#### +1-469 -634-0989

Ramakrishna K

Sr. Project Manager

# MMARY

* 17 years experienced **Information**

**Technology in IT** possessing a prolific track record of developing/designing highly profitable lead-generation

applications along with strong

proficiency in leading, designing,

# EDUCATION

## P.G.

## Diploma (Management - Information Systems) Alliance Business School

**Bachelor of Engineering Madras Univeristy**

### Mar '10 - Jun '11 Bengaluru, India Apr '00 - Apr '04 Chennai, India

management, heading & support of

# PROFESSIONAL EXPERIENCE

Program/Projects in the Telecom BSS & OSS , E-Commerce and IT industries.

* Possess in-depth experience in

**Business Analysis, System Design,**

**Sr. Project Manager Product Management Covalensedigital**

* Role & Responsibilities:

### May '23 - Present

**Stakeholder Management and Product Development.**

* A **skilled leader** who can drive effective

**Cross-team Collaboration** and render

**training** to ensure optimum client satisfaction by delivering compelling

business value to clients & successfully oversaw projects.

# KEY SKILLS

* **Agile methodologies • Client Business Requirements • Business User Stories • Technical User Stories • Sprint Planning**

**Exercise • Domain Governance •**

**Component Technical Leads • Product Managers • Business Usrs • Program**

**Management teams • Team Deliverables •**

Managing end to end cSmart Project and CDM (Covalense Digital Marketplace) Project. Leading high- performing project teams, providing

guidance to team members through the project life cycle, managing conflicts and addressing

issues. Monitoring & controlling project progress. Collaborating with stakeholders. Executing the project in agile process & Preparing RFP's.

Team Strength: 42 (1 PM, 4 Leads, Migration:4, Testing: 9, Design & Development:24) Tools used: Jira. Scrum teams (Agile): 5 (4-Development Teams 1-Testing Team) Reports: WSR (Weekly Status Report with client), Daily Status Call, Scrum Calls, Weekly Status call with leads, Monitoring

Jira/Scrum dashboard

Serving as both Product Owner and Scrum Master. Developing and prioritizing User Stories based on client business needs. Reviewing and establishing high-level feature and business user stories. Managing backlog of feature, business, and technical user stories. Resolving conflicts related to component functionality and scope. Leading sprint planning exercises with various stakeholders. Conducting scrum calls to monitor development progress. Collaborating with product managers and business users to plan and maintain a roadmap. Managing capacity and ensuring alignment with the roadmap. Reporting to

program management teams with relevant charts and metrics. Serving as a single point of contact for all business stakeholders and taking accountability for team deliverables.

**Case documents • Testing processes •**

**Functional Issues • Process Optimizations**

* **Integration Architecture • Software Architecture • API Management •**

**Project Manager Grade: 10-P6**

**Omantel**

### Jan '09 - Dec '22

Muscat, Oman

**problem-solving skills • Software Design • API Platform • Stakeholder Management**

* **Web programming Analytical • Lead Software Development team • Project**

**Management • Business Process Analysis**

* + **Client Relation Management • Authentication • Delivery & Release**

**Management • Roadmap • Validations & Operations control • Artificial**

**Intelligence/RPA • Authorization • Agile Development • Road Map • E2E solution**

**•Delivered Solutions • Digital Services • Technology Products • Assigned Projects • Establishes project management**

**processes**

* **End-To-End Project Schedules • Manage dependencies • Escalate Risks • Tracks costs • Multiple Projects • Recognized**

**Currently managing UOMS, Product Configuration Tool (PCT) Project & NEP Migration project.**

* Showcased strong technical acumen to design and deliver **over 13 applications**.
* **Lead the initiative of adopting Agile in projects** and successfully executed **30 change requests**, which resulted in complete implementation throughout the organization.
* Managed and **spearheaded the launch of 6 new integrated payment gateways** to provide users with more flexibility in payments in the CMA application and improved the customer experience.
* Collected data-backed feedback from users to bring continuous improvements & **launched 12 new product features** in the product list.
* Deployed the Self Care Portal application and **reduced client wait times, freeze CSR time, lowered infrastructure costs**, and **enhanced customer acquisition**.
* Provided leadership to ensure the most valuable features are delivered by the Agile team in every sprint.
* Prowess in project management & administration of large budget critical/complex IT Projects like **DMS, DMA, POS, UOMS, CMA, Telecom Billing ( Billing Product worked on Arbor, CBS(TechnoTree Product) Oracle BRM), CRM, Dash Board, User Authority, Migrations, Testing Automaton Project, RPA (UiPath), Standalone Interfaces, Web Services, FTP & D, DBOR, and App Central.**

**Business Transformation and Business Process Analysis**

* Successfully tested the Automation Project and implemented the Dashboard Application which helped in **reducing monitoring time from 5 hours to 1 hour**.

**Project Management Curriculum • Assigned Project • Assigned Projects**

# TECHNICAL SKILLS

**Databases:** Oracle

**Programming Languages:** Java, REST, SOAP API, Micro services

**Cloud:** AZURE

**Unit Testing Frameworks:** JUnit and Unit Test Plans

**UI:** HTML**.** JavaScript, Boot Strap **Application server :** Weblogic & Tomcat **Competence**: Data Management, Project Management Plan, System Design, CRM, Order Capturing, Agile environment, Test Driven Development, Web Development, Testing Automation, Business Analysis,

Stakeholder Management, Digital Channel Experience, Project Initiation, Scalability, Deployment, Software Development Life

Cycle, Cloud Computing, Data Visualization, Machine Learning

# CERTIFICATIONS

* **Certified Project Management Professional (PMP)**
* **Certified Scrum Product Owner (CSPO)**
* **Scrum Master Certified**
* **Bagged award for the best strategic designing and implementation of POS**
* Achieved an **increase of 32%** in the average time value in the Order Capturing system by deploying the recommendation feature.
* Introduced 2 use cases from RPA by R&D to reduce the time taken by employees to submit the KPIs by automating the process, which yielded into company-wide adoption.
* Reduced time duration of a sales transaction from **5 to 3 minutes** by designing & enforcing features in the UOMS application. Exhibited superior skills in business & process transformation in Change Request execution for UOMS.
* Improved sales by strategic development and implementation of the POS Application and **achieved 100% auditing process** to track stock which enhanced customer satisfaction.
* Directed data migration from Legacy to New Systems for **3 applications** (POS, ARBOR and BIP).
* **Mobilized and coordinated with Key Stakeholders** like Marketing Team, Digital Team and Inventory team, to translate requirements into tangible deliverables such as functional specifications, use cases, workflow diagrams, data flow/data model diagrams, and business requirements.
* Broad-based experience in **Change Management, Capacity planning, Conflict resolution, Change Impact Assessment, Current State Assessment** and **Current State-gap Analysis** to take the business to the next level of excellence. Presently reporting to the Senior Project Manager and leading

Developers, Content Specialist, Designers & vendors for orchestrating key projects.

**Strategy Formulation**

* Contributed to the formulation of strategies across various business units, **distribution channels** and product lines.
* Evaluated and formulated enhancement strategies to **boost KPIs** across all business units.
* Establish **strategic plans** to oversee the market and competition analysis and value evaluations, ensuring maximum value and aligning all operations with product strategy.

**Product Management/Development**

* Implemented Product Catalog by introducing product features which reduced TAT by 7% for

stakeholder change requirement. Collected data-backed feedback from users to bring continuous improvements & launched 12 new product features in the product list.

* Accomplished in mapping & finalizing the technical requirements, documenting Techno functional specifications, determining business cases, and creating business proposals for the benefit of the organization as a whole.

**application**

* **Appreciated by CEO for VAT**

**implementation of UOMS application**

**Software Engineer Silverlink Technologies**

### Mar '08 - Dec '08 Muscat, Oman

* + Assigned to TCS, while assisting on different technologies and products and liaising with the technical team of 6 members, in addition, facilitated the team in the implementation of five new backend

features in Deposit Management application using Web Services, while introducing GL reporting on a daily basis by Integrating POS with ERP.

## Software Engineer

**Real Soft (Intl) Pvt. Ltd. Software Engineer**

## Datacore Technologies Pvt.Ltd. (Deputed on Tech Mahindra Ltd.)

### Apr '07 - Apr '08 Baroda, India

Jun '06 - Apr '07

### Pune, India