

SOUDIPTA KUNDU

Technical Program Release Management Executive with a penchant for Customer Success

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PROFESSIONAL EXPERIENCE

Senior Technical Program Release Manager

Centers for Medicare and Medicaid Services (CMS) 07/2018 - 12/2020
Reston, VA USA

Pioneered program release management executing US Federal Govt. project (\$45 million) of systems modernization and legacy transformation to AWS cloud. Key leader driving adoption of enterprise devops tools and system life cycle processes by developing and disseminating agile release management standards across program that aligns with organization's strategic goals of delivering value efficiently and seamlessly to the end customer. Defined Key Performance Indicators (KPIs) to monitor program performance and status.

- **Public Cloud Migration:** Collaborated with Business and Technology Leads to develop program roadmap, scope, schedule and reference architecture for migrating existing legacy applications and data to public cloud (AWS).
- **Seamless Delivery:** Designed iterative bi-weekly production release cadence across the program for synchronized, high quality releases for all scrum teams. Continuously improved CI/CD processing time by up to 60% resulting in decrease of monthly 20-25 hours of manual effort.
- **Process Augmentation:** Headed Software Configuration Management (SCM) process improvement initiatives associated with code merging, branching, code freeze, version control, automated build & deployment, CICD, Test Automation, Security testing to scale up efficiency and quality meeting the demands of rapid growth.
- **Cost Reduction:** Slashed AWS EC2 Usage by up to 45% compared to peak by automating environment shutdown/start-up process for all non-production environments during off-business hours.
- **Release on Demand:** Introduced test focused development with Test-First Methodology by automating the manual functional testing resulting in reduction of defects up to 30% throughout the system life cycle. Integrated Security Driven Development (SDD) into Test First methodology to align security process along with development and testing enabling more frequent, accelerated release on demand ability.
- **Agile Ceremonies:** Participated in product backlog refinement, daily stand up, iteration planning, iteration review, demo, retrospective, PI planning readiness, Pre-post planning, Inspect & Adapt workshops.
- **Facilitated end-to-end release management process** for parallel bi-weekly, monthly releases and patch/hot fixes to production and DR environments. Partnered with scrum team to negotiate, prioritize, and plan user stories and features in release delivery roadmap.
- **IT Audit, Compliance and Governance:** Indulged in IT audit as quality champion and ensured team adherence to CMS compliance, Governance and DevSecOps best practices. Designed web security vulnerability testing using Burp Suite and Nessus Scan to identify and mitigate potential risks.

SUMMARY

Visionary leader and innovative technologist with more than 16 years of success delivering IT Projects, Programs, Releases on-time, within budget through improved productivity, performance and cost control in both Fortune 500 as well as entrepreneurial environments. Proven record of driving day-to-day operations, design, development, and delivery for high level, large-scale strategic initiatives of distributed enterprise systems using innovative solutions.

Exceptional communicator, influencer, problem solver and negotiator with ability to build and lead diverse cross functional teams to deliver operational excellence. Customer-centric, motivated servant leader with proven ability to remain resilient and tenacious under pressure whilst displaying fortitude in the face of adversity. Passionate change agent thrives in a fast-paced, dynamic environment with evolving priorities to achieve exemplary service quality by means of analysis and collaboration.

- **Leadership:** Instrumental in building, mentoring, managing global onshore-offshore technical teams of direct reports. Guided offshore Production Support Team of 25 engineers for Mitsubishi Motors and improved customer satisfaction by 35% within 6 months through re-engineering of support processes.
- **Champion facilitator:** Orchestrated Program Increment (PI) Planning meetings with multiple global cross functional teams of 150+ members and led PI Planning readiness by fostering a continuous exploration process through the synthesis of Product Vision, Roadmap and Backlog in Pre & Post PI Planning discussions.

Senior DevOps Release Manager

Fannie Mae

04/2016 - 07/2018

Reston, VA USA

Responsible for refining and rolling out release management process across Credit, Securitization and Disclosure applications of Fannie Mae as part of multi-year \$2.13 billion joint venture initiative of Common Securitization Platform (CSP) with Freddie Mac. Partnered with business and technology leaders from cross-functional teams to rationalize business priorities and technical requirements managing parallel releases for multiple teams to achieve goal of continuous integration and delivery (CI/CD).

- **Continuous Delivery:** Set up automated daily deployment in the lower environment and one-click deployment for staging and production using Jenkins pipeline fostering continuous value delivery to end customer.
- **Spearheaded all release related communications as single point of contact** driving multiple project releases through discovery, design, development & testing of system life cycle process and enhancements. Managed operational infrastructure, configuration changes, and emergency fixes.
- **Release Health and Metrics:** Produced reports using key agile metrics of cycle time, velocity, release score card, burnup, burndown, milestone review, sprint planning and review, release readiness review, Go/No-Go review to appraise release status and ensure performance visibility.
- **Conflict Resolution:** Teamed up with cross-functional engineering teams and stakeholders to identify conflicts, group release dependencies in early stages of development and helped drive them to resolution by securing commitments on deliverables and developing contingency plans.
- **DevOps Practice:** Led the agile devops adoption for JAVA, .Net, Abinitio, Informatica, SQL Server, SAS based applications and decommissioned old SCMs such as CVS, Clear case by migrating to SVN, Git and Bitbucket.
- **Data and Environment Management:** Controlled provision, data refresh, deployment and testing in shared environments. Integrated virtual data delivery tool into devops process to move data to AWS cloud more quickly.

Senior Release Manager

CVS Caremark

08/2015 - 04/2016

Florham Park, NJ USA

Responsible for driving releases for various teams (internal and external) such as Integrated Customer Experience (ICE), HIPAA, Med-D, Pharmacy Benefits Management (PBM), Specialty and Physician Portals of CVS Caremark.

- Owned and driven on cadence release delivery process by managing scope and dependencies across products and teams. Coordinated daily release progress status and tracked sprint board, backlog for team deliverables.
- Organized delivery aspects by creating deployment plans and maintaining stack diagrams, configuration information and release history.
- Developed centralized view for all inflight releases and Forward planned release windows and cycles across different teams to ensure alignment with IT Digital Enterprise Release Calendar.
- Established standard release process across portfolio. Devised concise communication channel for stakeholders and management to effectively manage cross department coordination of release status reports.
- Conducted regular internal team release retrospectives and process reviews to identify improvement opportunities. Maintained a central repository of key metrics such as lessons learnt, guides and best practices.

- **Directed program level scrum events** such as Scrum of Scrums (SOS), PO Sync, Art Sync, SOS Sync, System demo fostering transparency and alignment of strategy and execution.
- **Deep ability to engage business and technology to create solutions that drive change.** Skilled in analysing needs, trade-offs and designing strategies to meet business needs. Led process improvement initiatives to scale and automate key business process delivering measurable results driving innovation and relentless improvement.
- **Expert presenter, advisor, and stellar communicator:** Strong ability to adapt coherent communication to business, stakeholders, and leadership with cultural sensitivity. Recognized for building consensus, leveraging diversity, relationship, and influential nuances to build trusted advisor status and credibility.
- **Risk identification and mitigation:** Leverages decisiveness to implement solutions optimizing performance and delivering exceptional customer experience while identifying and minimizing application level risks and resolving issues proactively.

CORE COMPETENCIES

- Strategic Vision, Roadmap, Planning, Prioritization, and Implementation
- Product Lifecycle Management
- Project Management
- Infrastructure Management
- Configuration Management
- IT Change Management
- Scrum, Kanban, Lean, Scaled Agile (SAFe), XP, Waterfall
- Cloud Adoption (IaaS, SaaS, PaaS)
- Test Automation
- Continuous Integration and Delivery
- Software Development Lifecycle
- Team Collaboration & Leadership
- Data Analytics and Visualization
- Client and Stakeholder Relationship
- Vendor Management

Project Release Manager

KOHL's Corp

07/2014 - 08/2015

Milpitas, CA USA

Accountable for providing strategic leadership and building offshore Release Management Team to support relaunch of the enhanced version of Kohl's Mobile App (Android, iOS & Tablets) in Production.

- Orchestrated releases for 5 different tracks of Kohl's Pay, Webstore, Storefront, OpenAPI and Kiosk to support product lifecycle from inception to launch for Kohl's mobile app which includes; engineering, operations, training, communications, GTM readiness, shiproom meetings, Go-Live activities including execution of implementation plan and checklists.
- Drove the mobile Release Train through different phases such as beta testing, integration testing, stage rollout using feature flags allowing granular control over deployment process.
- Instituted standardized debugging process across applications for crash reporting allowing the engineering team to reliably find and resolve crashes saving 30% of the time spent troubleshooting errors.
- Supervised development activities of 10 release engineers to ensure timely delivery of product features in line with release plans.
- Organized and facilitated release readiness meetings, planning, release reviews and retrospectives ensuring continuous improvement.
- Developed comprehensive artefacts such as release calendar, run books, implementation plan, risk metrics, issue tracker to align portfolio, management and stakeholders on project goals and delivery status.
- Participated in weekly Change Advisory Board (CAB) meetings as IT Change Owner to review all inflight change requests

Project Manager (Release and Production Support)

Mitsubishi Motors (Europe) 12/2013 – 07/2014 Born, Netherlands

Responsible for building and leading offshore production support team of 25+ members and managed the support roster/schedule. Developed project charter, project plan, business requirements documents (BRDs) and established Release Management framework for implementation of standards, processes, controls, and changes in the IT systems which include all the tasks, timelines, and resources required to implement the changes.

Project Manager

The National Investors (TNI) 06/2013 – 12/2013 Abu Dhabi, UAE

Keross suite is an integrated solution which put process automation and human expertise behind the business performance improvement for the customer. At the core of Keross Solution, the SaaS based innovative infrastructure management platform IKON employs an advanced architecture to empower eBusiness insight and Management.

- Responsible for Product Releases from inception to market and after release production support.
- Led QA Team of 5 members and managed test strategy and automation.
- Established industry standard best practices for all changes to build holistic solution that meet business and technology objectives.

AWARDS

- Award from CMS in recognition of the contributions to rapid development and release of Managed File Transfer (MFT) capability to support Nursing Home COVID-19 reporting.
- Excellence First Award for executing critical ARS Global Settlement project during Wachovia-Wells Fargo merger.
- Excellence First Award for steering critical integration releases during Wachovia and A.G. Edwards merger.
- Shared Success Award from Wachovia for supporting high-priority Production Releases.

EDUCATION

- Kelley School of Business, Indiana University
MS in Information Technology Management - Pursuing (2023)
- University of Calcutta, India
Bachelor of Engineering (B.E) in Information Technology (IT) – 2004

PROFESSIONAL CERTIFICATION

- Customer-Centric IT Strategy
University of Virginia
- SFAE 5 Program Consultant (SPC)
Scaled Agile, Inc
- SFAE 5 Agilist (SA)
Scaled Agile, Inc
- SFAE 5 Product Owner Product Manager (POPM)
Scaled Agile, Inc
- SFAE 5 DevOps (SDP)
Scaled Agile, Inc
- Advanced Certified Scrum Product Owner (A-CSPO)
Scrum Alliance
- Certified Scrum Master (CSM)
Scrum Alliance
- Certified Agile Leadership (CAL-1)
Scrum Alliance
- Certified Scrum@Scale Practitioner
Scrum@Scale LLC
- Jira and Confluence Administration
Atlassian

Release and Configuration Manager

Medco Health Solutions

03/2011 – 06/2013

F. Lakes, NJ USA

Benefit Administrator is a tool used to simplify the process of client's benefits in MEDCO. This is a centralized data repository for client requirements.

- Responsible for software releases, patches, emergency change requests, preparing release plan, functional and automated regression testing, user acceptance testing, facilitating, scheduling and release execution.
- Ensured adherence to Release Management Process, milestones, quality gates in project according to Software Development Life Cycle (SDLC).
- Defined and managed major milestones and key deliverables and coordinated the release schedule and cross team release dependencies.
- Managed delivery aspects as release single point of contact (SPOC) – drive definition and evolution of release processes, developed release metrics such as project status report, risk tracker, defect tracker.
- Facilitated collaborative working sessions to troubleshoot deployment issues resulting improved transparency in decision making.
- Ensured the stability of the environments by managing the releases along with incident management in collaboration with Development, QA, Production Support, Release Engineering teams

Lead Build and Release Engineer

Wachovia Securities

12/2007 – 03/2011

Charlotte, NC USA

Responsible for development of deployable packages from code provided by 250+ applications for retail brokerage clients of Wachovia Corporation.

- Led BPI Build and Release engineering team comprising of 15 engineers.
- Ensured all changes to infrastructure, hardware, and software were managed by standardized methods and procedures in compliance with the corporate policies to provide a stable environment.
- Developed automated build scripts and implemented configuration management processes in a multi-application environment.
- Worked with engineering team to manage build and deployment for all core services across key partners and vendors to support multiple development teams, technology stacks and environments.
- Assisted internal development teams using enterprise tools & standards (Subversion, Anthill Pro, Udeploy, MS TFS, Maven, Hudson etc.) to deliver software releases on Windows and Unix based systems.
- Managed classified credentials of encrypted configuration files for various applications including source code control of multiple development efforts using Harvest, CVS and Rational Clear Case version control tools.

Production Support and Maintenance Engineer

Mellon Financial Corporation 09/2006 – 12/2007 Pittsburgh, PA, USA

Production Support Engineer

GAP Inc

04/2005 – 09/2006 SFO, CA, USA

Software Engineer

UBS

08/2004 – 04/2005 Zurich, Switzerland

DOMAIN EXPERTISE

- Healthcare
- Pharmacy Benefits Management
- Mortgage
- Investment Banking
- Finance, Credit and Capital Markets
- Mobile (Android and iOS)
- Retail, Supply Chain Management
- E-Commerce (B2B, E2E), Warehouse Management System (WMS)

TECHNOLOGY SKILLS

- Expert Use of Enterprise Software
- MS Office Suite 365, MS Project
- Scrum, Kanban, Lean, SDLC, Waterfall
- ServiceNow, Rally, SharePoint, Xray
- Atlassian Suits (JIRA, Confluence, Bitbucket, Fisheye, Crucible, Trello)
- SCM (GIT, GitHub, SVN), Jenkins
- Nexus, Cucumber, Sonarqube
- Burp Suite, Nessus
- Docker, Kubernetes
- Amazon Web Services (AWS)
- Microsoft Azure
- MongoDB, PostgreSQL, Amazon RDS
- Apache, Nginx, API Microservices
- NodeJS, Angular
- Axway, GoAnywhere MFT COTS
- Splunk, Okta, Amazon Auth
- Java/J2EE, JavaScript
- Unix, PL/SQL, NoSQL
- Behavior Driven Development (BDD)
- Test Driven Development (TDD)
- Acceptance Test Driven Development (ATDD)
- MS Teams, Slack