

Deepika Beemanpally

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IT Professional with over 10 years of experience. Technical Program Manager with excellent understanding of SDLC. Experienced in waterfall and agile methodologies as well as hands-on experience in the development of multi-tier software applications using object-oriented design.

EXPERIENCE

Company: Amadeus North America, Waltham MA

Title: Technical Business Analyst

(Oct 2014 – Mar 2021)

- **Program Manager** for *Online Travel Agents - Performance Improvement* Program. Led projects for premium customers by driving objectives and key results that boosted growth beyond industry standards in 2019; 9.7% in North America, and 8.1% in Latin America.
- Managed the project backlog, user stories and use cases. Worked with geographically distributed Scrum teams.
- Defined project objectives and KPIs. Shared weekly progress with top management. Proactively raised issues to top management. Influenced process improvements that improved efficiency by 60%. Influenced technical and non-technical stakeholders for budget, resource allocations and tools. Identified opportunities that showed direct impact on the market share.
- Determined customer SLAs and pricing models by working with account teams, reviewed overview presentations and demos emphasizing value to big customers.
- Reviewed the QA test plans. Performed manual testing for the software deliverables to ensure they are of the appropriate level of quality.
- Managed the Incidents. Ensured customer SLA on Incidents. Performed first level investigation to production incidents and responded to incidents for major customers.
- **Solution Definition Manager**: Worked with the product managers, software architects and developers and other stake holders to design the software solution. Documented the technical design, created the data and process flow diagrams.
- Conducted the order of magnitude and software sizing exercises with the software development managers, negotiated budget allocation and roadmap planning with the product managers and other stakeholders.
- **Expert** for *Search and Shopping* Products: Provided functional and technical expertise to customer and other stake holders for shopping and pricing products.
- **Scrum Master**: Conducted daily stand-up meetings, sprint planning, sprint demos and spring retrospectives.
- **Product Manager** for *Online Travel Agent and Airline – Search Evolution* Project: Led product strategy by working with data scientists from data exploration to identifying the pilots, to implementation and measuring the results.
- Translated customer requirements into software specifications. Designed the software solution by working with data analysts, software architects and developers for products developed in C++ , and with NoSQL database and hosted on Google Cloud Platform. Documented the system design, created the data and process flow diagrams.

- Defined the specifications for data analysis dashboards created in KIBANA based on the customer reports stored on elasticsearch.

Company: Raj Soin College of Business, Dayton OH

Title: Graduate Assistant

(Aug 2012 – July 2014)

- **Graduate Assistant** for Center for Global Business: Conducted literature research alongside faculty. Created the online learning management system using enterprise software, Desire2Learn. Integrated the advanced assessment, content management and scheduling abilities using RESPONDUS 4.0.
- **Data Analyst** for Dept. of Project Management and Organizational Behavior: Conducted survey for strategic planning. Performed data collection and analysis using Qualtrics and advanced excel. Generated real time reports and charts. Conducted SWOT analysis and planed the business and corporate strategy. Received honorary letter of appreciation from the Dean of the college.

Company: Infosys Ltd, Hyderabad, INDIA

Title: Senior Systems Engineer

(09 June 2009 -10 Aug 2012)

- **Application Developer** for SDPvNext Project (Client- Microsoft): Developed a web application in using C# ASP .Net, that serves as a dashboard for managing and maintaining Microsoft products, facilitating tracking of business and increases productivity and speed.
- **Project Coordinator** for Active Trader Client Project (Client- Charles Schwab): Formulated release plans and delivery dates for Sprints working with Product and Development team managers, complying with Agile Methodologies.Coordinated project status with US based client teams following an off-shore-on-site modal. Reported daily status and created weekly status reports for the team.
- **Subject Matter Expert** of two independent modules - Order Status and Demo. Created automated software unit tests for the modules. Created domain and technical knowledge assets. Conducted Knowledge Transfer Sessions to improve exposure of team members and internalize the processes as per CMMI Level 5.
- Improved the application performance by 20%, by conducting memory profiling and fixing the memory leaks.
- **Application Developer**: Developed a powerful desktop application in C#.Net WPF, a next-gen trading platform for active investors providing a customizable cockpit display of key market information, including real-time streaming quotes, charting, watch lists and news.
- Exceeded Service Level Agreement (SLA) by 65%, by having less than two defects for every 200 hours of work effort, exceeding the schedule and process adherence expectations by 20%. Also, received a 7/7 client engagement feedback for this project.
- **Quality Analyst**: Performed manual testing for the software application and maintained the artifacts in HP Quality Center.

EDUCATION

College: Worcester Polytechnic Institute, Worcester MA

Degree: Master's Degree (25 Aug 2014- 30 Nov2017)

Concentration: Information Technology

College: Wright State University, Dayton OH

Degree: Master's Degree (25 Aug 2012 – 31 Jul 2014)
Concentration 1: Project Management, Concentration 2: International Business

College: Osmania University, Hyderabad, INDIA
Degree: Bachelor's (05 Sep 2005 – 31 May 2009)
Concentration: Electrical and Electronics Engineering

TECHNICAL SKILLS

- **Platforms:** Windows, Linux.
- **Languages:** C#, Python, R, PL/SQL, noSQL, HTML, XML, XAML, CSS.
- **Technologies:** .NET Framework (3.5) - ASP.NET, MVC, WCF, ADO.NET, MVVM, WPF, Microsoft Silverlight, Microsoft Azure, Google Cloud Platform.
- **Tools:** Microsoft Blend, Snoop, ANTS memory profiler, Visual Studio TFS, IBM Rational Rose, IBM ClearQuest, IBM ClearCase, HP ALM, HP Quality Center.
- **Databases:** SQL Server 2005 & 2008, MS Access.
- **Methodologies:** Waterfall, Agile, Test Driven Development.
- **BI and Data Tools:** IBM Cognos, Qualtrics.