

## VENKATA RAMESH REDDY BEERAM, ITIL®

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### CORE COMPETENCIES

- Program and Project Management
- Scrum Management
- Service Delivery Management
- SLA Management
- Team Management

### EXPERIENCE SUMMARY:

Virtusa Consulting Services Pvt. Ltd  
@Manager  
April 2014 to Dec 2019

Accenture Services Pvt. Ltd,  
@Associate Manager  
May 2007 to Nov 2013

Wipro Technologies  
@Project Lead  
Jul 2000 to Apr 2007

### ACADEMIC DETAILS :

Bachelor of Technology (Mechanical)  
from SriVenkateswara University,  
Tirupathi,

### TECHNICAL PROFICIENCIES:

- ITIL®Certified(Problem Management, Change Management and Incident Management)
- Agile Scrum , Microsoft Project SDLC,JIRA,WBS,Test Management
- Tools: Service Now , BMCRemedy,HPLM,SITESCOPE, INFORMATICA PowerCenter9.0
- MS Visual Basic & VBA, SQL Server and .Net (C#,VB.net) ,WMI,Window and Unix
- PEGA6.2&7.1 & AEM 6.2
- Exposure:RALLY,MS SharePoint ,Version One

### SUMMARY

- ✓ Global experience managing Global customers, Offshore Service Delivery/Operations Management/ Scrum Management over 17+ years, in varied roles- Project Manager, Service Delivery Manager , Support Manager , Support lead , Scrum Master and QA Manager
- ✓ Total 8+Years expertise in implementing ITIL projects and add value to the consultants deliverables; working with consultants in identifying process improvements in deliverables
- ✓ Agile project management experience, managed end to end agile/scrum projects across Geographic's. Proficient in Estimation, Engagement models, Metrics and Budgeting
- ✓ Accomplished, result driven program/project delivery management professional
  - ▪ Project Management ▪ Service Delivery ▪ Client & Vendor Management
  - ▪ Scrum Management ▪ Test management
- ✓ Driven complex business requirements and Translate to project Deliverables
- ✓ Domains - Application Support and Maintenance, Microsoft, Product Sustaining, Banking and Media & Entertainments
- ✓ Contributed towards Service Delivery, Service Strategy, Project Management, Incident Management , Design and Development of Sustaining MS products , *Pega 7.1 , AEM 6.2*
- ✓ Possess Excellent communication, analytical and problem solving, decision making skills
- ✓

### KEY ACCOUNTABILITIES:

- ✓ Service Delivery expertise in concepts of end-to-end delivery/ project planning & implementation from scope management to activity sequencing, effort & cost estimation to risk analysis in line with international guidelines & norms
- ✓ Facilitating Scrum events, promoting Agile lifecycle practices leading to Scrum team success in delivering valuable product; performing analysis, design, verification, demonstration and maintenance of products in a process-driven, team environment
- ✓ Promoting adherence to standard process, use of tools; and establishing project delivery standards while coordinating Scrum team capacity planning
- ✓ Identifying and implementing process improvements, onboarding, reporting improvements and training as required within and across delivery teams
- ✓ Guiding the team and organization on how to use Agile/Scrum practices and values to delight customers;
- ✓ Assisting with internal and external communication, improving transparency and radiating information
- ✓ Ensuring adherence to Service Level Agreements (SLA) for Incident Management and Problem Management
- ✓ Driving Service Improvement Plan (SIP) to improve customer satisfaction
- ✓ Preparing and participating in the Steering Committee and Delivery Governance Review Meetings with various client /organization stakeholders periodically
- ✓ Monitoring demand and capacity management by identifying staffing requirements
- ✓ Administering financials management through tracking of Pay-roll costs and manage account margins
- ✓ Preparing CI framework and ensuring continuity through weekly cadence calls to deliver improvements consistently