

Venkata Reddy

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EXPERIENCE SUMMARY:

- Result oriented professional with 10+ years of extensive Project Management experience in Software and business development requirement analysis, design, development & maintenance.
- Excellent collaboration skills with strong leadership, coordination, relationship management, analytical and team management.
- Supported in developing high profiles and diverse and complex enterprise level projects within Pharmaceutical, IT, Airline and financial industries.
- Led teams and organizations across change management, issue management and risk management strategies in successfully providing results as desired by the clients and line of businesses.
- Global team management utilizing SAFe and Scrum frameworks in dynamically changing environments and guided teams toward achieving common goals.
- Experienced in people and talent management for highly technical employees from performance management to career development.
- Extensive Project Management experience using Waterfall and Agile (Scrum) methodologies.
- Experienced with QC lab systems and technologies and Computer system validations.
- Excellent understanding of client requirements in providing satisfaction for their expectations through solid interaction in meetings, reporting the project status along with risks and providing the metrics and updates on a periodic basis.
- Experienced in successfully defining and guiding KPIs and metrics through reports, dashboards, and performance analytics for assigned ITIL processes.
- Solid implementation skills in enforcing policies, processes and procedures to ensure adoption and effective usage of ITIL best practices.
- **ITIL V3 Trained and PMI Certified PMP®.**
- Fluent and proficient in Spanish, conversational in Brazilian Portuguese and Hindi.
- Consist a valid work authorization status; US Citizen.

SKILLS:

Project Management

Root Cause Analysis

Partner & Vendor Management

Reports & Documentation

Delivery Management

IT Service Support

Process Analysis

Multi Lingual

Process Enhancement

Strategic Planning

Quality Assurance

Team Building & Leadership

METHODOLOGIES:

Agile, Scrum, SAFe, Waterfall and Hybrid methodology environments.

TOOLS:

Project Management: MS Project, MS Excel, Planview, Project Server, Smartsheet, JIRA, PMO tool kit, Remedy, Clarity, Crystal Reports, ERP, EDI, GxP, cGMP, FDA, NSF, NPA.UL, Waters Empower and QC lab systems and technologies.

Ticketing tools and Querying languages: ServiceNow, AWS (Amazon Web Services) Cloud, JIRA, PMO Toolkit, SQL, TFS, SFDC.

Financial reporting: PWA, Essbase, SmartView, Spotfire, Hyperion, Oracle BI.

Collaborative tools: Slack, Skype IM, WebEx, Zoom, Google Hangouts, Google Meet.

Microsoft tools: MS Excel, MS PowerPoint, MS SharePoint, MS Visio.

CERTIFICATIONS: Project Management Professional (PMP)

EDUCATION:

Bachelors of Science in Computer Science, City College of New York; Grove School of Engineering (Magna Cum Laude)

2011

EXPERIENCE:

Bactolac Pharmaceutical

March 2018 to Current

Project Manager

Hauppauge, NY

- Enhanced the flow of operations with production and customer service departments in simplifying and solidifying procedures for a timely delivery of products to customers.
- Coordinated with purchasing department in developing & improving purchasing, negotiation and risk assessment skills through peer coaching, effective market research, sourcing and acquisition of raw materials through contracts with a global chain of industry qualified raw material suppliers.
- Achieved 12% cost savings for the company on overall spend collaboratively with purchasing, production and QA departments in the 2019 calendar year through strategic blanket purchase orders despite global market issues and reduction of production batch excess and errors where applicable.
- Actively involved with QA and QC management in adhering to GxP and cGMP manufacturing compliance while enhancing storage processes and procedures where required which provided smooth periodic FDA, NSF, NPA.UL auditing results.
- Overlooked in ensuring proper system flow with QC lab systems and technologies, Computer system validations and Waters Empower implementation.
- Managed and coordinated Nutraceutical and general health care product line and corresponding distribution business process.
- Participated in routine collaborations with QA and production departments on CAPA procedures.
- Provided guidance with healthcare related EDI Platforms & data sets transactions and EMQ's.
- Generated monthly spreadsheet reports on raw material inventory, finished products/goods management and inventory reports VIA Remedy, Clarity, Crystal Reports and provided peer reviews of employee performances to CEO and CFO.
- Conducted weekly meetings with production, purchasing, QA and QC management in discussing the flow of overall operations on new orders and existing open orders in better planning for the continuous expansion of an efficient flow of product delivery.
- Attended weekly meetings with sales, customer service and production departments to monitor customer activity.
- Conducted weekly conference calls with customer service and customers in resolving any escalated issues.
- Overlooked the qualification process of new raw material sources in motivating the qualification of raw material substitution for maximizing profit margins where applicable without sacrificing the quality of raw materials.
- Monitored and coordinated management flow with internal departments VIA MS SharePoint.
- Resolved escalated issues concerning damaged goods, incorrect merchandise and miscellaneous discrepancies in billing and payments with the accounting department and CFO.
- Coordinated with the sales department on business development through market trends and leading products.
- Assisted in developing marketing structures which effectively generated feedback as a result from the company participating in tradeshow and marketing events.
- Created process flows based on the Information Technology Infrastructure Library (ITIL) guidelines and adapted to the company environment system which included gathering of requirements, documentation of flows, identification of requisite inputs and outputs, communication methodologies and forms or information exchange methods.
- Guided IT Department in website enhancement with trends and structure direction in concretely advertising of services offered.

Altice USA

May 2014 to February 2018

Associate Project Manager

Melville, NY

- Coordinated the test data migrations from On-premises onto Cloud at Altice and communicated as a channel between stakeholders, vendors and migration parties such as system architects and technical experts
- Worked with technical people in networking and coordinated in migrating Panorama into Cloud environment with the assistance of automation tools such as AWS Cloud, Ansible, Bitbucket and CI/CD pipelines.
- Assisted in directing and balancing of both OSP and ISP engineering teams, set timely expectations, created milestones and tracked corresponding progress in meeting deadlines.
- Managed and accumulated large projects to resolve financial issues internally and externally.
- Drafted action plan and led meetings with department executives in reviewing project status and proposed changes.

- Resolved escalated customer issues.
- Provided timely project status reports and tracked customer required documentation deliverables in order to close out project payables.
- Coordinated with the Change Management team in developing and documenting IT Service Management (ITSM) policies, processes, and procedures based on ITIL best practices.
- Analyzed and designed service management processes, research and present best practices, and drive for continuous improvements using ITIL process management.
- Identified inefficiencies and provided recommendation for overall process improvement and benefits.
- Single point of contact between IT operations and coordinated all deliverables/requirements of entire cross functional project teams.
- Tracked the workload progress in promoting work and life balance in determining if additional training is required.
- Created standard method of procedures for Altice N.Y. region to follow in minimizing capital loss from futile material.
- Experience with one or more ITSM solutions such as ServiceNow, Atlassian Jira, etc.
- Maintained a high level of tracking and reporting using MS Excel and smart sheets.
- Facilitated communication between internal teams and vendors.
- Facilitated inter-departmental communication in effectively providing industry level customer support and service.
- Maintained up to date knowledge of product and service changes.

Etihad Airways

July 2011 to April 2014

Senior Project Analyst

New York, NY

- Planned and oversaw smooth operations of Airline engineering projects and maintained good relations with clients.
- Coordinated with Director of Operations in overseeing the planning of aviation internal work flow and development.
- Provided Project Management support for the Enterprise IT Service Management (EITSM) Practice Business Service Management.
- Analysed complex airspaces and dimensional surfaces in planning assignments accordingly.
- Utilized standard ITIL Methodology to analyze and streamline existing business processes while assisting in the creation of new business processes.
- Assisted with the scope and timeline in utilizing various metrics in reporting quantitative and qualitative Key Performance Indicators (KPI) with regards to processes and guidelines implemented by PMO's project manager.
- Handled actuals and remaining's for all projects under loyalty, marketing, distribution, personalization and notifications portfolio, Ad-Hoc requests.
- Assisted in resolving impediments and cross-functional dependencies to meet sprint goal and objectives assigned by the SCRUM master.
- Motivated team members on the importance of SCRUM and Agile framework methodologies.
- Lead negotiations with project participants and stakeholders on significant future improvements or changes, research lessons-learned and best practices.
- Take a proactive stance by developing contingency plans for potential risk and identifying contingency plan deployment criteria to resolve potential problems.
- Constructed snapshots of project actuals vs forecast and reported +/- 50% of variance in projects to manager.
- Updated and followed-up on weekly Project Management Life Cycle (PMLC) Dashboard report under commercial business technology.
- Generated holistic executive dashboards and developed various project-based data visualization reports using Power BI with backend data sources in Excel.
- Created Power BI reports for requirement tracking and project status tracking as required.
- Created various Ad-Hoc reports for project updates to the business based on resource utilization, budget tracking etc.
- Engaged in the training of product deployment and site content management.
- Assisted in the handling of resource management, approval of timesheets, financial reports, status updates and investigation of Ad-hoc requests for both Air Partners and Non-Air Partner projects.
- Updated resources to Progressive Web Applications (PWA's) reports and assisted in the time management on estimates.
- Followed up with Air Partners/Non- Air Partners regarding status updates with delivery owners.
- Create and maintain scorecards to track vendor and partner performance.
- Generated PWA and PMLC dashboard reports, project actuals reports and organized miscellaneous financial data.

Flushing Bank

July 2010 to June 2011

Associate Business Analyst/Project Coordinator

Uniondale, NY

- Overlooked financial functionalities, electronic financial services, mortgages, lending and investments.
- Provided scope identification and documentation of existing issues, enhancements and new requirements.
- Conducted research on impacted systems, performed data analysis and elicitation of requirements.
- Conducted Joint Application Development (JAD) sessions, stakeholder reviews, walk through on required documentation and solution specifications.
- Subject Matter Expert (SME) for Securitization, secondary market, mortgage backed security, Business Logic and calculation catalogue, Sox compliance in regards to regulatory and compliance requirement.
- Coordinated with team in handling production issues and minor releases.
- Evaluated business requirements, peer reviews and conducted meetings with stakeholders.
- Analysed and documented data mapping, system interface requirements and reporting requirements for 10Q/10K reports.
- Performed complex queries for data analysis and other business analytic purposes.
- Analysed new business initiatives and impact assessment for existing operations, prepared Level of Effort (LOE) reports and coordinated with all stakeholders accordingly.
- Assisted in developing and managing Central Business Data Dictionary (CBDD) and requirement templates.
- Generated business process flow charts, report mock-ups, business rule documents, calculation catalogues/business manuals and ran requirement traceability matrix reports.
- Developed use cases, wireframes, accounting transaction matrixes, SQL queries, data modelling and data mapping methodologies.