P SITARAMA SARMA



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**⯍PROCESS Excellence/ OPERATIONS MANAGEMENT⯍SAP** **PROJECT EXECUTION ⯍** **BUSINESS ANALYSIS⯍**

*Proven skills in managing Process Operations with key focus on quality while working with reputed organization in the E-commerce & IT industry; competencies in driving process improvement projects for ensuring maximum operational efficiency*

**PROFILE SUMMARY**

**MBA (Project & Operations Management), Lean -Six Sigma - Black Belt certified** professional, **ITIL V3 Certified**, **SIAM Certified**& **Prince 2 certified**, **Certified Scrum Master**, PMP **trained** and offering 10years of rich experience in**.**

Operations / Process Management Continuous Improvement Projects Process-Enhancement/Six-Sigma/ITIL knowledge

Quality Assurance/Auditing SLAs Compliance/ Change Management Business/ GAP Analysis/Agile & Scurm Client Relationship Management MIS/Reports/ Data Mining Team Management /Training

Customer Service Product Management Requirement Analysis & Stakeholder Management

**Professional Summary:**

An enthusiastic, focus-driven Project Manager/Program Manager/Scrum Master/Product Manager with over 10 years of hands on experience working with diverse Project & Quality teams and contributed to the field of **Banking**, **Finance**, **SAP** and **E-commerce** **domain, Software Domains.**. Proficient with **Software Development Methodologies** such as **Waterfall**, **Agile, Scrum**,and **SAFE**, Lean Six Sigma, Delivery Exellence. A fast learner with the ability to adapt to fast paced environments and be a team leader.

Drive key initiatives in organization ensuring strategic importance to overall strategy. Train, motivate, coach, and correct the team to ensure standards are met updating and up-gradation of skills, tools, and techniques by studying trends and development inequality and process standards. Facilitated various scrum ceremonies such as Sprint Planning, Daily Stand Up, Sprint Review, and Sprint Retrospective and Spike sessions. Experience in writing, Prioritizing and Grooming User stories in product backlog while assisting the product owner.

Experience with eliciting requirements using techniques such as Interviewing, Questionnaires/Surveys, Document Analysis, Reverse Engineering, Interface Analysis and Requirements Workshop**.**

Identify resource needs, define roles and responsibilities of team members, and ensure resources are utilized effectively.

Establish clear goals and ensure team members are motivated, supported and skilled to achieve these goals.

Maximizing team effectiveness by identifying and removing impediments that inhibit performance - like dependencies, inefficiencies, unnecessary processes, etc.

Enhancing the team's self-organisation and build a genuine culture of reflection and improvement.

Provide ongoing coaching and mentoring to individuals and the team. Managing multiple Scrum teams (2-3) at the same time with different team sizes, different cultures, co-located and distributed teams.

Responsible for release plan, sprint plan, daily sprint status, mid-sprint and end-sprint reports, sprint retrospectives and other ceremonies

Working on Jira or similar tool and configure it for project needs to provide required views, data, dashboards and reports

Working up on project metrics particularly involving burn-down, productivity and defect metrics and monitor them to track team velocity and improvements.

Facilitate learning and development through individual and team coaching, deliver trainings, facilitate workshops and off-sites

Coaching teams through tough challenges and empower them to reach their potential ,proactively looking for improvements and come up with new and innovative ways of working.

Own member product strategy and roadmap in line with overall customer service strategy.

Play a key role in new product development process and ensure products are designed right from customer perspective.

Build product backlog so that development team accepts and delivers product/sprint.

Contribute to developing customer service processes for all core products potentially across multiple markets.

Takes part in testing of new functionalities- process/product.

Raises concerns about the technical product design that could put the stability and resiliency of the business at risk

Continuously improves product quality and optimizes conversation rate of customer service products

Arranging meetings for rapid decision-making processes and proper use of agile process

Helping product owner to make the product backlogs in good shape and make them ready for the next sprint

Helping teams or individual to clarify goals and actions to achieve them

Forecast the numbers of deliverables possible in an iteration based on evidence and reliable data and own the project deliveries end to end.

**Professional Experience:**

Affluent Global Services

Client: **Microsoft**

Role: Technical Technical Project Manager/Program Manager

Tools: SharePoint, Project Reporting Tools, MS office

Domain: Delivery Excellence, Digital/Business Transformation, BPM, Project & Quality Management (COE)

* Associated with Microsoft as a Project Manager (Delivery Excellence, Digital Transformation & Business Process Management) driving successful Process improvements and developing procedures for Delivery Excellence.
* Defining Project Scope that aligns with business strategy, in collaboration with Project stakeholders.
* Identify Risk, Assumptions, issues, and Dependencies (RAIDs) and ensure mitigation plans are setup to control them.
* Appraise the Project Status/Findings of various Projects and communicate to the IT Leadership.
* Producing regular and ad hoc senior executive reports, monitor and ensure that projects comply with Governance Framework.
* Ensuring effective management of the Project’s stakeholders and communicate with all areas affected by the project.
* Creating controlling documents, Reporting, Managing Risks, and issues, Change management plan.
* Responsible for working all domains Apps, Business Applications, Business Products, Data & AI, Cross Domain Delivery and Security Infrastructure and extracting the report trends and monitoring health of projects in all these domains.
* Aligned with Microsoft’s Functional and Process Excellence vertical and helps to provide consulting support to solve for strategic and operational business problems for global client’s leveraging Transformation methodologies and assets.
* Responsible for delivery of multiple Projects and checking the health of projects tracking through different reporting tools. Working on Risk Analysis Management, Finding Analysis Management and trace out Active and potential Risk in those projects and reporting to respective stake holders.
* Identifying Number of Risks and Findings in all Project Worldwide and All region wise like EMEA, NA, LATEM, MENA, APAC, and reporting to respective Domain Heads.
* Working on Domain Insights like Risk, Findings, GTG, Backlog Risk, Cost overrun,
* Working on respective KPI’s and writing insights of the respective KPI’s and preparing Dashboard, Power point presentation to top level stakeholders.
* Preparing Service Quality Analysis Metrics and preparing dashboard presentation every month and discussing with respective Domain leads and domain heads. Validating all key metrics ensuring they meet the specific criteria. Preparing Project onboarding report and sharing with respective process leads and Domain Heads.
* Involves operational and functional leadership for a largest Business function. Accountable for ensuring that the Business meets. Consistent achievement of all financial and operational KPIs for the assigned global delivery team through management of delivery, implementation of quality control processes, issue resolution, optimal workflow processes.
* Preparing Standard Operating Procedure for respective KPI’s. Communicate and facilitate effectively across diverse audiences including key stakeholders and executives.
* Create & maintain project status reports/dashboards for management & stake holder reviews
* Work to define business requirements for new projects and provide input on how to address systematically.
* Work with Technology & Business Process Owners for Identification and evaluation of the existing processes. Conduct Gap Analysis of the existing processes wrt industry standards & best practices. Define and document the processes (for e.g. SDLC, Agile, ITSM , Program Management, Change Management, Vendor Contract Management, Communication, Governance etc.) & make it tailor able as per specific client needs and regular Governance & cadence process/mechanism to ensure institutionalization of processes.
* Tracking improvement or customization needs for the implemented processes
* Assisting to identify and finalize on process improvement methodologies and tools wherever required.
* Work with Client’s key stakeholders to set process improvement objectives, define specific goals, metrics and KPIs
* for measurement
* Facilitate implementation of metrics at various levels based on business goals & client’s expectations.
* Manage client’s Continuous improvement activities as part of key initiatives.
* Working with senior stakeholders to create solutions and present stories to senior stakeholders.
* Responsible for statistically analyzing data, presenting, and tailoring findings to multiple stakeholder groups. Analyzing Data may relate to the qualitative and quantitative aspects of the people analytics.

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| **HSBC Software Services:** |  |
| From: 2016 to 2019 ( Fin-tech/Digital Lending)Role: Project Manager/ConsultantDomain: Telecommunication Infrastructure, Service Delivery, Quality Audit & Governance, Project & stakeholder Management |  |

* Associated with **HSBC** Software Services Hyderabad as “**Project Manager/Delivery Manager** (Global Quality & Stakeholder Management & Project Management) in Global Quality Team of infrastructure & Telecoms infra domain (Software Quality) ; skilled in running successful process improvements and developing procedures & service standards for business excellence.
* Liaising between Product Management, Development Management, and business stakeholders to foster quality communications globally.
* Working closely with Program Managers, Subject Matter Experts, Product Managers and key stakeholders to understand project scope and requirements in terms of features and capabilities.
* Identifying and tracking deliverables while gathering and documenting project risks, issues, assumptions, and dependencies.
* Conducting Business Analysis to understand business processes required to ensure end-to-end delivery of intended project results.
* Leading the identification of critical dependencies and risks likely to impact cost, time, and quality, early in the project life cycle.
* Mitigating risks and issues as they occur, escalating any issues as appropriate and owning them through to resolution
* Supporting both agile processes and waterfall methodologies within a matrix organization.
* Creating and maintaining all project documentation and project plans and Tracking and reporting project progress to stakeholders with a focus on budget, scope, resources, and schedule transparency
* Driving team performance by eliminating waste and fostering an environment of continuous improvement, including facilitating decision making and protecting the team from outside forces and distractions.
* Leads retrospective, daily standup, and show-and-tell meetings if applicable to encourage collaboration, communication, feedback and learning among the team.
* Manage day-to-day operations of the Managed Services team. Drive the Major incidents and provide periodic updates to all stakeholders till closure.
* Assist the Operations Manager and Service Owner in preparing and conducting monthly and quarterly business reviews with assigned customers. Gather operational statistics and data and assist the Service Owner in building material for the reviews.
* Monitor high priority incidents and escalations closely and work with team members for a quick resolution. Run an internal technical bridge for major issues until the issue is resolved. Ensure hourly updates are provided. Assist Service Owner in producing updates for client management.
* Look for incident and outage trends, recurring issues, service management process issues and identify underlying problems. Monitor incidents for assigned clients and ensure communications and resolution are timely and accurate. Step in if there are miscommunications between delivery engineers and clients.
* Identifying major incidents from Incident Report System identifying technologies and Handle global (APAC, EMEA & NA) severity incidents by hosting a conference call; improve customer/client satisfaction; ensure timely updates to stakeholders, upholding SLA/OLA.
* Capability to handle services delivering Infrastructure as a service, software as a service and platform as a service.
* Identify and implement process improvement efforts business within the Company and sound process improvement accepted disciplines and practices.
* Used tools like Incident Management tool, Cognos, Incident dairy for different regions and CA service desk and GSD software to pull the report.
* Develop a detailed project plan to track progress and use different techniques to manage changes in project scope, schedule, and costs.
* Working with key project stakeholders to formulate and communicate the business vision, to envision initial requirements, and to scope the project.
* Liaising between Product Management, Development Management, and business stakeholders to foster quality communications globally.
* Working closely with key stakeholders to understand project scope and requirements in terms of features and capabilities.
* Tracking and reporting project progress to stakeholders on agreed cadence.
* Digging deeper into severe incidents, re-occurring incidents to identify root cause & improvement actions and driving them till resolution. Prepare and share RCA reports to stakeholders.
* Producing MI for Change forward and historic view and presenting to the senior management.
* Manage notifications messages as per defined SLAs, providing accurate and quality information to the required stakeholders.
* Reviewing and sampling change orders Escalate any Changes which are damaging the quality of the overall service, and

 Ensure all Changes comply with internal controls and customer/regulatory controls.

* Liaise with all parties to ensure that information and approvals for changes are communicated and understood by all stakeholders.
* Facilitate requirements for Change Advisory Board meetings (CAB), ensure planned change review readiness in a good time.
* Producing MI for Change review meetings and Internal Change review meetings.
* Review, monitor and communicate the progress and outcome of Changes to all relevant parties.
* Chairing CAB meetings ICR meetings and discussing on impact and purpose of the change orders.
* Develop and maintain accurate process and procedural documentation, accurate and versioned controlled work instructions, change management trending reports, accurate contact, escalation, and approval lists.
* Diagnose Root cause of incidents, determine the resolution. Ensuring the resolution is implemented through appropriate control procedures. Constant focus on identifying gaps in the process and ensure the action plans are created to address the same.
* Facilitate requirements for Change Advisory Board meetings (CAB), ensure planned change review readiness in a good time.
* Facilitate vendor review meetings and discussing on service improvement plans.
* Report and document issues and daily operational tasks status; Prepare Major IM analysis reports on a weekly, monthly and quarterly basis to be provided to Senior Management.
* Drive/Manage service quality, performance, and improvement of service delivery processes as per established governance and reporting Leadership team.
* Ensuring quality improvements from past lessons and potential failures identified are implemented into process/policy.
* Facilitate domain meetings with all domain heads and gather information on incidents discuss the severity of the incident work accordingly.
* Drive implementation of Process improvements through Lean/Six Sigma and PDCA.
* Plan, develop and evaluates the effectiveness of Quality Management and Improvement Programs across the organization.
* Maintain high visibility within the organization, Document, track, and report quality measures.
* Design, drafts and Implement Quality Standards, Programs and Systems and develop the processes through Six Sigma techniques.
* Successful application of process improvement methodologies to drive improvements and provide quality analytics to Leadership.
* Drive continuous improvement culture through training, co-ordination, and implementation of principles of Lean/Six Sigma or other process improvement methodologies in day-to-day operations.
* Drive a culture of customer-centric process excellence, setting the pace of change and sharing best practices across business teams.
* Identifying key opportunity areas and drive improvement initiatives to attain process excellence.
* Manage quality-related communications, upward and downward through the organization, regularly present quality status to senior leaders.
* Identifies improvement projects and applies Lean Six-Sigma tools and techniques to secure that project objectives and milestones are met.
* Working on standard and Non-standard changes. Managing, controlling, and authorizing the changes concerning the IT infrastructure and ensuring that they are implemented with minimal impact on services.
* Chairing the Change Advisory Board calls to discuss the technical aspects like testing, implementation steps, risk, the back-out and the impact to the end-user and necessary approvals are received.
* Attending the Post Implementation Review calls to discuss the reasons for the failure in implementing the change and how to avoid their recurrence for similar changes in the future.
* Work with a team to provide end to end continuous quality improvement.
* Coaches and develops team members through one – on- one meetings and monitoring and train them.
* Ensure all process documentation and procedures are up to date.
* Consult and work with management in identifying process improvement opportunities

 **Work Experience**

Professional Experience:

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| Itelligence (NTT DATA Business Solutions) From May 2015 to July 2016 |  |
| Role : Sr. Analyst  |  |  |
| Tools | : ITSM Tools, MS-Office, MS Project, MIS Report Tools |  |
| Domain | : | SAP/Service Delivery/ITSM, Change Management/Project Support |  |

* Worked with **Itelligence India Pvt. Ltd (NTT DATA)., Hyderabad as Senior Analyst/Project Manager (Service Delivery) - SAP projects**; skilled in running successful process operations and developing procedures & service standards for business excellence.
* Is accountable for the Incident Mgmt and Major Incident processes. Ensures adherence within the company of the Incident Mgmt and Major Incident Management processes.
* Monitoring customer systems via Solution Manager, creating incident tickets as needed, troubleshoot, and escalate issues as per the procedures.
* Providing an Excellent customer service, technical expertise and timeliness in accordance with the Itelligence Service Desk Policies and procedures, Providing initial assessment and resolution of incidents, requests and alerts regarding SAP and/or related infrastructure components, Log and track incidents/service requests in the service desk ticketing system, adhering to the company's policies and procedures.
* Executing and fulfilling approved service requests and daily operational tasks, providing shared support services to Managed Services Lines of Business through ad-hoc projects and initiatives.
* Ensure all Major Incidents are validated and progressed in accordance with SLAs aligned to Incident priority and status, during business hours and outside of business hours based on service requirements.
* Assess technical and business impact. Using escalation matrix to get appropriate level of focus.
* Intakes & assesses Priority 1 and 2 incidents to determine impact to the business, for a Major Incident, responsible for managing the resolution and communication activities of the incident.
* Coordinates with technical teams to restore service as quickly as possible Ensures incident tickets are documented according to Incident Mgmt and Major Incident processes.
* Monitors Priority 1 and 2 incidents works to identify improvements to reduce the volume of critical incidents and to reduce the mean time to repair.
* Ensures that Problems are documented, managed effectively, efficiently, and that identified solutions or effective workarounds are implemented to resolve.
* Proactively supported Process Improvement initiatives by driving **Six Sigma & Kaizen projects** for enhancing performance across functions; maintained CTQ (Critical to Quality) / CTP (Critical to Process) targets with strong knowledge of ITIL & Quality metrics.
* Track record of adhering to SOPs, streamlining workflow & creating team work environment to enhance productivity; proficiency in evaluating training needs for new employees & providing need-based training programs to enhance their knowledge & skills
* Proven skills in directing functions like Business/ GAP Analysis, MIS Reporting, Change Management, Resource Planning & Allocation and Inter-departmental Coordination to accomplish work within that with maximum technology utilization
* Customer-Centric professional competent in interacting with clients, managing client challenges & providing client solutions; effectively ensured that the process surpasses achievement of delivery & service quality norms for all valuable clients
* Recognized for outstanding problem solving, interpersonal and negotiation skills; an effective leader with proven capabilities in leading & guiding team members and motivating them to maintain deliverables as per SLAs negotiated with clients.

**WORK EXPEREINCE**

**Since May 2015 – July 2016, Itelligence India Pvt. Ltd., Hyderabad as Analyst - IT Admin. & SAP Tickets**

**Key Result Areas**

* The process of acknowledging & creating ticket for alerts in IT Admin.; assigning it to the respective team in ISP if ticket number is not created; performing various functions like:
* Assigning tickets created by S-User in ISP, creating incidents for a customer in ISP, facilitating ISP password reset authorization, setting planned & unplanned downtime for customers and managing special IT Admin, & ISP Alerts
* Calling respective teams for very high tickets & e-mailing the same, closing tickets upon request or if created more than once and updating & maintaining the log data
* Monitoring the functioning of processes, identifying improvement areas & implementing measures to maximize customer satisfaction level; understanding business needs & identifying initiatives that will allow a business to meet those strategic goals
* Preparing MIS reports with a view to apprise management of the process operations and assist in critical decision-making process
* Ensuring a high-quality customer experience, while adhering to the SLAs and TAT; assessing customer feedback, evaluating areas of improvements, and providing critical feedback to the associates on the same
* Directing workforce & imparting continuous on job training for accomplishing greater operational effectiveness/ efficiency; framing work direction & plan for associates after assessment of their capabilities.
* Delivering results and meeting customer expectations: putting the customer first and achieving quality.

**Highlights:**

* Played a key role in initiating various successful quality & process improvement measures like DMAIC and other quality tools.
* Undertook cost saving measures like Muda (Removing of wastes) which led to a saving of million dollars.
* Enhanced client satisfaction levels by taking initiatives like sharing best practices, finding bugs in the process and solving them.
* Received **Awards & Appreciations** like Customer Obsession and star performer on account of Rewards & Recognition.

Client: Amazon.com

From: August 2010 to May 2015

Client: Amazon.com

**August 2010 to May 2015: Amazon, Hyderabad as** **Sr. Associate and Subject Matter Expert**

**Key Result Areas**

* Worked as a SME (Subject Matter Expert) and managed the Customer End-User Experience Team of 20-25 Members for resolving Kindle/Appstore/Digital Music/Cloud and Mobile App and Amazon instant Video related issues; provided inputs on process and system to the team members.
* Contributed to maintaining and improving customer experience by identifying and resolving problems; forwarded customer feedback and instructions to concerned department and ensured customer satisfaction by achieving delivery and service quality norms.
* Performed the data mining of the call volume to understand the daily/ weekly/ monthly trend and generate MIS reports; reviewed quality reports & delivered proper feedback/ counseling to the team members as well as guided them on the documentation of processes
* Managed team functions like organizing training workshops for improving performance of team members, conducting team huddles and providing constructive feedback to them; allocated tasks to team members as per their areas of expertise & project requirements.

**Highlights:**

* Achieved organization goals by taking ownership for accomplishing new & different requests and exploring opportunities to add value to the job role; initiated various successful quality & service improvement measures like.
* Using Lean Six Sigma (LSS) methods and tools to eliminate waste and improve processes.
* Received various awards & appreciation on account of excellent performancelike **Customer Obsession Award & Star Performer Award**
* Proactively participated in various Continuous Improvement Projects, Kaizen and Brain Storming Sessions; acted as a Member of Live Projects, Virtual Projects & Pilot Projects and executed projects and related activities for process improvement.
* Provided assistance to the new hires during process operations; identified gaps and conducted trainingsessionsandimpartedrefreshertrainings to the new hires and team members to enhance their knowledge & skills. Lead high impact improvement projects (DMAIC, Kaizen, FMEA, etc.)

**ACADEMIC DETAILS**

**MBA (Project & Operations Management) from ICFAI, Hyderabad in 2014**

**B.Sc. - Mathematics from Andhra University in 2007**

**CERTIFICATIONS**

**E-management Certification ~ Lean Management & Six Sigma - Black Belt Certification**

 **PMP Trained & Prince 2 practitioner certified, ITIL V3 Certification, Certified Scrum Master**

**IT SKILLS**

MS Office (Word, Excel, PowerPoint and Access) & Internet Applications

ServiceNow Tool, ITSM tools, Incident reporting tools, CA Service Desk, Cognos, Minitab, Jira, SDLC, Scrum & Agile Methodologies

Sprint Planning, Daily standup meetings, Sprint backlogs, Sprint retrospective, Sprint Reviews,

Project Management Tools:

Jira, Trello, Asana, Slack, Power BI

**PERSONAL DETAILS**

Date of Birth : 12th June 1984

Address : P. No. 119, H. No: 302, Pipeline road, Kamala prasanna Nagar, Alwyn Colony, Kukatpally - 500072

Languages Known : English, Telugu & Hindi

Location Preference : Hyderabad

Industry Preference : ITeS / E-commerce, Software.