solutions** (Previously GGK Technologies), **Hyderabad** as **Manager, Project Delivery** managing multiple projects in cloud technologies from past 5 years (**Apr 2016 – Till Date**)
- Worked with **Infosys Ltd., Hyderabad** as **Senior Systems Engineer** for 4 years in Professional Services division of Finacle CRM Banking Product (**Aug 2010 – May 2014**).

## EDUCATION

- **Post Graduate Diploma in Management (PGDM)** from **IMT Ghaziabad** (2014 – 2016) with 7.38/10 CPGA
- **Bachelor of Engineering (BE)** from **Osmania University** (2006 – 2010) with 82.76%

## SKILLS

- **Technical Skills:** Azure Logic Apps, DynamoDB, AWS CosmosDB, Docker, Greenplum, Finacle CRM, DataStage, Oracle DB, MS-SQL, HTML, UiPath, Python, Unix, JIRA, Azure DevOps, Clarity PPM, Slack, MS Teams
- **Project Management Skills:** Project Planning, Estimation & Budgeting, Business Use Cases Documentation, Organizing Scrum Ceremonies, Removing Blockers for the Development Teams, Providing Guidance, Resource Management & Utilization, Conducting 1-on-1s, Performance Reviews, Motivating Teams, Stakeholder Management
- **Certifications:**
  - *Professional Scrum Master-I* from Scrum.org achieved in July 2019 (never expires)
  - *Microsoft Certified: Azure Fundamentals (AZ-900)* achieved in September 2020 (never expires)

## KEY HIGHLIGHTS

- Delivered projects in Banking, Healthcare and Manufacturing verticals end to end simultaneously with complete ownership and being delivery point of contact for the clients
- Top 3 skills – Solutioning, Business Analysis and Project Planning
- Currently leading a technical team comprising 22 engineers in 5 client facing projects in cloud technologies division
- Experienced in delivering digital transformation projects featuring web application development in Java, C# using Azure, AWS cloud infrastructure
- Experienced in delivering Business Intelligence transformation projects featuring Datawarehouse migration using PostgreSQL using DataStage tool
- Experienced in working closely with Product Owners in building robust applications
- Experienced in meeting US clients virtually and face to face and understanding their pain points and devising solutions to resolve their problems
- Going extra mile to exceed clients' expectations and identifying the improvements beyond the project scope
- Proactively participates in Presales activities like creating marketing collaterals and proof of concepts/pilot projects delivery
- Successful in generating repeat business from clients by providing top notch software delivery
- Adept at working in high pressure environments with strict deadlines and multiple deliverables
- Experienced in people management, client relationship building & cross functional coordination even in few of the challenging situations
- Proven expertise in guiding multiple scrum teams to enhance the team maturity
- Experienced in creating and grooming high performing technical teams

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## PROJECTS

### **Project-6:**

Employer : ACS Solutions (Aug 2019 – Till Date)  
Role : Delivery Manager  
Tech Stack : Azure, .NET CORE, Angular, Logic Apps, Cosmos DB, Azure DevOps

- Client is R & D division of a multinational conglomerate based in Minnesota. Objective of the project is building an Azure based web application for managing the simulation orchestration and scheduling on HPC for research models aiding in new project development

#### **Responsibilities:**

- Single point of contact for the overall project delivery
- Coordinating with client for staffing needs and release timelines and scope
- Responsible for successful release of the product features every 4 weeks
- Managing a team of 9 members and resolving the technical challenges faced by team
- Grooming the User Stories and creating additional User Stories required for the project success
- Conducting transparent retrospectives and gathering feedback to make process changes for improving productivity of team
- Demonstrating the features developed each sprint to the project owner, project sponsors and other stakeholders
- Tracking the quality metrics monthly and providing detailed reports to the management

### **Project-5:**

Employer : ACS Solutions (Apr 2019 – Aug 2019)  
Role : Pre-Sales & Delivery Manager, Business Analyst  
Tech Stack : Java, Spring Boot, HL7, FHIR, HL7 V2

- Client is a healthcare organization based in US. Objective of this project is to help patients book appointments with multiple providers through a single mobile application. With thousands of Electronic Health Records (EHR) availability in US market – it is increasing challenging task in integrating all of them to provide seamless experience to patients.

#### **Responsibilities:**

- Thoroughly analyzed the market leading EHRs namely Athena, Cerner, AllScripts & Epic EHRs and prepared the integration mappings with the client's mobile application fields
- Created scope and schedule for the adaptor delivery to integrate with the above vendors
- Lead development team to build the integration adaptor and demonstrated the progress to client every sprint
- Managed a team of 3 members

### **Project-4:**

Employer : ACS Solutions (Oct 2016 – Apr 2019)  
Role : Delivery Manager  
Tech Stack : DataStage, Sybase ASE, Sybase IQ, Greenplum, Unix, JIRA, Automic, Facets

- Client is a state health care payer in New York. Objective of the project is to create and manage workflows to migrate data from the RDMS systems tied to the health insurance management system (Facets) into PostgreSQL based GreenPlum Datawarehouse.

#### **Responsibilities:**

- Ensuring the successful migration of Data warehouse from legacy Sybase IQ to an MPP (Massively Parallel Processing) architecture based Greenplum technology
- Planning and coordinating with client on development and delivery timelines of ETL jobs designed in IBM DataStage successfully to production

- Leading team supporting and monitoring the ETL jobs which are scheduled daily and resolving any job failures by identifying the RCA and documenting best practices for the on-going development team
- Understanding the requirements for ETL jobs to load claims data from multiple vendors and creating user stories for enhancements as per state compliance requirements
- Managing 2 teams of 15 member and responsible for their career growth

### **Project-3:**

Employer : ACS Solutions (Apr 2018 – May 2018)  
 Role : Pre-Sales Manager  
 Tech Stack : UiPath, SAP

- Client is an electronics marketing firm based out of Sweden. Objective of project was to showcase the capabilities of RPA in automating few steps in the SAP order fulfilment process.

### **Responsibilities:**

- Developed a bot to automate the rejected orders processing by passing correct details avoiding manual intervention step where review of the account managers was happening
- Over 80% of the orders rejected by SAP could be processed with tweaked business rules which was proposed and implemented by UiPath RPA tool because of cost effectiveness
- Developed the pilot use case hands-on and demonstrated to client all the scenarios in automating the orders placing and custom mail notifications for less than 20% of the orders which required manual review

### **Project-2:**

Employer : ACS Solutions (Apr 2016 – Oct 2016)  
 Role : Product Manager  
 Tech Stack : AngularJS, .NET, MS SQL, SSIS, EDI, HTML, AWS

- CRUX was an inhouse modular, scalable, cloud-based product developed targeting US healthcare payers.

### **Responsibilities:**

- Led developed of workflow module – for managing the exceptions in patient enrollments and customer support enquiries related to members services and billing modules
- Demonstrated product to prospects and existing clients
- Implemented continuous integration and continuous deployment to reduce the sprint cycle and deliver product features faster
- Managed a team of 8 members

### **Project-1:**

Employer : Infosys Ltd. (Aug 2010 – May 2014)  
 Role : Professional Services Engineer  
 Tech Stack : Java, XML, HTML, Unix, IBM WAS, Oracle DB

- Finacle is in house product which has is deployed at multiple banking clients across the world. Was part of CRM module maintenance and support professional services team handling clients from India, Europe, Middle East.

### **Responsibilities:**

- Single point of contact for 5 enterprise banking clients for CRM module
- Analyzed RCA of the issues and provided solution within agreed up on SLAs
- Understood pain points and the challenges faced by these banks and provided prompt resolutions in the form of usability documents and product fixes
- Worked with business analysts and product engineering team to incorporate the new features in the product development
- Created and managed multiple versions (10.2.9 & 10.2.11) of Finacle servers for the team trainings and issue replication
- Helped multiple Indian banks in RBI mandated Disaster Recovery readiness drill in switching data centers from primary to DR servers

*Date of Birth: 20<sup>th</sup> August 1989*