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**EMAIL:** knavrao@gmail.com

 **Date Of Birth** 7/9/1989

**Phone number:** 7075201099

**Location:** Hyderabad (Lanco hills)

**PROFESSIONAL SUMMARY**

9+ Years of Experience, I have Worked with different Projects and proven skills in Analysing competitors & evaluating trends to enhance business. Trained in web

development technologies, Business processes &expert in prioritizing tasks. Well-versed

in building relationships with stakeholders.

**WORK EXPERIENCE :**

**6/2020- Present**

**Software development PROJECT MANAGER**

**At US TECH SOLUTIONS**

* Evangelized Agile as a strategic asset of culture and business value, inspiring teams in the implementation of new tools and techniques including.
* Coached teams in Agile practices and provided necessary training to create a positive mindset to Agile methodologies.
* Facilitated Scrum framework – sprint planning, backlog grooming, daily scrums, sprint reviews, and sprint retrospectives.
* Managed product backlog and supported Scrum framework for monthly sprint releases.
* Eliminated process gaps by implementing new methods of Agile training. ( JIRA Evangelized Agile as a strategic asset of culture & business value, inspiring teams in the implementation of new tools & techniques.
* Coached teams in Agile practices and provided. Gathered requirements, defined scopes, allocated resources, and established schedule meeting or exceeding project demands.( BRD,FRD)
* Maximized productivity by keeping detailed records of daily progress and identifying and rectifying areas for improvement.
* Drove Scrum team progress to overcome obstacles and realize success throughout life of each sprint.
* Scrum Master, Successfully working in team environment and independently.
* Assigned tasks to analysts, staffed projects and updated all involved parties to enhance optimal business flow.
* Worked to provide continuous improvement development lifecycle
* Handles team size of 100+ complete software development team across the globe.
* Worked with BA/UX/UI/TECH WRITER/BACKEND/FRONTEND/QA /PO teams.

**4/2019 - 5/2020**

**Customer Delivery Manager/Scrum Master**

**At Prompt Cloud**

* Product: Ecommerce/Data Scrapping Handling team size of 30 member three development teams and one data engineer team.
* Facilitate daily scrum , sprint planning, sprint review, and sprint retrospective ceremonies Interacting with end users and understand their roles and responsibilities and translated into functional requirements.
* Managed and monitored results of team to ensure internal and external SLA's are met Applying expert judgment to the removal of impediments, keeping teams focused and delivering success in rapidly evolving and dynamic environments. Managing all project related information like Status
* The report, Issues Monitoring team performance and generating weekly, monthly reports. Creating and developing IT training and cross domain training for the extended team Members Ensure process compliance in the assigned module and participate in

technical discussions/review

* Manage team mailbox, hotlines, service requests and incidents within the de􀃕ned SLA Coordinationon urgent requests from end-users Manage request workfows and UAT

**9/2018 - 2/2019**

**Senior Software Engineer (Lead)**

At **Datacore Technologies (TCS-CignaHealrhcare)**

* Allscripts, Cerner, Epic, Yoda, Merge PACS,DICOM ,CA Workstation, Acute Management tool, 48 Healthcare Applications ofCIGNA,EHR/EMR, Actuate reporting tool, CPE Maternity Database, Windows server 2008, SQL server management, Emdeon.
* Identifying process improvement opportunities for improvement of quality and control.
* Reviewing Work􀃖ow and Process for existing functions. Tracked, logged and responded to support tickets. Performed user account maintenance, managed incidents and provided resolution for end-users technical challenges. Troubleshoot hardware/software issues.
* Monitor teamwork on live production alert issues for web-based applications. Perform application checkouts for all the 43 critical applications.
* Reduced redundancy of report requests from business users by creating daily, weekly, and monthly reports using SQL Query.
* Work on failed Jobs in production using tools like CA workstations and 􀃕nd the root cause of the failure and pull the error and
* Con􀃕g logs work with DBA team and 􀃕x the issue and force complete the jobs. Preparing Service Level Agreements (SLA) with other functional units Identifying Control gaps in the Process Ensure Turn Around time within the agreed SLA.

**5/2017 - 5/2018**

**Project Manager/Professional Software Development**

At **Sutherland Healthcare Solutions (Client: Allscripts)**

* Working with stakeholders across the healthcare continuum to deliver world-class outcomes. With the largest community ofclients in healthcare, Allscripts to deliver an integrated platform of clinical, 􀃕financial, connectivity and information solutions meet the needs of client hospital.
* Assists in account pro􀃕stability which meets revenue and margin requirements set at the corporate level Management of the client relationship and resolution of client issues.
* Continuous risk identification and appropriate escalation. Utilization and management such that milestones/goals are obtained and sta􀃠 is motivated and competent.
* Understands application and technical functionality and capabilities to provide solutions for business requirements.
* Balancing demand management for multiple complex simultaneous projects, operational enhancements, break and maintenance requests. Providing strategic guidance for planning projects and operational support for health system initiatives.
* Ensure team adherence to all team, account, and client policies and procedures. Support needs across a complex healthcare setting. Identify and recruit internal/external talents to ensure e􀃠active mix of competencies. Induct new joiners to
* quickly maximize performance. Set and communicate team/individual objectives and KPI to inspire individuals to achieve high performance.
* Allocate work load to fully utilize every employee’s talent. Implement development plans and coach for individuals to reach their maximum talent.
* Provide regular constructive feedback on performance/development and address poor/mediocre performance on a timely manner. Recognize high performers to maintain motivation and retain key talent.

**8/2016 - 3/2017**

**Community Operation Specialist**

At **Uber Technologies**

* Tend to all the support-related queries while building a character and tone to Uber, as a brand on social media platforms.
* Maintain high quality in core work. Contribute to building the team and the organization for long team success
* Provide top-notch customer support through emails and phone calls alike for all of our audiences, if need be. We Take pride in the fact that we treat riders and driver-partners as equals and we’d want you to be on the same page.
* Help in improving processes and never

shy away if you have to build a new process. We always optimize for a better customer experience. Identify patterns and help in making the support systems better as we scale.

**12/2014 - 4/2016**

**Senior Customer Service Associate**

At **Amazon Development Center India private limited**

* Product: eCommerce Senior Customer Service Associate involves communicating with the customers through different mediums
* (Email/Chat/Phone) by utilizing a variety of software tools to navigate customer accounts, research and review policies, and communicate effective. Coordinated and communicated with Australian and Indian customers. Handle escalation and HMD calls in a fun and fast-paced environment.

**10/2013 - 11/2014**

**Associate Software Engineer/Business Analyst**

At **Sutherland Healthcare Solutions(Client-Allscripts)**

* Meaningful Use for the Enterprise AMU2 projects Installation of Stimset components for MU2 package. Implementation of HL7interfaces. Implementation of in-house LIS and hospital results and orders lab interfaces.
* Worked with implementation specialists, support, training and sales to ensure successful implementation of all interface ordered for particular project in a timely fashion.
* Provides basic training to clients. Provide 3rd level interface support for help desk.
* Displayedexcellent communication and organizational skills.
* Worked closely with interface Analyst and Technical Support teams.
* Working knowledge ofHL7 interfaces implementation. Strong troubleshooting skills and technical knowledge.
* Knowledge of TCP/IP and other types ofprotocol. Implementation of enterprise-class interfaces. Demographic outbound and inbound interface. Providers and location transfer interface. LIS hospital orders and result interface s. Worked with multiple state registries in US for implementing the immunization registry interface and make the client eligible for meaningful use incentive.
* Knowledge on Meaningful Use for the enterprise AMU2 projects Installation of Stimset components for MU2 package. Setup interfaces between 2 or more applications used by Hospitals.
* Working on SQL DBS and smoke testing applications
* Configured To develop scope documentation, create testing plans and work on the configuration of Allscripts Enterprise EHR software.
* Collaborating closely with. world-renowned specialists, hospital leaders, and fellow members of the I.S. team, you will translate functional specifications into technical

requirements and stellar designs. Provide troubleshooting, vendor communication, break/􀃕x, and some on-call support during hours as needed. Enhance existing technologies when appropriate and

**1/2012 - 11/2012**

**QA Associate**

At **Factset India Private limited**

**PRODUCT#1:**

* Portfolio view: Monitoring Real-Time Portfolio Data The Portfolio View display lets you view your portfolio data in real time, including price, percent gain, value, and contribution Perform
* Regression testing functionality testing and debugging the issues.

**PRODUCT#2:**

* Real-time News The News display lets you view real-time, scrolling financial news Headlines The Newsdisplay lets you view real-time, scrolling financial news headlines for the current day, for a specific company, and a portfolio of companies. In addition, you can search through archived documents for news stories with a specific date, source.

**12/2013 - 9/2014**

 **Freelancer**

At **Freelancing International Companies**

Projects: Worked with New Mexican, Macau and USA clients. Web scraping Ecommerce Project coordinator

**5/2011 - 6/2011**

**Client Tech Support Associate**

At **Dell International Services India Private Ltd**

* Product: Dell Alien ware Desktops/Laptops Involves communicating with the customers through call,chat mediums
* (Email/Chat/Phone) by utilizing a variety of software tools to navigate customer accounts, research and review policies and communicate effective solutions. Troubleshooting servers and devices.

**EDUCATION**

**8/2007 - 6/2011 Bachelor's of Technology**

From **Joginpally BR Engineering College**

**4/2005 - 6/2007 Board of Intermediate**

From **Sri Chaitanya junior college**

**3/2004 - 5/2005 Central board of secondary education**

From **Little scholar school**

**100%**

**TECHNICAL SKILLS**

* Microsoft Professional
* Implementation/Manual testing/QA/SupportHL7/EHR/EMR/US
* Healthcare/Mergepacs/Cerner/EPIC/PM/Claims/Mirth/
* SQL/HTML/Json/CSS/API/CRM systems/Cloud/Networking /Activ

**MANAGEMENT SKILLS**

* Scrum master
* Project scheduling
* Budgeting
* Agile /Waterfall methodology
* Customer software development/Client relations/Management
* Team building & Monitoring
* User Stories / JIRA
* Scrum / Kanban
* Stakeholder Management
* Agile Delivery
* SDLC / Waterfall
* Project Management
* Product Management
* Analytical Skills
* Strategic Planning

**LANGUAGES**

* English-Expert/Hindi-Expert/Telugu-Expert

**INTERESTS**

* Customize bike design/Interiors/Fashion
* Travelling/Vlogger/Blogger
* Tarot Reader/Painter
* Basketball/Volleyball/Badminton/Cricket/Hockey

**DECLARATION**

**Kollivelchi Navneetha Rao**