

# Prabhu Gopalakrishnan

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## SENIOR TECHNICAL PROGRAM & DELIVERY MANAGER

- 15+ years' software development experience; 9+ years' program management and leadership experience. Unique customer value through lean-agile frameworks based enterprise scale digital solutions delivery, performance optimization, and business transformation leveraging market leading customer experience platforms and custom software solutions.

### AREAS OF EXPERTISE

Digital Sales & Marketing Automation • ECommerce • Enterprise Solutions Architecture Best Practices • Software Engineering Lifecycle Agile Project Management • Strategic Planning • Cross functional collaboration across large teams • Mobilization • Stakeholder management • Customer relationship management • Technology roadmap definition

### TECHNICAL SKILLS

Microsoft Power Platform, Azure Cloud Services, Microsoft D365 Customer Engagement, Microsoft Teams Apps, Azure DevOps, Sitecore, Marketo, .NET, Enterprise Solution & Distributed Systems Patterns, eCommerce Solution architecture, Agile Frameworks (SAFE/Scrum/Kanban), OOAD, C#, C++, Data Analytics, Integration with best of breed vendor products/solutions

### PROFESSIONAL EXPERIENCE

**Group Manager | Technical Program & Delivery Management | AVANADE, Seattle, WA**

2013 to 2020

Directed program delivery for \$2B Accenture subsidiary, working with Fortune 500 client portfolio.

#### Select Highlights:

- Brought in to lead digital transformation initiative for Fortune 20 energy corporation. Architected scalable digital workflow framework to streamline and integrate well planning tools for drilling and completions. Reduced well planning process time by 50%, enabling more time for high value engineering tasks. Consolidated 53 disconnected tools with 26 separate inputs into single solution. Reduced repetitive and administrative tasks by 70% and delivered user-friendly graphical interfaces, automated calculations, and visualization tools.
- Led planning and discovery phases of digital transformation initiative to optimize studio operations process for Fortune 50 Media conglomerate. Drove alignment between various stakeholder teams to deliver visual designs, user journey roadmap, solution architecture, requirements backlog, recommended implementation plan and estimate. Secured \$4M implementation revenue after leading discovery phase, including customer interview.
- Technical PM for one of the 4 feature delivery teams for a broad customer experience improvement program @industry leading utility corporation, the largest sitecore AvanaDE implementation in North America for the year. Delivered the foundational technology framework for improved call performance, digital adoption, operational efficiency, increased customer perception and agent confidence.
- Directed cross-functional feature delivery team in large digital transformation initiative to design and implement modern marketing platform for industry leading consumer software manufacturer. Built marketing platform framework that enhanced operational efficiency by improving speed-to-market, supporting component reuse, and standardizing delivery framework. Increased platform capability by implementing personalization and self-service publishing, including reusable and extensible user interface (UI) components, that could be easily authored and rendered. Awarded Sitecore Content strategy of the year.

Director of Software Development | COALFIRE SYSTEMS, Inc., Seattle, WA

2011 to 2013

Ecommerce Dev Lead | COSTCO WHOLESALE, Inc., Issaquah, WA

2010 to 2011

Lead Developer | T-Mobile, Bellevue, WA

2007 to 2010

Senior Software Developer | GMAC-Enterprise Risk Services, Bloomington, MN

2003 to 2007

Senior Software Developer | FAIR ISAAC, Arden Hills, MN

2001 to 2003

### EDUCATION

**Master of Engineering in Electrical Engineering**, Lamar University (USA)

**Bachelor of Engineering (B.E.), Electronics & Instrumentation**, Annamalai University (India)

### CERTIFICATIONS

PL-900 Power Platform Fundamentals (June 2020) | AZ-900 Microsoft Azure Fundamentals (May 2020) | SAFE 4.0 Agilist (12/2019) | Professional Scrum Master 1 (10/2018) | 8 Dynamic CRM Certifications (4 Dynamics 2013 and 4 Dynamics 2011)