**Srikanth Kasula**   Phone: 732-586-0490

**Technical Program Manager (PMP, AGILE/SCRUM Certified)** Email:- redysri@gmail.com

# SUMMARY

Over 14 years of diversified experience in IT industry, with expertise in Program, Product, Project, Release, Incident, Knowledge Management, SRE, Service delivery, SCRUM/Kanban and Project Management Office (PMO). Experience and in depth understanding in the domains of, Retail Departmental, Healthcare, Technology Engineering industries and Transportation Mobility.

# Tools and Technology

|  |  |
| --- | --- |
| **Project Management** | Scoping, Requirement Analysis, Estimation, Scheduling, Integration, Time, risk, change, release, cost, quality, knowledge and communications management, SAFe, Agile, SCRUM, XP, Kanban, ITSM, ITOM, ITBM, ITIL, Agile Coaching, Waterfall, documentation, reporting and team handling |
| **Operating Systems** | Ubuntu, Redhat, Linux, Windows 2000, XP, Vista, Windows Server 2003, Windows 2007, Mobile apps(Mobiles, Tablets, IOS, Android.. etc),  |
| **ERPs** | FACETS, Oracle ATG and E business Suite R12 for Order Management and Supply chain Management, Salesforce CRM, Summon platform |
| **Servers/Cloud Technologies** | AWS, GCP, Vcloud Air, AT&T Data centers, Weblogic, Windows Server 2012,2016 |
| **CICD Technologies** | Jenkins, Bitrise, GIT/Gerrit, SVN, Maven, ANT, Docker, Packer, Terraform,Nomad Kubernates, HELM, Consul, Vault, Ansible, Puppet, HP PPM Kintana, PVCS, Zookeper. |
| **Languages, Scripting and Technologies** | Java, Python, SQL, C++, ASP, C, C++, VB.Net, and VB script, UNIX, Linux commands and shell scripts, YAML, Microservices, Redis, Kafka, APIGEE, Akamai, Mobile apps(Mobiles, Tablets, IOS, Android.. etc), Informatica, XML, JSON.. |
| **Databases** | Mongo DB, MySql,SQL Server 2000, 2005 and Oracle 8i, AWS DB, Mainframes |
| **Case Tools** | Rational Rose, Erwin tool |
| **UI Technologies** | Node.js, Java script, React Native, jquery, React JS, CSS, HTML, HTML, Microsoft FrontPage,  |
| **QA Tools** | Selenium, Jmeter, Junit, QC, Quality Center, Win Runner, , POSTMAN |
| **ALM Tools & Utilities** | Jira, Zendesk, pagerduty, Servicenow, Microsoft Project, MS Visio, Microsoft Office (entire set), Microsoft SharePoint, Jira, Mingle, AHA, Rally, Pagerduty Planview, Jira Agile,  |
| **Domain Knowledge** | Retail and Logistics, CMMI, Support, Production Support, Supply Chain Management |
| **Monitoring** | New Relic, SumoLogic, Cavisson ND AND Splunk Monitoring. |

# WORK EXPERIENCE

**Ridecell - SFO, CA - Sept 2019 to Present**

# Technical Program Manager

Ridecell is a Carsharing, Ridesharing and Fleet Management software service and application provider. Ridecell Program Manager holds the primary responsibility of driving the implementation projects of the Ridecell Products. Using project management skills and customer service exposure/abilities ensuring timely “Go-Live”. Ensure that newly on-boarded customers are able to adopt our solutions effectively and help them show real results in their business with our solutions. Working closely with Customer, SME’s and product teams to coordinate and execute the project delivery.

# Responsibilities:-

* Experienced in managing End to End backend and UI/UX Application Development, IT Cloud and Data center architecture projects.
* Conduct the scrum ceremonies Track maintain and regularly update backlog working closely with Product and Teams.
* Conduct JAD sessions, Requirement Gathering and analysis, Sprint Planning Meeting, Daily Stand-up, Sprint Review Meeting, Backlog Grooming session and Retrospectives.
* Conduct scrum of scrums for multiple projects, Manage and conduct PI planning.
* Set service now Release, Service, Operations and Asset management, workflows and approval process
* Conduct Change Management using Servicenow, Support Incidents in Zendesk and Identify and Manage Risk and Problems in Jira.
* Experienced with deployment of network architectures and Experience with software deployment and configuration..
* Knowledge of VPC/data center networking or virtualization concepts (compute, storage and networking)
* Work Closely with different Phases of Car or Ride sharing lifecycle including Auth, dispatch ops, location/ vehicle services, planner services, promotions, Reservations, Bookings, Invoicing, Tracking and monitoring the usage, reconciliations, order flow customization etc
* Work with customers to help them adopt Ridecell products and solutions/design to streamline operations and increase revenue.
* Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.
* Consult with customers about software system design, functionality and support. Address customer issues and concerns in a timely fashion to ensure customer satisfaction.
* Drive proof of concepts and pilots for the high priority and complex Customers ensuring successful software implementations.
* Confer with product managers, analysts, engineers, programmers and others to design system and to obtain information on limitations and capabilities, performance requirements and interfaces.
* Identify significant risks, unknowns, and define and drive resolution plans.
* Experience driving technical discussions, discovery workshops, for maximum customer impact and understanding. Coordinate the work with product managers, business analysts and system engineers.
* Maintain and update Program Plans and Documentation in MS Sharepoint and MS Project. Program plans and documents include Scope and vision statement, Costs, resources, schedule, governance and communication plans, organizational resourcing and stakeholders registry, procurement plans, Quality and Security plan, Assumptions, Risks and mitigation plans.
* Present status at steering committees and send program status to stakeholders using confluence and emails as per communication plan.
* Conducting workshops, JAD sessions, brainstorming to Define the High level Epics and Usecases, High level system design using tools Jira, Microsoft Visio and MS Office tools.
* Worked on Hardware Devices, Mobile Apps, Monolithic and Multitiered Microservice Cloud Environment.
* Setup Environment and configurations through the lifecycle of app development in dev, qa, perf, uat and prod defining and implementing CICD process and tools working with the devops team in the env with multitiered, microservice/monotlithic apps containerized(docker) and orchestrated, managed by Kubernetes, Ansible, manage config and app data with tools like consul, vault, zookeper etc
* with customers to meet requirements. Experience with data management, migrations and analysis to migrate customer data from legacy systems.
* Develop and direct system testing and validation procedures, and documentation to meet customer requirements.
* Stay up-to-date with product knowledge, business flow, sales process and market dynamic.
* Maintain complete documentations and follow organizational processes to ensure successful Implementation of Soham software products.

Environment:- Technologies and tools: AWS, Kubernates, Docker, Node.js, Redis, Kafka, Mysql DB, Java and python Microservices, Jira, Zendesk, APIGEE, Mobile apps(Mobiles, Tablets, IOS, Android.. etc) Jenkins, Maven, Selenium, GIT/Gerrit, Ansible, MS Sharepoint and MS Project, Bitrise, Servicenow

# Kohls - Milpitas, CA - April 2014 to Aug 2019

# Technical Program/Release Manager

Worked on projects of one of the leading departmental retail giant Kohls corporation’s e-commerce division Kohls.com. Worked as a Technical Program Release Manager delivering Kohls.com ‘s highly competitive e-commerce for enabling Web based sales, order management and supply chain. Worked on Multi Device, Monolithic and Multitiered Microservice Cloud Environment

# Resposnibilities:-

* Experienced in managing End to End backend and UI/UX Application Development, IT Cloud and Data center architecture projects.
* Implement Program and Release Process and Successfully deliver the program scope to production for different product lines.
* Conduct JAD sessions, Sprint Planning Meeting, Daily Stand-up, Sprint Review Meeting, Backlog Grooming session and Retrospectives.
* Set up Release Environments as per specifications, configs, capacity and data.
* Manage automated CICD deployment process, branching, perform code merges and resolving conflicts.
* Ensure Release notes are reflecting the code changes.
* As Release and Project Manager worked with Transition Leads, IT, QA and Biz PM’s, Managed the Scope of the Project through Dev, QA and Enterprise Test Environments.
* Set Servicenow Release, Service, Operations and Asset management, workflows and approval process
* Conduct Change Management using Servicenow
* Planned and executed the Business, Development and QA deliverables.
* ensure security, performance and regression test coverage is achieved and release criteria is achieved in full.
* Coordinate with Dev, QA, Product teams to Prioritize and triage the Release issues and provide status.
* Collaborated with various Clients, Customers, CSMs and Product managers to schedule and smoothly deliver the applications to Production and Analyze, Prioritize and resolve any deployment/delivery issues.
* Support Post Production and operational issues collaborating with incident management team and deploy hot fixes as required.
* Communicate with the Stake holders on the Release and Program Status.
* Environment:- Technologies and tools: Google Cloud Project, AWS, Oracle ATG Platform, Node.js, Solr, Redis, Mongo DB, Oracle ATG Platform, MySql, Node JS, CSS, Java, Microservices, Servicenow, Jira AGILE, APIGEE, Mobile apps(Mobiles, Tablets, IOS, Android.. etc) Jenkins, Maven, Selenium, GIT/Gerrit, Vcloud Air, ATT Data centers, ND Monitoring, Splunk Monitoring, Ansible, chef, Akamai,

# Blue Shield of California - SFO, CA - April 2013 to 2014

# Program/Release Manager

Worked at Blue Shield of California as Program Release Manager and Project Manager guiding the Projects and Programs through project and release life cycles implementing and managing projects implementing Change Management, Incident management and Problem Management processes. Worked and managed releases in the integrated FACETS ERP environment across multiple technology platforms and environments. The projects/Programs include implementation of HCR, ICD 10, **migration to COTS Facets from Legacy Mainframes**..

Responsibilities: -

* Responsible for delivery of web and mobile based Blueshield product/features implementation and migration to new platforms from legacy platforms
* Conduct/Ensure SCRUM ceremonies and deliverables are taken care of.
* Coach/Assist team on Agile implementation.
* Responsible for requirement gathering
* Responsible for new product designing and functional overview
* Responsible for guiding the development team
* Responsible for Budget estimation, planning and execution with specific focus on requirement analysis and design
* Responsible for Knowledge transfer and arriving at SLAs for steady state
* Helping in coordination for technical problem solving.
* Engaging the Projects and Programs from the business requirement gathering phase through Development and QA Phases and participate in planning sessions.
* Schedule the Business, Dev and QA Deliverables to be aligned to the releases.
* Implement Waterfall Model and Agile Scrum Model for the Projects or Programs delivery based on the scope of the Projects.
* Creating Change requests and Representing the changes in the change boards and get approval for the
* Projects using Servicenow for Change Requests or Incident Requests and Microsoft PPM Project Server for Project and Portfolio Management.
* Reviewing Infrastructure, application and services impacts and Managing the change with ensuring the
* mitigation plans for the impacts.
* Aligning the resources to implement the changes.
* Environment Planning and Management enabling multiple projects using the same environments.
* Managing, Planning and scheduling and the deployments, code Merges and branching.
* Managing Escalations and ensuring earliest Resolution to Release issues.
* Coordinating and planning with the crossfunctional Release Management teams.
* Tracking the Dev and QA delivery and driving the deliverables according to the plan.
* Implement Release phase gate reviews to advance the project through different phases of the release and ensure the projects meet the success criteria and provide deliverables accordingly.
* Reviewing Post release Lessons Learned sessions and improving the Process
* Set service now Release, Service, Operations and Asset management, workflows and approval process
* Conduct Change Management using Servicenow

Environment:- FACETS ERP, Informatica, XML, Java Webservices, JSP, Servlets, Java, Jira, XML, XSLT, Salesforce CRM, FACETs, Maven, Microsoft PPM, SVN, HTML, XHTML, CSS, AJAX, JQuery, MVC, Java script, Jenkins, ANT, Oracle 11i, ServiceNow.

# Responsibilities

# Cicso Systems - San Jose, CA - July 2009 to March 2013

# Release/Project Manager

Worked as Cisco Order Management and Supply chain Management Business ERP Unit IT Enterprise

Test Management Release Lead and Project Manager delivering Multiple Critical Programs and Projects.

Responsibilities:

• Responsible for implementing of Release/Project management processes

• Tracking and socializing Release time lines, Test environment requirements and source copy dates.

• Scope the Projects entering the releases and planning the Development and Test environments, order

Requirements and Overviewing implementation of Dev/QA of the Projects entering the release.

• Plan and Set up the Environment by deploying Oracle R12 apps and set up the Cisco Saleforce Sandboxes in QA, UAT, FPR environments.

• Ensure webservices and Batch deployment and Validations between Oracle R12 and Cisco Salesforce as per the Changes.

• Coordinating Smoke Test planning of deployment of code for Cisco ERP Order Management, Manufacturing and

Quality IT.

• Tracking development completion against the planned percentage completion of the deliverables.

• Tracking against the baselines of test cases and tracking them against actual test execution and making sure they the baselines are accurate in ERMO Metrics.

• Update Management the status, blocking issues, risks and mitigation plans for the review meetings.

• Implementation of Enterprise Release Management milestones, tools and exit Criteria for the Projects in the release.

• Coordinating Period Close test planning for the Projects in the release.

• Change request coordination and implementation.

• QualityCenter Management.

• Sending Weekly communication of Status repost to the Stake holders.

• Deploy the Oracle R12 apps and Salesforce app to production.

• Perform the task of conducting post-implementation/Go Live reviews and in evaluating the release quality.

• Collecting and Updating Management with the operational Metrics from the QA teams and involve in the Process improvement in the Test Management Organization.

Environment:- Oracle R12 ERP, XML, Java Webservices, JSP, Servlets, Java, QC, Jmeter, Selenium, Ordering Tools, XML, Orders, Salesforce CRM, QC, SQL, Toad, NAS Servers, Oracle E business Suite R12 for Order Management and Supply chain Management, Maven, HP PPM Kintana, PVCS, HTML, XHTML, CSS, AJAX, JQuery, UI Framework, MVC and Java script

# Bechtel Power Corporation, Frederick, MD – Aug 2006 to Aug 2009

# Software System Analyst

* Bechtel Power Corp is a Construction Contractor of Fossil, Combined Cycle and Nuclear power plants and offers EPCM services to various Utility Companies and Clients worldwide.
* I worked as Software Analyst and Developer for Enterprise software development and customization of standard tools to suit the enterprise wide usage.

# Conveyor Engineering Inc - Boise, ID - Aug 2005 to August 2006

# Software Developer

* Conveyor Engineering Inc is an Engineering company Specialized in Designing Industrial Heavy Material Handling systems, Mechanical systems, Electrical systems and Industrial Structures for clients such as Aker Kvaerner etc.
* Worked as Software developer for the IT department developing applications for integrating the new tools in the company’s Engineering department.

# Education and Certifications:-

Masters of Science in Engineering – 2005 - Virginia Polytechnic Institute and State University

Bachelors of Science in Engineering- 2003 - Osmania University - Osmania University, ANDHRA PRADESH, IN

### **Certified SCRUM Master Certification Number :640655 & PMP Certification Number 2217177.**