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| SREEHARI M Global Delivery Management| Global Client Management and Advisory| Digital Transformation| Agile Transformation| Account Management| PreSales| IIMB  EGMP (MBA program) from Indian Institute of Management Bangalore (IIMB)  MCA from Sri Venkateswara University College of Engineering, Tirupati, India  CSM (Certified Scrum Master), ITIL, Salesforce Admin, SCJP, SCWD.  Cellphone# +91-8861344455. Email Id: [shmodepalli@gmail.com](mailto:shmodepalli@gmail.com) |  |
| **SUMMARY OF PROFESSIONAL EXPERIENCE** | |
| * Results driven Thought Leader with Growth mind set having 17+ years of experience in the IT industry. Worked in start-up, Fortune 10 listed, CMMI level 5 IT services companies and Product Company * IT Business Life cycle leader contributing in Sales Pursuits, PreSales, IT Strategy, IT solutions, Technology Consulting, Business Planning, Execution and Governance. Helping organizations to deliver value to the customers and to increase topline/revenue and bottom-line/GM numbers * Planned, managed and delivered engagements exceeding 20,000 person days on time and within budget including managing multiple programs under the portfolio and client relationships * 17+ years of experience on delivering Application Development and Maintenance, Digital Transformation Implementations, Production support projects in the technology area of Salesforce, SFDC, Saleslogix, ServiceNow, Pega, Java, J2EE, MS.Net, Cloud Technologies: SaaS, Paas and IaaS * 10+ years of experience on executing and delivering projects using Agile Scrum (JIRA, TFS, Rally) * Software Engineering/ SDLC expertise: Analysis, Design, Development, Testing and Implementation * Verticals/ Service Lines: Application Development, Product Development, ADM, Application Maintenance and Support, Production Support (24x7), and QA/Testing Managed services business in the onsite-offshore Global Delivery model, Shared Services model and Factory model * Delivered 10 Digital Transformation implementations, 4 Products, 100+ enhancements * Presales: Worked on 100+ proposals that includes large deals of Multi Million size * Turned many Large Programs/Projects from RED status to GREEN status in short duration * Client Management: Dealt with Business Users, IT Manager, IT Leader, CXO level people * Onsite: Travelled to USA, Middle East multiple times for Road shows, customer meetings, Business consulting, new account/project initiation and knowledge transition phase * Delivered large scale IT solutions in industries like Healthcare, Lifesciences, BFSI, Insurance, eCommerce, Oil & Gas, Airlines, Biometric Security Solutions, Public sector, Education * Having a collaborative style to drive cross functional and multi-location synergies   **Expertise:**   * Business strategy, P&L Management, Stakeholder management, Client Partner relationships, Contract negotiation, MSA and SOW creation and reviews, Consolidations of contracts/ SOWs, Cost Out exercises, Gross Margin(GM) Improvement, Resource Optimization * Enterprise Digital Transformation, Cloud/SaaS solutions, Customer relationship management * Delivery of large enterprise Digital programs - Salesforce, Pega, Java, J2EE..etc * Global Delivery, DevOps, CoE/ Practice Building, Agile delivery models * Setting up ODC (Offshore Delivery Center), Build/scale large high-performance teams * Software Engineering, Reengineering, Business Process Improvement, Key Account Management, Strategic Accounts, Project Management, Program and Portfolio Management * Delivery Excellence, Operational Excellence, Business Excellence, Design Thinking, Agile Transformation, setting up new accounts, NPI (New Project Initiation), Escalation Handling * SDLC: Waterfall, Iterative, Agile SCRUM, Scaled Agile, Kanban, DDD, TDD, BDD * Service Delivery, ITSM (IT Service Management), ITIL, Issue and Risk Management * Industry best practices and standards: CMMI, ISO, Six Sigma. Practitioner of IT processes, Quality & Metrics. Participated in CMMI Level 5, ISO and Compliance & Security audits | |
| **SUMMARY OF PROJECTS** | | |
| **1. Delivery Manager** at **Aaseya IT Services (a YASH Technologies Company)** from Oct 2018 till Feb 2020   * Managed end to end Digital Transformation implementations using Agile development and delivered as per the project plan   + Department of Technical Education, Govt. of Andhra Pradesh   + Ministry of Justice, Riyadh   + Took over without handover/KT when those programs were in RED status. Its been turned to YELLOW status in 2 weeks and then into GREEN status in 4 weeks   + Streamlined Agile process setup in JIRA tool for Govt. of AP project within a week   + Setup Agile process in TFS tool for Ministry of Justice, Riyadh   + 20% productivity improvement * Product Development: R1 completed for HRMS product modules- Timesheet, Recruitment, Onboarding and Offboarding and MME (Migration Made Easy) product for data migration * Setup new accounts and created Project Plan for digital transformation implementations * Closed the long pending key positions within 6 weeks * Scrum Ceremonies: Sprint Zero, Sprint Planning, Sprint Execution, Sprint Review & Retrospective * Managed Product team of size 50 who were part of Agile development * **Technologies:** Pega, Weblogic, Apache Tomcat * **Tools:** JIRA, TFS, Test Link * **Clients:** Government of Andhra Pradesh, Ministry of Justice Riyadh, HSBC   **Responsibilities:**   * Delivery Management for Digital Transformation implementation programs including Public sector clients and Product Management, Solutions and Innovation * Account Management, Setting up New Accounts, Account Growth * Global Client Management: Relationship building, on-boarding new clients, Escalation Handling * IT Business Life cycle: Growth Strategy, Sales Pursuit, PreSales, Governance and execution * Building high performance teams: Resource Planning, Talent acquisition and retention, Setting up and scale Teams, Competency building, Up skilling and cross skilling * Manage Global Teams: People Management, Team building, Career building, Performance Management, 360 degree reviews, Conflict resolutions * Mentoring global team of Program/Project Managers, Architects, leads, Consultants * Pre-Sales: RFP analysis, RFI creation, Estimates, Solutions, Pricing Models, Proposal response, proposal defense, presentations and bidding/ ebidding * Solutions and Innovation, PoCs (Proof of Concepts) * Creating Case Studies, Value chains, success stories and presentations to prospective customers * Business strategy, Contract negotiation, MSA, Contract renewals * SOW creation and reviews, Consolidations of contracts/ SOWs, Cost Out exercises, Gross Margin (GM) improvement, Resource Optimization * Key Account Management, Strategic Accounts, Account mining, NPI (New Project Initiation) * Delivery reviews, Project Management Reviews * Delivery Excellence, Operational Excellence, Business Excellence * Digital Transformation strategy, Design Thinking, Agile Transformation * Creation and execution of Delivery excellence Strategy, Delivery Plan & Project Plans * CSAT improvement, NPS score improvement * Early warning dashboards and Escalation Management * Reviewing Project Plans, SOWs created by the Project managers/Project leads * Best practices, process improvements, Value add initiatives and Productivity Improvement * ROI analysis and corrective actions * Governance: Review meetings with Management and clients, Steering committee meetings * QBR (Quarterly Business Reviews)- internal and external (with client) * Performance Dashboards, Metrics: Weekly, Monthly and quarterly | | |
| **SUMMARY OF PROJECTS** | | |
| * Pega implementations, Upgrades, Migrations, Maintenance and Support, Data migrations * Manage Global Teams: People Management, Team building, Conflict resolutions * Risk Management, Issue Management, Knowledge Management and Transition Management * ESAT improvement, Employee retention, Attrition control * Billing and Invoicing   **2. Delivery Manager** at **TEKsystems Global Services** from May 2016 till Oct 2018.   * Responsible for Salesforce Practice building, growth and Delivery of multiple accounts/ projects in ADM (Application Development and Maintenance) & Salesforce (SFDC) CRM Practices * Salesforce implementations- Sales cloud, service cloud, community cloud, Heroku, analytics, maintenance and support * End to end management of execution of projects of type Application Development (4 scrum teams), Maintenance and support, Production support, Migration and Testing * Agile Scrum, Scaled Agile and Kanban were used to execute projects * Scrum Ceremonies: Sprint Zero, Sprint Planning, Sprint Execution, Sprint Review & Retrospective * Global Client Management: Relationship building, on-boarding new clients, Escalation Handling * IT Business Life cycle: Growth Strategy, Sales Pursuit, PreSales, Governance and execution * Building high performance teams: Resource Planning, Talent acquisition and retention, Setting up and scale Teams, Competency building, Up skilling and cross skilling * Pre-Sales: RFP analysis, RFI creation, Estimates, Solutions, Pricing Models, Proposal response, proposal defense, presentations and bidding/ ebidding * Creating Case Studies, Value chains, success stories and presentations to prospective customers * Business strategy, Contract negotiation, MSA, Contract renewals * SOW creation and reviews, Consolidations of contracts/ SOWs, Cost Out exercises, Gross Margin (GM) improvement, Resource Optimization * Key Account Management, Strategic Accounts, Account mining, NPI (New Project Initiation) * Delivery reviews, Project Reviews, Delivery Excellence, Operational Excellence, Business Excellence * Best practices, process improvements, Value add initiatives and Productivity Improvement * ROI analysis and corrective actions * Governance: Review meetings with Management and clients, Steering committee meetings * QBR (Quarterly Business Reviews)- internal and external (with client) * Performance Dashboards, Metrics: Weekly, Monthly and quarterly * Manage Global Teams: People Management, Team building, Conflict resolutions * Risk Management, Issue Management, Knowledge Management and Transition Management * ESAT improvement, Employee retention, Attrition control * Billing and Invoicing * BCP and Disaster Recovery Plans creation and updating periodically and conducting mock drills * Mentoring team of managers/ project leads, module leads, senior developers. Team Size: 100+ * Achievements:   + Setup an ODC for a large US Insurance customer and 4 times growth in one year   + Setup new account in Digital Printing space and was at onsite client place for smooth knowledge transition in the absence of architect and technical lead; renewed it as multi-year Multi Million (6M) contract with in 6 months from the start date   + Salesforce practice growth 10 times from 4 to 40 member team in 1 year   + 10% improvement of GM/GP for Managed Services FP projects. * **Technologies:** Salesforce, ServiceNow, Java, J2EE, JSP, SOA, JavaScript, JQuery, Angular JS, Struts, Spring, Hibernate, JDBC, Maven, WAS8.5, Linux/Unix, Shell Script, Perl, Python, Jenkins, GitLab * **Tools:** JUnit, Version One, HPSM (HP Service Manager), Service Now, JIRA, Test Link * **Clients:** Statefarm, Southwest Airlines, RR Donnelley, Mobil Mini, Intelli, P&G and Sony | | |
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| **3. Engagement Manager** at **Unisys,** fromFebruary 2015 till April 2016.   * Responsible for Delivery of 3 Product lines: Angola National ID, Biometric Access Control System for Bank of Colombia & R&D project- Development of new features for SIMS product * Managed end to end project development life cycle: Requirement Analysis, PoC execution, Design, Development, Testing and Implementation, Release Management & Production Deployment * Salesforce implementations- Sales cloud, service cloud, community cloud, Heroku, analytics, maintenance and support * Mentoring team of project leads, module leads and senior developers. Total team Size: 60+ * Scrum Ceremonies: Sprint Zero, Sprint Planning, Sprint Execution, Sprint Review & Retrospective * **Technologies:** Java, J2EE, Struts, Spring, Hibernate, Jboss, WebLogic, Oracle, Java Script, MS.Net, AWS Cloud, Python, AI (Artificial Intelligence) and ML (Machine Learning) * **Tools:** MPP, MS Project, MSPS (Microsoft Project Server), Microsoft TFS, HP QC/ ALM   **4. Program Manager/ Project Manager/ Project Lead/ Senior Software Engineer** at **BirlaSoft** fromJan 2006 till Jan 2015.   * Responsible for Delivery of large Program ($6M ACV) of ADM, Application Development, Product Development, Maintenance and support, Migration, Production support(24x7) & Testing services in onsite-offshore Global Delivery model * Managed end to end project development life cycle: Requirement analysis, design, development, testing and production deployment. Agile SRUM: Sprint planning and execution, Sprint Reviews * Mentoring global team of Project managers, Architects, Project leads. Global team Size: 200+ * Achievements: * Overachieved on Delivery and 10 times growth in one year and 15 times by the second year translated into Top line/ Revenue increment and team growth from 14 to 200+ in 2 years * Productivity improvement of 7% for Managed services business * 10% GM/ Bottom line improvement and 100% contract renewals * Resources have been cross trained to backfill Critical resources for continuity * 100% Contract compliance/GE GDC compliance & Security guidelines * Migrated 30+ web applications from Weblogic to Jboss * Dollar saving to the Client: Application consolidation and application retirement * **Clients:** GE Healthcare-USA, Europe, APAC, Australia * **Technologies:** Salesforce, SalesLogix, ServiceNow, Java, J2EE, C, C++, OpenCL, Struts, Spring, Hibernate, SOA, MS.Net, Peoplesoft, Linux, Unix, Oracle, SQL Server * **Tools:** Peoplesoft ESA, MS Project, MPP, Rally, HP-PPM, HP QC (Quality Center)/ALM, SDM, Service Now, Clarify, Remedy, Vantive   **5. Senior Software Engineer** in **Satyam Computer Services Ltd** fromJune 2004 till July 2005.   * Applications development and maintenance work for EBC (E-Business Cards), E-Rural and Distributor Claims applications * Requirement analysis, Coding, Unit Testing and Deployment * Client: British Petroleum (BP)- USA & Australia * Technology**:** Java, J2EE, JSP, Servlets, EJB, Struts, Oracle, WebLogic, Unix- Sun Solaris   **6.** Developer fromAugust 2002 till May 2004.   * Developed Product Lifecycle Management system and MMS for Filpac Systems * Requirement analysis, Coding, Unit Testing and Deployment * Technology: Java, J2EE, JSP, Windows | | |

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| **VISAS** |
| * USA Business Visa: valid till March 2023 |