**Vijaya Veni Mukkamala**

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**Experience Summary**

* ~ 13 years of experience as Program Manager, Scrum Master & IT Analyst successfully delivering projects in SDLC model
* Expertise in closely partnering with Engineering Teams & the Business to drive features & deliver applications/products using Agile approaches and **SCRUM/ Kanban** framework
* **Currently** working as an **Agile Project Manager at Kaiser Permanente**, Pleasanton CA
* Excellent time management skills with the ability to manage work to tight deadlines and balance the pressure of executive requests and product launches
* Prioritized tasks, collaborated with **onshore/offshore teams**​ and managed teams to successfully deliver projects on time and within budget
* Led **​cross functional teams**​ through release planning sessions, quarterly planning, daily stand-up meeting, sprint retrospectives, demonstrations and other issue resolution meetings
* Drove coordination of major feature releases and ongoing delivery of value to customers where multiple teams, release trains, and solution groups were involved
* Expertise in **Release Management & Implementation Specialist**
* Experience in **Vendor Management**
* Crafted and reviewed services contract and Service Level Agreement language

**Tools & Techniques**

***Tools*:** JIRA, Confluence, SharePoint, MS Project, Visio, Service Now, Eclipse, SOAP UI, Quality Center

SQL, JQL, Splunk, Bugzilla, Google Analytics, Cassandra, Splunk, Postman, Java, APIs.

***Approaches & Frameworks***: **AGILE- SCRUM/Kanban** model

Understanding of SOA & Cloud Services Engineering- Private Cloud & AWS

Worked on **Mobile** & **SaaS Applications**

**Certification**

* **Certified Scrum Master from Scrum Alliance (ID:** [**1125417**](http://bcert.me/prirotvp)**)**

**Work Experience**

**Kaiser Permanente, Pleasanton, CA- Currently working as Scrum Master/Project Manager**

As a PM, support Continuous Integration & lead the Cloud Services & Engineering teams. Responsible for Cloud Services development, release, service automation, integration and financial aspects.

1. ***Implementing Edge Computing as a Service***
* Integrating the Edge site VCenters with the Click to Cloud (Orchestration Automation) at the hospital
* **Reduction in latency by 20% at the hospitals, supporting the COVID-19 situation**
* Reduction in bandwidth usage, thus able to deploy & run a wider range of applications on Edge Servers.
1. ***Implementing SovLabs plugin layer to deliver software-defined approach to Cloud Management***
* Improvising the **extensibility** of the vRealise Automation that spans geographically across **4** data centers.
1. ***Implementing Red Hat Ansible Tower replacing Puppet on both Linux & Windows OS***
* Led a team responsible for engineering the delivery of automated platform and infrastructure services that consisted of Middleware, Integration, Messaging and Security.
1. ***Migration of Gen2 to GenF - Lab VMs (Within Kaiser Labs)***
* Using the Fling tool, migration of the VMs in the development environments from Gen2 to GenF

**Cox Automotive (Xtime, Inc), Redwood City, CA from May’15 - Aug’18 as a Scrum Master**

**Scrum Master** for Xtime Engage, a mobile application & Xtime Schedule, a cloud-based CRM solution. Tracked the release plans and updates as per the change requests from the dealers periodically.

1. ***Promotions for VIP customers for Xtime Marketing***
* Run the promotion campaign for VIP customers (based on vehicle Make/Model)
* Achieved 20% increase in customer retention for the dealers
1. ***Implementing Google Analytics for Xtime Engage***
* Tracking the dealers using specific features of the product – Ex: Payments / VIN Scanners
* Improved the performance of the product. Reduced the number of crashes by 20%
1. ***Braintree & Vantiv Payment Systems integration to Xtime Engage***
* Enable advisors to collect payments from their handheld device
* Led teams to ​distinguish minimum viable product​ and focussed on ​prototype​
* Took lead on **CI/CD development process and ​change management** initiatives​
* Led communication and coordination with the teams and stakeholders during feature definition and delivery
* Worked with **​4 cross functional teams**​ & the project was delivered in about a year
1. ***Additional Services Request for the Vehicle by Technician in Xtime Schedule App***
* Additional issues were noticed by technicians during actual repair of the vehicle. These would be fixed based on the customers approval. Collaborated with Product and Business teams to prototype a solution for the dealers in Australia using AGILE - SCRUM Model
* Facilitated periodic reviews with organizational leaders and stakeholders to provide clarity on the expected value delivery and gain stakeholder feedback on the direction of the release train
* **Improved test coverage by 30% using test-data driven approach** and **pair-programming**. The project was delivered successfully in 2 years for all dealers

**Fidelity Information Services, Bangalore, India from Sep’12- Jan’15 as Project Manager**

Migration of Core Bank product (built on IBM FSDM Data Model ) to modularised JAVA version of Next GEN Enterprise Customer, Enterprise Product & CAPE (Common Arrangement Processing Engine ) products.

* Led complex technology project collaborating with architects, developers and analysts, across **offshore and onshore** locations (Milwaukee, WI, Jacksonville, FL)
* Worked with stakeholders to define requirements and delivery milestones
* Identified the **critical paths**, conducted meetings for root cause analysis and brainstorming to remove obstacles in hitting goals, and production of deliverables
* Established appropriate **quality gate checks** at each phase of the project during project execution
* Collected, compiled, analysed data and communicated status of the project on daily/ bi-weekly basis to stakeholders helping the on-time delivery of the product

**JPMorgan Chase & Co., Bangalore, India from Apr’11- Apr’12 as IT Project Manager**

QA Project for Private Banking & Wealth Management Web application used for JPMC HNWI clients.

* Worked with Product Teams, SMEs to maintain **Project Management Plan, Risk & Mitigation Plan & Test Strategy Documents**
* Managing an **onshore- offshore team** of 8 at Bangalore / Mumbai (India) and New York, NY.
* Developed and maintained WBS,traceability matrix, impact analysis, change requests for each deliverable
* Successfully implemented the BPT framework on time and in budget

**Tata Consultancy Services @ London, Basel & India from Aug’06- Apr’11 as Project Lead**

Implementation of TCS BANCs in London Clearnet House, London and AVALOQ in Bank Sarasin, Basel.

* Used waterfall model & gained thorough knowledge of **SDLC** and Automation tools and techniques

**Education : Bachelor of Engineering from BMS College of Engineering, Bangalore, India**