



Sirisha Mothukuri

Servant Leader - CSM, SAFe Agilist, ITIL

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- ✓ Seasoned Agile evangelist with extensive experience in Coaching, Consulting, Project/Program Management, Service Delivery.
- ✓ I help individuals, teams, organizations enhance value driven delivery and improve business agility.
- ✓ I have natural ability at doing this using my IT Project Management skills and my vast experience working with global diverse teams of several Fortune 100 companies.

Profile Summary

- **Passionate and Highly Energetic Professional** with 14 years of IT experience, inclusive of onsite experience working with US, European & Australian clients
- **Extensive 9+ years of experience in Agile** – specialized in Kanban, Scrum, XP and TDD
- **Experienced in Scaled Agile transformation** of multiple portfolio teams using SAFe
- **Experienced in Service Delivery**, was responsible for 6M USD revenue portfolio, with team size of 50+ FTE
- **Instrumental in DevOps implementation** using ANT, Bamboo, Jenkins, Git for CRM (Salesforce) delivery
- **Outstanding Leadership & Management skills** with good understanding of group dynamics & team development
- **Quick Learner** with ease of learning new technologies being flexible & efficient in implementation

Key Skills

Agile Consulting

Service Delivery

Transition Management

Customer Relation Management

Project/Program Management

Process Consulting

DevOps

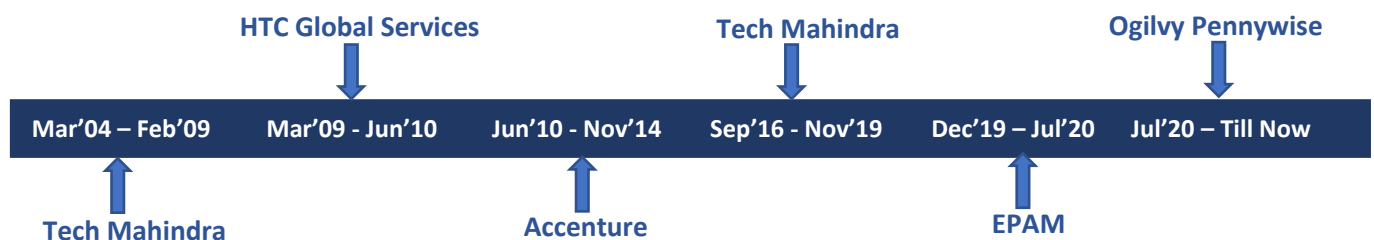
Education

MCA – SPMVV University, 2003

Certificates/Trainings

- Certified Scrum Master
- SAFe Agilist
- ITIL V3 Foundation
- PMP
- DevOps
- ATM for CMMI

Career Progression



Professional Summary:

Organization: Ogilvy Pennywise (Jul'20 – Till Date)

Client: Sumitomo Electric (Jul'20 – Till Date)

Role: Scrum Master/Agile Delivery Manager (India)

Environment: CMS, Ubuntu, AWS, HTML 5, Pattern Lab (Atomic Design)

Sumitomo Electric (SEI) is part of Sumitomo Group – Global Fortune 500 company. As Sumitomo Electric wanted to expand their customer base by enhancing their digital marketing reach and have consistency across their regional sites, global site design assets.

- Demonstrate greater awareness, manage expectations, avoid surprises, make escalation as needed.
- Liaise between experience design teams, customer base, account team & dev team to have prioritized epics and agree on MVP release plan to have business targets of SEI achieved.
- Ensuring product management team and architects groom strategic feature backlog and is ready for each sprint.
- Work with product management team, refine product roadmap.
- Facilitate multiple stakeholders (Account team, XD team, Dev Team, Customers), defined communication framework, enhancing collaboration, smoothening delivery execution.
- Coach, empower team - maximize potential to deliver, build engaging workplaces, implemented engineering best practices – enhancing remote work option, ensuring successful project delivery.
- Outcome oriented delivery, resulting first smooth launch of global site with improved Information Architecture with easy access to information following WCAG 2.0 accessibility guidelines.
- Stakeholder management, contract negotiation, conflict management.

Organization: EPAM (Dec'19 – Jul'20)

Client: Top Financial Market Data & Infra Global Provider

Role: Delivery Manager (India)

Environment: .Net, C#, MicroStrategy, SSIS, Jenkins, JIRA

Thomson One(T1) is a Wealth Management System widely used across globe, with large user base in NA. T1 consists of Smart Client (desktop app), Anywhere (digital app) supported by Core Services Integrated applications. Core Services consists of multiple web services such as TSA, SR, UDW, Usage, Symbolology and 15+ Admin Tools. As delivery manager of Core Services team, I'm responsible for successful knowledge transition & swift delivery.

- Transition management with client, vendor teams
- Execution of successful & swift knowledge transition
- Knowledge base creation & maintenance using knowledge hub, meta data trackers.
- Assess As-Is process model, identify improvement areas – proposed To-Be model to strengthen, streamline value driven delivery
- Ensure shared services and supporting functions are engaged during the process and assist with escalations, risks and issues.

- Facilitate cross functional team through defined communication framework, enhancing collaboration, fasten release cycles, shorten delivery timelines
- Utilize development background, help team maximize potential to deliver, built engaging workplaces, implemented engineering best practices for a smooth project run
- Manage deliverable scope and quality. Worked with client teams, ensure on-time delivery, including QA to validate application changes, verify issues.

Organization: Tech Mahindra (Sep'16 – Nov'19)

Client: Chartered Accountants ANZ (May'19 – Nov'19)

Role: RTE (Australia, India)

Environment: Salesforce, Selenium, ANT, Bamboo, JIRA

Chartered Accountants ANZ (CAANZ) started implementation of SAFe with focus on faster time to market. As Release Train Engineer for ART A – Education Compliance Team and SF Continuous Improvements team, my responsibility to train and facilitate the program teams towards successful delivery.

- Ensuring product management team and architects groom strategic feature backlog and is ready before PI planning
- Facilitate PI Planning and ensure all required stakeholders' presence and active participation
- Fostering continuous exploration process which drives the synthesis of vision, roadmap and backlogs through Pre and Post PI planning meetings
- Ensure shared services and supporting functions are engaged during the process and assist with escalations, risks and issues
- Report to steering committee on the ongoing progress of teams and track deliverables
- Ensure value delivery at program level
- Support PO, SM, STs by continuous coaching, resolving conflicts and impediments
- Facilitate Scrum of Scrums to ensure ART level dependencies are resolved
- Work with PMO and Business Executives to ensure ART is enabled and empowered and empowered to deliver business value
- Owns the Agile process for the whole ART A and ensure all teams in ART A follow standardized guidelines and practices
- Responsible for maintaining program board and ensure its visibility
- Communicate with stakeholders on continuous progress of ART A, help manage risks and drive for relentless improvement
- Support presales and RFPs for Agile, DevOps implementation
- Collaborate with DevOps engineer and architects for identification of suitable tools and ensure successful implementation of release pipeline enabling continuous integration

Client: Swiss based global Food giant (Sep'16 – Mar'19)

Role: Service Delivery Manager (Switzerland, India)

Environment: Azure, .net, VSTS, Power BI, SSRS, SSIS, SharePoint, Documentum & Mobility

Application Delivery Services (ADS) is a 100+ resource team, supporting 120+ applications across multiple streams. I joined the team as Kanban lead/Agile Consultant and progressed as Service Delivery Manager for FICO, HR, SC & M2F streams.

Kanban Lead/Agile Consultant: (India, Sep'16 – Dec'17)

- Promoting and establishing understanding of agile methodologies and its implementation across the ADS team and stakeholders
- Coaching application owners and team members on agile processes and facilitating Agile Training workshops for both Offshore and Onsite resources
- Spearheading account team members in agile transformation, across multiple applications
- Facilitating the team's ability to achieve and sustain healthy flow by assisting in the management and communication of blocks, risks, dependencies
- Identification of suitable agile metrics and help teams capturing the relevant measures
- Managing the insights of multiple stakeholders and ensure scope and product roadmap is agreed with client
- Assist the Product Owner/Business Analyst in the definition, maintenance, grooming, prioritization of backlog
- Facilitating discussion, decision making, and conflict resolution between teams.
- Facilitate Release Planning, Retro, Reviews and daily stand-up's
- Maintain Kanban Flow for Product Backlog Items for Visualize & Manage Workflow with Limiting WIP
- Creation and maintenance of team and management dashboards, capturing relevant metrics, SLAs and milestones
- Suggesting continuous improvements, own their implementation within ADS and showcase the results

Service Delivery Manager: (Switzerland, Jan'18 – Mar'19)

- Working with third party vendors like ATOS, Gramont ensuring smooth transition & proper handover
- Responsible for entire delivery starting from Purchase order, SOW creation & approval, smooth delivery and its release (supporting release) till payment receipt
- Accountable for Service quality, performance with in agreed budgets
- Work with technical teams and architects for product design options, selection of optimal design and delivery – resolving conflicts as necessary and get stakeholder buy in for possible changes/improvement options
- Responsible for capturing and maintaining demand forecast and factor multiple variables like future growth and projects in pipeline and come up with capacity plan, thus meeting the business demands prepared
- Lead, participated in service review meeting, presenting the health and performance of the services, progress on improvements agreed along with recommendations for service improvements
- Assessing customer feedback and come up with improvement plans, as required and track the plans agreed closely ensuring improved customer satisfaction
- As an ambassador for IT, coordinated across the business to provide effective communication on IT matters and ensure effective dialogue between departments
- Piloted CI implementation and resolved roadblocks with required stakeholder support and successful in implementation of CI for Azure based applications
- Working on new proposals to provide agile and DevOps roadmaps

Organization: Accenture (Jul'10 – Nov'14)

Client: German Automobile Leader (Jan'12 – Nov'14)

Role: Service Delivery Lead (India)

Environment: Java, Mainframes, BI & SAP

Service delivery of multiple applications under FZ-24 department. Lead 25+ FTE for 30+ applications on various technologies. Introduced Kanban model and lean techniques to streamline and improve service delivery quality thus increasing customer satisfaction.

- Lead Incident Management, Change Management & Problem Management for various applications
- Involved in Resource Planning & Utilization, Budgeting & Cost Control
- Reporting timesheets, project documentation and other requisite information, following and implementing IDC standards on performance and ethics
- Worked with the client's application SMEs, vendor teams, release teams and QA to ensure successful and smooth transition of application service from client/vendor teams to offshore team
- Issue and risk management. Preparation of mitigation, contingency plans. Early warnings and risk indicators update to delivery leadership and keeping them updated with timely status and closure
- Handled initiatives like automation of job flows, resulting increased client satisfaction and implementation of lean six sigma for improved service
- Involved in continuous Project Process Improvements, critical decision-making procedures, maintaining Client-Vendor Relationship
- Led 20+ FTE Teams and managed Daily Operations, mentoring, developing team skills and staff management including Career Development and Performance Management
- Awarded best service management team for two quarters for uninterrupted services provided, fast incident resolution, no PR backlogs etc
- Preparation, Maintenance of Knowledge Items, educate team on KI updates

Organization: Accenture (Jul'2010 – Nov'2014)

Client: PRD IG @IDC (Jan'12 – Nov'14)

Role: Delivery Excellence Lead (India)

Delivery Excellence Initiatives team leads various strategic initiatives for all the clients/projects under the PRD Industry Group (IG) @IDC. I was the member of Agile practice/excellence group, associated since its formation and member of Delivery Quality Assessment Team (DQA).

DEx Agile Practice Group Member:

- Supported more than 20+ projects under PRD IG in effectual implementation of agile principles and practices for enterprise wide process transformation initiatives
- Delivered multiple workshops, effectively trained multiple project professionals in agile principles, practices and framework
- Specialized in implantation of Scrum, Kanban for a thriving software Product and / or Service Delivery practice in distributed environments of high uncertainty
- Observe the level of agile adoption by being a scrum master and then coach them to achieve the next level of Agile adoption

- Coach SMs on agile ceremonies, metrics capturing and reporting process
- Strategic Planning & execution of new initiatives related to continuous improvement
- Recognise the training needs and conducting/coordinating the trainings for PMs and DLs
- Collating information /best practices from various projects and contribute to Organization Process Database

Organization: Tech Mahindra (Aug'04 – Feb'09) / HTC Global Services (Mar'09 – Jul'10)

Client: US Based Largest Auto Insurance (Jan'08 – Jul'10)

Role: FDW Lead (USA, India)

Federated Data Warehouse (FDW) is a huge repository of data where the data is gathered from disparate data sources, cleansed and consolidated to produce an enterprise view for different business needs. FDW is an enterprise asset for the client's business intelligence. FDW consists of 3 main layers - Data Source Layer, Consolidator and Distributor. Cross FDW Production Coordination is a service area that deals with the dependencies between all lines of business of FDW like Fire, Auto, Health, Life, Client etc.

- Coordinate with all business & systems analysts (client personnel) of FDW for any important communication
- Creation & Maintenance of Autoflow for all lines of business – FDW 1.0 & FDW 2.0
- Coordinate with all business & systems analysts of FDW2.0 for any important communication
- Validation of Monthly Flows, upon balancing triggering Marketing Unit & Aggregate Facts Monthly
- Hold, release or rerun of flows as per business needs
- Execution of flows in temporary network with proper ODATEs
- Controls the execution of SQL's in production
- Issuing components to Production
- Coding & maintenance of Stat Condition jobs
- Execution of Service calls or Work orders to closure

Client: CIGNA Health Insurance (Nov'04-Dec'07)

Role: Tech Lead (India)

PMHS is a Claim engine, which adjudicates electronic claims. Adjudication process of Claim includes verification of Policy details, Provider contracts (In network / Out of network) & application of business rules. This is a full life cycle development project.

- Analysis of the Clients Requirement
- Preparation of Design Documents (HLDD & LLDD)
- Preparation of the UTP after analysis, which is referred to at the time of Testing.
- Involved in Coding for programs of various complexities
- Testing the various modules/programs
- Review of the test results and comparing with the base line test results
- Defect Tracking & Analysis