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**KARUNAKAR PERUMALLAPALLI**

**Phone** : +91-9884401881

**E-Mail :** karunakarp2005@gmail.com

**Manager - Delivery**

**ǁ Profile Summary ǁ**

* **Project Management Professional with 14+ years of experience.**
* Lead multidisciplinary teams.
* Excellent communicator; leverage technical, business and financial acumen to communicate effectively with client executives and their respective teams.
* Competent problem-solver with exceptional commitment to quality, communication, negotiation and persuasion skills.
* Results-driven Project Management Professional with expertise in project-management concepts as project plan, project completion, scope, costing, scheduling, risk management, contract negotiations, planning and tracking, quality and change management throughout the project life cycle.

**ǁ Key Skills ǁ**

* **Requirements Gathering & Analysis**
* **Project Lifecycle Management**
* **Enterprise Implementations**
* **Service Delivery**
* **Release / Change Management**
* **Incident Management**
* **Project Budgeting & Cost Controls**
* **Telecom Domain Experience**
* **Insurance Domain Experience**
* **Human Resources Domain Experience**
* **Stakeholder Management**
* **Scrum Master**
* **Agile Transformation / Coach**
* **Risk Management**
* **PMBOK, Waterfall & Agile Methodologies**
* **JIRA / Confluence**
* **MS Project**
* **SQL**

**ǁ Certifications ǁ**

* **Professional Scrum Master I**
* **SAFe® 4 Certified Agilist**
* **ICAgile – Agile Certified Coach**
* **Certified Scrum Master**
* **Certified PRINCE2® Practitioner in Project Management.**
* **Sun Certified Programmer (SCJP) for Java 2 Platform 1.5**

**ǁ Engagement Details ǁ**

**Virtusa Dec’2019 to May 2020**

**Role: Delivery Manager / Scrum Master Team Size: 15**

**Customer: IBM Watson Health**

**Environment: Java Spark, ETL, Python, GIT, Jenkins.**

Responsibilities:

* + - Managing projects right from requirements gathering till production support spanning across the complete SDLC.
    - prioritize and deliver mission critical projects with aggressive timelines
    - manage and distribute workloads
    - Handle Daily Stand up.
    - Planning Sprints.
    - Thorough tracking of projects through metrics and ability to envisage any risk and to re-align the priorities/tasks based on the status

**RSystems Dec’2017 to Dec’2019**

**Role: Project Manager. Team Size: 25**

**Customer: Nokia Networks.**

Environment: ETL, Unix Shell Script, Python, GIT, Jenkins.

Responsibilities:

* + **Experience in implementing Nokia Solutions – Subscriber Data Management (SDM), MMTEL, Trigger Proxy, OneNDS ETL Solution and SubsDET.**
  + **Authorizing the program based on its mandate and business case;**
  + Organizing and managing the project team to deliver agreed objectives.
  + Handling multiple projects for different clients.
  + Presale of existing solutions to Telecom Clients.
  + Gathering requirements and providing estimates.
  + Tracked Cost, Schedule and Milestone KPI’s are met.
  + Making sure all Scope changes are approved thru Change Management.
  + Making sure all the issues in the testing phase are resolved on time.
  + Breaking down the requirements in to User Stories and created the Product Backlog.
  + Assisting the self-organizing and self-managing teams achieve its goals.
  + Ensuring good relationship between the team and product owner.
  + Facilitating communication and information exchange between external groups and the project team.
  + Responsible for managing the scrum process with the coordination of scrum team in Agile methodology.
  + Create Sprint backlog and Plan Sprints
  + Track, escalate and remove impediments
  + Track all issues, bugs in JIRA. Created Agile Dashboards.
  + Report at daily Scrum Meetings. Created Acceptance Criteria for each Project.
  + Worked under pressure in critical environments for sustained periods.
  + Self-motivated and dynamic. Able to motivate team members.
  + Took ownership of issues and driven them to a successful resolution
  + **Leading the Agile Transformation for System Integration Software Services Org**.
  + **Coaching teams with Agile Frameworks**
  + Staff management including objective setting, motivation, development, performance evaluation, and reward recommendation
  + Experience in TL9000 audits and making projects audit compliant.

**CSC Nov’2010 – Feb’2017**

**Customer: Zurich Insurance, USA Jan’2016 – Feb’2017**

**Role: Delivery Manager. Team Size: 13**

Environment: ASP.Net, VB.Net, C#.Net, SQL 2012, IBM WebSphere MQ, Neevia 6.0, XSD, XML, MVC, WCF, LINQ, Entity Framework, Web Services

Responsibilities:

* Implemented 7 work orders.
* Defined project/release scope and timelines; managed production support activities to ensure timely completion of EMVs and sent daily EMV status reports to client
* Daily facilitating the Scrum Meeting. Removing all impediments.
* Ensured defect back log is maintained.
* Helped to write or split user stories and adapt product visions.
* Helped to order product backlog items and with the release planning.
* Being familiar with the team’s work (i.e. the product).
* Defining Scrum implementations.
* Collaborated with Incident Management to open Tech calls, in case of non-starting of components and for any application production issues
* Sent appropriate weekly status updates to client and controlled project risks
* Built quarterly Skill Matrix and shared with client to highlight improvement of new resources
* Scheduled daily knowledge transfer sessions for complete functional knowledge of team members; scheduled calls between development teams and business to understand the requirements
* Performed review of changes for monthly releases and provided estimate to the business & application teams
* Developed Application Score Card and presented to client to show weekly ticket trends, application availability metrics, production issue status and Veracode scan status; created Operations Deck for CSC Management to show the WO closure status and weekly hour status

**Customer: Farmers Insurance Group, USA Jan’2014 to Jan’2015**

**Role: Delivery Manager. Team Size: 30**

Environment: Pega PRPC V5.5, .Net, Mainframes, JavaScript, DB2, BIX, Webpshere 7.x, AES (Atomic Event Service)

Responsibilities:

* Implemented 10 projects for BIE application, with no warranties, that increased revenue & enhanced user experience; provided technical solutions and improved quality of the software solutions delivered from offshore
* Facilitating meetings for the team. Mediating through conflicts.
* Helping the team to make decisions. Fostering the developer team’s self-organization.
* Mediating the general conflict of goals between development team (high technical quality) and product owner (more features).
* Designed enhancements to meet current and future business needs; built and led business & functional domain capabilities of application team; managed project risks
* Supported team members on technical and functional aspects of application; scheduled calls between development teams and business to understand the requirements; reviewed changes for the monthly releases and provided an estimate to the business & application teams Daily facilitating the Scrum Meeting. Removing all impediments.
* Ensuring defect back log is maintained. Defining Scrum implementations.
* Resolved design, development, and testing issues for a software release based on the approval set of requirements
* Documented implemented changes for every release from development through production & implementation
* Coordinated with client managers on short and long-term needs to appropriately place project resources; identified potential skill shortages and resolved them in a timely manner
* Identified functional gaps between the resources and completed the skill improvement sessions for all resources
* Developed & shared weekly status presentation to the client

**Customer: Kaiser Permanente, USA Nov’2010 to Dec’2014**

**Role: Release Manager / Functional Analyst**

Environment: Java , JavaScript, Websphere 6, SQL

Responsibilities:

* Directed management of the development activities from detail design to software implementation
* Gathered requirements or changes from business partners for Human Resources Transaction System Suite of applications and Human Resource Data Warehousing applications
* Hosted conference calls to understand the requirements; reviewed changes for the monthly releases and provided an estimate to the business & application teams; obtained approval from the CAB for all the monthly release changes
* Provided support to the development teams for work orders / incidents
* Developed Production & Development CRQs for all the development teams and obtained approval
* Documented implemented changes for every release from development through production implementation
* Created SQL configurations for release requirements; created tasks for deploying changes into UAT and Production
* Handled Weekly EAR file deployments.
* Tested all the SQL configs in UAT.
* Created EAR files for Production deployment.
* Resolved design, development, and testing issues for a software release based on the approval set of requirements
* Hosted conference call for the monthly releases for the successful production implementation of the release
* Assessed risk and impact of changes; defined change window and created release calendar for all applications
* Designed implementation plans for the all the changes and got them approved in the Remedy Tool
* Held post implementation meetings to collect improvement suggestions for future releases
* Delivered services with ITIL framework and methods; built customer confidence.

Achievements:

**Certification of Recognition** from Kaiser Permanente Management for exceptional contribution in leading and execution MyHR Suite of applications.

**Verizon Data Services India Nov’2006 to Nov’2010**

**Role: Portfolio Release Manager**

Responsibilities:

* Led development activities from detail design to software implementation; managed the work, based on the approved set of requirements, including each resource with the required skills set of specific work based on the defined LOE's and design specifications.
* Monitored issues and assessed risks in the software; implemented corrective actions when required
* Resolved design, development, and testing issues for a software release based on the approval set of requirements
* Defined and implemented Change Management policies & procedures
* Participated in Change control board meetings, and given various impact analyses as and when necessary
* Undertook impact assessment of all change request for applications, systems and clients; facilitated meetings to resolve schedule conflicts for software/hardware change requests
* Provided support to comprehend the impacts to the VPS operating environment, such that all the change requests to production landed without incident
* Ensured highest quality of on time implementation of all VPS systems production and CTE releases
* Documented findings and incorporated into release management method & procedures
* Performed thorough investigation and preventive method on mission critical software & hardware testing issues; created status reports that identified outstanding, escalated, and resolved issues on timely basis
* Collected statistical data analyze and reported findings using Microsoft Excel; monitored and maintained compliance with uniform system availability as prescribed by plan of record and carrier to carrier metrics
* Coordinated build and release cycles on the request of business with development teams, testing teams and project management teams

Achievements:

**Above and Beyond (A&B) Award** for exemplifying Verizon values and contributing to Verizon Business Objectives

**Spot Award** for exemplary contribution in Verizon Portfolio Release Management Project.

**Spot Award** for exemplary contribution in VPS-Release Implementation.

**HCL Technologies Ltd.** **Sep’2004 – Nov’2006**

Role: Management Information System – Executive

Responsibilities:

* + Generated Reports by retrieving various metrics from the call routing switch.
  + Reports are to analyze the Quality and the service level.
  + Developed applications using .NET for employee time management.

**Academic Details**

Master of Science in Information Technology (M Sc. I.T) from Anna University 2004

Bachelor of Computer Applications (B.C.A) from Nagarjuna University 2002.

**Personal Details**

* Date of Birth: 4th October 1982
* Marital Status: Married
* Nationality: Indian
* Languages Known: English, Telugu, Hindi, Tamil