

# SUDHA GANDLURI (CSPO), Sr. PRODUCT OWNER

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## SUMMARY

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- Certified Product Owner, Business and Systems Analyst and Scrum Master with 14 years of hands on experience in various facets of Software Development (SDLC) and Project Life Cycle in diverse industries including Telecom, Healthcare, and Automobile (Connected Vehicles).
- Expertise in building customer desired products, reducing defects and improving team productivity. Able to lead and motivate cross-functional teams and highly adept at developing long term product roadmap, product backlog via JIRA, Agile Craft for new product and improvements for critical programs by supporting development and release of applications in complex multi-national, geographically dispersed programs.
- Vast global experience in Project Management (Agile, Waterfall) with various roles such as Product Owner/Manager (CSPO), Business Analyst, Scrum Master, Project Lead and SME.
- Proficient in managing product development in the areas of Mobile (iOS/Android), Web apps and Wearable Devices. Well versed in reviewing UX Mobile and Web wireframes and prototypes.
- Proven record in delivering outstanding customer service experience and build long-term loyalty with business partners and cross functional teams.
- Skilled in mentoring and training Product Owners, business users and coaching Scrum teams to adhere Agile methodology.
- Strong work ethics with positive attitude to successfully complete tasks with a high degree of initiation. Good team player with an excellent communication and interpersonal skills and aptitude to foresee any issues and impacts for risk management.

## PROFESSIONAL EXPERIENCE

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SiriusXM, Irving Texas

(Mar 2015 – Aug 2020)

*Sr. Product Owner*

- Product Owner with 50 members for multiple (Onshore/Offshore) teams providing annual revenue of \$10 million.
- Typically handled 15 major Web, Mobile with end to end backend initiatives per year.
- Managed Product backlog by creating 2500+ user stories/design spikes tying to corresponding epics and initiatives as part of building Product backlog with the correct charge codes in JIRA. Led defect triage sessions with the teams to reduce 50% of the defects in 2 months.
- Efficiently handled several large connected vehicle projects for Nissan, Infiniti and Honda clients by creating new Remotes, Safety/Security and Convenience services.
- Managed efforts to expand functionality into Web portals, Mobile (iOS/Android) applications, and Wearable devices for the next Gen vehicles.
- Championed the Nissan Mexico Owners/Dealer and Customer web portals and 2 Nissan Connectservices and Infiniti InTouch Mobile apps (iOS and Android) launch.
- Worked on COVID-19 promotional goodwill offer Microsites for Nissan and Infiniti.
- Stepped into Product Manager and Scrum Master roles on different occasions to fulfill the gap for several months for Nissan Mobile and Web portal teams for the timely delivery of critical projects.

**Medsynergies, Irving, Texas**  
**IT Business Analyst III**

**(Nov 2013 – May 2014)**

- Led Database team in transforming from Waterfall to Agile methodology using Mingle tool.
- Contributions includes creating E2E project called Patient Outreach Tool, organizing, and focusing database team priorities, provide consistent updates to all the stakeholders.
- Interacted with clients and end users to identify scope and dependencies to gather requirements for the new/change enhancements.
- Worked closely with developers to analyze, update and manipulate the SQL DB as required.
- Made business requirements document, change requests, and use cases available to all teams using Mingle and MS Visio.
- Held presentations and participated in walkthroughs with the development team and the QA team to help understand the requirements and formulate test plans and test scripts.

**Verizon Service Organization (VSO), Irving, Texas**  
**Business Analyst**

**(May 2010 – Nov 2013)**

- Validate General and Benefit deductions for Verizon Global Payroll Services.
- Partner with other HR departments to develop policies and functions which meet current and future business requirements, involved with PeopleSoft (HR, Payroll, Benefit Deductions and Benefits Administration) modules based on organizational needs.
- Performed detailed Payroll Deduction, COGNOS, Regression and GUI testing as a Payroll end user, and tracked defects using Quality Center defect system.
- Proficient at preparing User Stories, Use Cases and Functional Specifications.
- Review and validate with stakeholders and obtain requirements approval and sign off.

**Verizon Communications, Irving, Texas**  
**Business Analyst**

**(Jan 2003 – Oct 2008)**

- Extensively worked on automation projects related to finance, billing, invoicing with contract terms, conditions, operating plans, and Accounts Payable Modules.
- Played a key role in all the phases of development life cycle with successful deployment including the role of BA.
- Designed AS IS and TO BE process flows and extensively participated in creation of project Business Requirements Documents and Use Cases for Client Server and Web applications.
- Ran queries to validate the progress of defects.
- Conducted end user training post project implementation.

## **TECHNICAL SKILLS**

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Architecture Solutions  
CRM Systems  
Applications  
Databases/Analytical  
Microsoft Office Suite  
Development Approach  
Agile Tools

AWS Cloud and On-Prem  
Siebel, Salesforce and PeopleSoft  
Web Portals, Mobile Apps (iOS/Android) and Wearables  
MS Access, SQL, OBIEE, Business Objects and COGNOS  
Word, Visio, PowerPoint, Project, Excel, Access, and Outlook  
Test Driven Development(TDD), CI/CD DevOps  
JIRA, AgileCraft, Mingle, Top Team, Trello, AdobeAnalytics,  
Apptentive, AppDynamics, Mural, Invision, Confluence,  
SharePoint, GoogleDocs, ServiceNow, Footprints and Swagger

## EDUCATION

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**M.S. in Business & Accounting (1999) – *Osmania University***  
*(Completed one of two years program)*

**B.S. in Business & Accounting (1998) – *Osmania University***

## CERTIFICATIONS AND TRAINING

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**Certified Scrum Product Owner (CSPO)**

**Trained in Advanced Scrum, Project Management**

**Professional recommendations are available in LinkedIn**