

Santosh Chamorthy - PMP, CSM, ITIL

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## Summary

Accomplished product leader with over 15 years of experience in Enterprise Product and Solution Delivery. Adept in leading a team with **Design, Development, Testing** and **Operations**. Passionate in helping customers, with technologies like cloud computing, virtualization, service-oriented architecture, enterprise integration.

## Experience

### Amazon

2019 - Present

#### Senior Technical Program Manager

- Successfully defined and executed software release process for Fire Tablet, FireOS and the app ecosystem.
- Optimized the release hop strategy resulted in simplified over-the-air (OTA) delivery of software updates to millions of Amazon Fire tablets. This release hop strategy was leveraged by development and quality assurance teams to simplify the devtest matrix reducing the release timelines by weeks while improving quality.
- Streamlined program governance by adoption of partner intake process to engage with partners and stakeholders that resulted in onboarding additional partners building 30+ new features.
- Defined and implemented program governance framework to manage large scale releases spanning across geographically distributed cross-functional teams.
- Identified Key program metrics and created a dashboard to effectively communicate program status on a regular basis to the senior management with emphasis on risks and change control.

### PayPal

2018-2019

#### Senior Technical Program Manager

- Lead the program of design and implementation of payments notification migration.
- Streamlined engagement model for payments projects (Notifications, Issuance, Tokenization)
- Created the Overall PI(Release) & Sprint Plans and tracked all the activities including Release Backlog creation, Story Refinement.
- Initiated sprint Planning, Story Development, Testing, sprint Demo to all the Stakeholders, User Acceptance Testing & production deployment.
- Initiate architectural discussion, design discussion, user experience sessions required to implement customer solutions.
- Worked with Product Owners for prioritization of features for the team.
- Defined and prioritized technical user stories for payment notifications releases

**Senior Engineering Manager**

- Managed Documentum energy solutions (On-premise and Cloud implementations).
- Managed a team of 20 people, consisting of Engineering, QA, technical writers to ensure successful roll out of Energy solutions.
- Strategized and Implemented cloud release cycles for the project.
- Evaluate requirements, identifying scope for Planning; prioritize stories for implementation & monitoring of technological changes to enhance productivity.
- Delivered on solutions roadmap in budget and on time, by planning, tracking and execution of simultaneous projects of varying complexities.
- Lead, monitored the performance of the team to ensure efficiency in process operations & meeting of individual & group targets.
- Expertise in designing solutions for the cloud using cloud architecture patterns

**Accomplishments**

- Proposed and implemented release process for various types of releases like devices, features, sustenance. This resulted in improvement of launch efficiency by reducing risks to delivery on time.
- Conceptualized and led energy solutions to transform monolithic architecture to microservices based cloud architecture. Resulted in reduction of total cost of ownership which improved customer satisfaction by 30%.
- As part of strategy to move to cloud, Pioneered POC's to move the solutions to Virtual container technology resulting in a DevOps framework.
- Improved product quality by reducing the defect backlog from hundreds to less than 20 visible defects at product launch.
- Coached and mentored sprint teams to work towards a common goal and meeting the definition of done sprint after sprint.
- Optimized lab usage capacity and improved test cycles by 3 weeks and enabled faster time to market.
- Included performance and security testing in sprints, which reduced release time by 4 weeks, as result we were able to deliver features to customers faster.

**Education**

- Bachelor of Engineering (Electrical and Electronics) –Madras University

**Certifications**

- **Project Management Professional (PMP), Certificated Scrum Master (CSM), ITIL (Foundation)**

**Competencies**

- **Functional:** Project Management, Product delivery, Sustenance Engineering, Patch Management, Escalation Management, Quality Control, Training & Development, Operational Excellence.
- **Technical:** Java, RESTFUL services, JavaScript, AngularJS, NodeJS, SQL, UNIX, Selenium, TestNG, C, AWS, VMWare