## IT Program & Delivery Manager

Name: Satya Jyothi Tummala

Email ID: [Jyotitummala@gmail.com](mailto:Jyotitummala@gmail.com)

Contact: +91-99637-01276

Professional Summary:

* To obtain an opportunity in IT Industry that utilizes and challenges my customer focus and Project planning skills to deliver world class Projects & Services to Customers and partners.

Having a total of 13.7 years IT Experience as a Program & DBA manager, Application delivery manager, SOX control owner as a project manager, vendor & Program manager with Agile Scrum master & DEVOPS management experience looking for a job where I can increase my productivity and quality of work within an organization.

Professional Certifications

* Completed **MCTS** (Microsoft Certified Technology Specialist) SQL server 2008, Implementation and Maintenance.
* Completed 70-462 **SQL 2012** Administration certificate.
* [70-533: Implementing Microsoft **Azure** Infrastructure Solutions](https://www.microsoft.com/learning/en-us/exam-70-533.aspx).
* **ITIL** Foundation certified in IT Service Management.
* **Prince2** practitioner certified.
* **ITIL** Intermediate (Service Strategy) Certified
* Certified **SCRUM Master**
* Certified **SCRUM Product Owner**
* Completed **Blockchain** & **DLT** certification course from **IIIT-Hyderabad**

Professional Experience (Current Position):

**National Payments Corporation of India (NPCI)**

Senior Lead - Blockchain & Innovation (Project Management) Apr’19 to Till Date

Program: Blockchain, AI/ML & API Accelerator Project Management

* Key Accomplishments:

Working as a Senior Project manager for Payments applications Blockchain (Hyper ledger Fabric, r 3 Corda & Stellar) implementation, where I am providing scope understanding and the architect level explanation in As-IS & To-Be process and the process co-ordination to setup the platform and network configuration and bridge the gaps between different vendor teams involved in the implementation, internal partners, Technical Architect teams and reporting the status to higher management to make the project on track and successful. API accelerator is another project of NPCI where we are integrating the Bank & NPCI APIs to provide one stop Idea implementation platform for startups & Fintechs.

**Achievements**:

* Driving Innovation & Transformation Projects across NPCI like Fraud modeling ( AI/ML), Blockchain & Open API based platform creation etc
* Driving Bank engagement Initiatives of department ,part of NPCI partner engagement program
* Acting as an bridge between various stakeholders and driving the business value by adhering to security & governance processes
* RFP & PO closures to engage new vendors and driving the technical and finance discussions
* Driving Development sprints and various testing & integrations to make the overall project plans are achieved.
* Leading & managing functional supervision to Blockchain CoE.
* AWS to Private cloud migration initiative at Org level part of cost efficiency initiatives
* Part of Txn Nxt Fintech Yatra at NPCI level to engage new Startups
* Member of Transformation champions & POSH committee of NPCI
* Vajra project successful completion of PoC with various technologies by proper planning, budgeting ,vendor management ,tracking & execution
* Driving Innovation lab setup project part of Org initiatives
* Timely reporting the Innovation strategies and status to CDO & MD/CEO
* Actively partnering in D&I initiatives & strategic planning initiatives like NPCI way as one of the core members.

**National Payments Corporation of India (NPCI)**

Senior Program Manager Nov’18 to Apr’19

Program: IT Service Management & Business continuity management

* Key Accomplishments:

Working as IT Service manager for India Payment systems and deal with various applications Incidents, Problems and Changes. Tracking & recording the Root cause analysis of priority issues which would impact the millions of financial transactions of banks and driving the permanent resolutions. Managing and Driving the NPCI level Disaster recovery and business continuity for various critical applications like UPI, ATM, BHIM, AePS, IMPS, Rupay, CTS and various settlements of banks.

Achievements:

* Streamlined & Driving the process (Service mgmt. & Root cause analysis) setup project for NPCI level applications.
* Compliance maintenance as per RBI norms by conducting the quarterly DR drills and maintaining the RTO & RPO
* Documenting the Incident, Problem, Change and ITSCM process and making sure the process followed by all the teams at Org level
* Audit management: Representing team at RBI, PCI, DSS and ISO22301 audits
* Driving the DR drill automation processor level to improve the efficiency.
* Root cause analysis of various Issues to permanent resolution & documenting the issue & resolution.
* Acting as a Service operations manager to enforce & manage the overall governance and security process to obey the RBI Risk policies

Professional Experience:

**Wells Fargo EGS (India) Private Limited**

Technology Manager June’15 to Oct’18

Program: Enterprise Database Management (WIM & DB2)

* Key Accomplishments:

Managing a group of DBAs who is supporting Wells Fargo finance databases including Oracle, SQL server, DB2 ,Mongo and Sybase database administration representing India Enterprise global services wealth, Brokerage and Retirement applications from Database management portfolio.

Continuous collaboration with US stakeholders in an onsite & offshore model & providing the best support from India.

Delivering and reporting the key metrics to higher management in US & India

LOB level support for setting the Process Foundation and Team engagement activities.

People Management and driving various automation projects from EGS (mundane tasks to automate with a cost efficiency of $ savings).

Manage team of 16 DBA’s categorized of Administration, Application, Operation, Production, Change Management, NOC, On-call support and performance optimization.

Make sure to complete all the DBA activities on time and provide on-time support with effective people management by utilizing the processes of skill will matrix, constructive feedback and performance 365. Conflict resolution, appreciative enquiry & feed forward are my success factors.

Implementing the ITIL standard model of RDBMS for the DBA teams: Service Delivery, Service of Excellence and People for Managing and Maintaining Database systems.

Part of audit and remediation projects to make sure the databases risk complaint enough and secure the end customer data.

Supporting cloud migrations & EXADATA migrations to make sure the stay current

Actively engaged in organization level Innovation groups, D&I & volunteering activities

Achievements:

* Driving the idea of migrating entire SQL DBA reports to SSRS & various SQL & ORACLE automations. Efficient utilization of resources to drive the cost savings
* Achieved the team of the month Award for August’15 at Org level.
* Driving Compliance process of Databases from India.
* Extension of support during India with effective collaboration and communication with State side partners & people engagement.
* Capability enhancement & competency build programs through cross training the existing Teams and complete vendor management for the stream

Professional Experience:

**Microsoft India R and D Private Ltd**

IT Service Operations Engineer2 Dec’12 to June’15

Program: Corporate Finance IT

* Key Accomplishments:

Lead to manage the systems powering Microsoft IT Finance applications related to Microsoft Sales revenue, expenses and Trade rules through strong understanding of technologies and principles of Software Application Support, system administration, service delivery and operations. Managed all aspects of systems management, administration, and operations of large-scale web and SQL based services by involving in design, deployment, management, Production Support and operations.

Managing Vendor teams (service levels from L1 to L3 to meet SLA) and working with different teams to drive the Technical/functional issue resolution and to ensure the Quality of service to end users.

Managing IT Operations Support, Incident & Problem Management, Change Management and Database Support resources.

Collaborating with various teams like engineering and Business/SD as necessary to meet the business & user expectations.

Participating Service review meetings with IT leads and driving the service improvements.

As a Service Operations Engineer understand the business requirements, owns service design, drive service health, new application onboard and process setup.

Drive investment into predict and prevent Problem Management and Root cause analysis.

Driving critical period readiness, stay current activities and SOX auditing.

Managing Azure Iaas and Paas deployments in my portfolio and DEVOPS projects management as a service owner.

Achievements:

TTR for BI Services improved by 20% due to my collaboration with the support teams to ensure regular tracking and follow up-Ensuring that the incidents are closed within SLA by following up regularly with all the support teams involved and by generating reports to track inactivity tickets and ensure that the tickets are acted upon to meet TTR.

20% reduction in ticket volume during the period of unforeseen hike in the volumes by analyzing and identifying the issues related to bugs. Drive the Bi Finance backup automation and SLA dashboard automation which reduced the ticket count.

* Sarbanes-Oxley (SOX) Audit Control owner: As a CO I am doing the SOX internal control effectiveness audit every quarter on Finance reporting systems which reflects and in turn impacts the executive (CEO &CFO) certification of financial results.
* Stale Backup Removal: with this initiative able to release 4.1 TB of free space to Finance storage pool.
* Mentored and trained the vendor force end to end for all applications and created documents for the same. Created a standard “new hire” document to ensure quality training.

Professional Experience:

**Microsoft India R and D Private Ltd**

IT Service Operations PM Apr’12 to Dec’12

Program: Sales and Marketing IT Operations (OEM CRM)

Key Accomplishments:

Involved in CRM 2011 installations and maintain the CRM 2011 environments

Building new environments and deploying latest builds

Key role in resolving all the PROD issues related CRM 2011, SQL , IIS and reporting.

SSRS installation and report configuration to meet the reporting needs of end users.

Collaboration with all business analysis, engineering and test teams to drive the business requirements into Production and deploying the needs.

Key role in service level agreements preparation, process setup and ops guide preparation.

* Acting as an escalation contact for vendor teams from L1 to L3.
* Accountable for Security patching, password rotation, certificates renewal and other maintenance activities in prod.

Achievements:

Deployment and support of OEMCRM ECLA process has gained profits of $10M in OEM business.

Prepared KB articles to be used by business and support teams which improved the QOS of service desk and 15% of ticket reduction with the user education.

Professional Experience:

**Mahindra Satyam**

Senior Software Engineer March’11 to Apr’12

Program: GE Money Home Lending

* Key Accomplishments:

Maintaining various databases related to different applications which are involved from loan origination to customers to repayment of loan.

Part of Migration team (Bank application is migrating from AS400 to SQL 2005 completely) Database backup and restore (using RedGate) from main application to sub applications through SQL server jobs. Scheduling SQL tasks and maintaining Database security.

Data refresh of test environment with production data. Implementing various change requests from test to production.

Daily updating the critical bank related application databases without any business impact.

Installing and managing SQL Server 2005/2008 databases, SSIS and SSRS. Deploying SQL Builds like SSIS packages, SQL scripts and application files to the environment in Test and production Environments.

Maintaining DR Strategies like Replication, log shipping & backups and restores.

Monitoring and resolving the disk space and DB space issues.

**Achievements:**

Received Bravio Award for successfully completing the Migration of Bank data from AS400 to SQL server

Customer appreciations for resolving the issues proactively and mitigating the issues during the migration and achieved 100% CSAT.

Documented the migration process of test environment to SQL server and created KBs for issue resolution in PROD environment.

Professional Experience:

**Wipro Technologies**

SQL Server DBA May’07 to March’11

Program: WLM, MBSIT &CAP ( Microsoft Applications)

Achievements:

* Achieved Wipro internal Feather in My Cap Awards Three times (Awarded for the Service Improvements provided.)
* Best Team Award for the months of October 08 and April 09.
* Achieved a Good Customer Satisfaction (CSAT) rating of 7/7.
* Cleared organizational wide (Wipro) MS SQL DBA –L3 test
* Achieving 100% SLA from the beginning of the project.

Educational Summary & Achievements:

B.E (ECE) from SRKR Engineering College, Andhra University (80%)

Diploma in Electronics Instrumentation from state board of technical education (87%)

S.S.C from Board of secondary education (86%)

Bagged Silver medal in Engineering for (overall performance)

Bagged Gold medal in Diploma (college first)