

Shilpa Hegde PMP®

[US Citizen]

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[Linkedin Profile](#)

16 years of IT Industry professional specializing as Technical Project Manager with over 5 years of managing and delivering end-end (SDLC) Waterfall/Agile website development and cloud based web application projects. Hands-on experience in Full stack development emphasizing on Java/J2EE, SQL, HTML/CSS/JavaScript(ReactJS), Cloud, used industry standards like Agile/SCRUM, and PM tools such as Jira.

EXPERIENCE

IBM - San Jose (2011 - Till date)

Project: Website Development

[JAN 2020 - PRESENT]

Role - Technical Project Manager

- Collaborated with marketing team to get the business requirements and **SLA** sign-off
- Worked with Product Manager to translate business needs into technical details
- Managed end-end cloud based **Responsive website development** and launch for several high profile campaigns such as digital/security conference, callforcode, hackathons, Prometeo
- Mentored team to adapt **continuous improvement** workflows and **Kanban** approach
- Sent **weekly status reports** to the stakeholders and management
- Technical Environment: Bluemix, HTML/CSS, JavaScript,WordPress/PHP, Agile/Kanban,SQL, Jira

Project: MyLearning Learning Management System - PaaS

[SEPT 2017 - Dec 2019]

Role - Technical Project Manager

- Worked with stakeholders on SLA, business requirements, negotiated scope and reported status of deliveries
- Created process flows, system flows, state diagrams to better articulate the technical requirements
- **Hired, mentored** team, **resolved blockers** and conflicts
- Worked with the product owner and team on work breakdown and **reduce dependencies**
- Participated in backlog grooming, creating, sizing and prioritizing user stories, sprint planning, execution, reviews and retrospection
- Conducted risk analysis and prepared contingency plans
- Collaborated with **distributed** (India, Romania) and **cross functional teams** to design/develop containerized microservices for cloud based learning management web application **on time and within budget**
- Improved project efficiencies by setting up **processes** and documenting **best practices**(code reviews,change management, source control management,build process, testing and operations)
- **Presented our offering** to potential stakeholders to get a buy-in
- Technical Environment: nodeJS, ReactJS/HTML/CSS, SQL, Bluemix, Docker, OpenShift, Jira, MicroServices, Github, CI/CD using Travis, PaaS, Agile/SCRUM

Project: Blockchain VM

[OCT 2016 - JUN 2017]

Role - Project Manager

- Managed **customer engagement** and supported Blockchain Advocates' presentations and demos
- Worked with DevOps team to provision fully configured softlayer Virtual Machines
- Technical Environment: DevOps, Blockchain, Virtual Machines, Jira

PM SKILLS

Project Management
Agile/SCRUM
Waterfall
Software Development
Stakeholder Mgmt
Change Management
Risk Management
Scheduling, Cost
Communication
Mentoring/Coaching
Tracking KPI
Analytics

TECHNICAL SKILLS

Java/J2EE,REST, XML
nodeJS, ReactJS
HTML,CSS,JavaScript
PHP,WordPress
SQL, Unix
MicroServices
Docker,Kubernetes
OpenShift, Cloud
PaaS,IBM Bluemix
Localization
GitHub, CI/CD
Jira / Zenhub
Technical Writing
MS Office Suite

Project: Migration and Modernization Projects

[SEPT 2016 - MAY 2017]

Role - Project Manager

- Managed end-end **migration** of traditional CMA to cloud based application
- Collaborated with the team to modernize the DevOps process from a ticketing based deployment process to **continuous deployment** model
- Onboarded new stakeholders with a solution that saved cost to the organization
- Created a **proposal** for transforming Wordpress based Learning management system to a PaaS based offering using SOA and microservices Architecture
- Technical Environment: Java, UX, SQL, Cloud, DevOps, OpenShift, Zenhub, Agile/SCRUM

EDUCATION

MS - Computer Engineering

San Jose State Univ

Aug 2010 - Aug'12

Project: iPython App

[JUN 2016 - AUG 2016]

Role - Project Manager

- **Hired, mentored** and collaborated with 6 co-located summer interns to develop a customized iPython instructional design that was sold to IBM Global University Program
- Technical Environment: Python, HTML/CSS, IBM Bluemix, Jira, Agile/SCRUM

BS - Computer Science

VTU, India

Jun 1999 - Jun 2003

Project: Content Management Application (CMA)

[JUN 2011 - MAY 2016]

Role - Lead Developer

- Gathered business requirements, processes and workflows
- Worked with **cross-functional teams/stakeholders**
- Designed and developed new features for in-house Content Management system(CMS) that serves IBM developerWorks content to 4 Million users
- Designed and developed localized REST app that generates aggregated content view for multi-language support
- Worked closely with DevOps to ensure solutions make best use of cloud Technical Environment
- Technical Environment: Java, XML/XSLT, Kafka, DB2, REST, WebSphere, JSP/HTML/CSS/JavaScript, Zenhub, SQL, Localization, Agile/SCRUM

Side Projects

[JAN 2014 - TILL DATE]

Role: Developer Advocate

- Researched GraphQL capabilities to resolve bottlenecks
- Demonstrated OpenShift capabilities to quickly deploy apps for Dev Advocate classroom sessions through POC
- Developed Java/Spring based content feed for newsletters

Infosys, Ness, Cerner, Mphasis - Bangalore

[SEP 2003 - AUG 2010]

Role: QA -> Sr.QA -> Lead

- Worked in progressive roles as a QA Engineer validating applications for healthcare(Pharma), multi-OS System side applications such as BMC Network monitoring suite, HP OS install packages and widget, Tesco retail projects and other enterprise softwares
- Technical Environment: Automation using HP QTP, Quality Center, Traceability matrix, Unix, Jira, Waterfall