

Srikanth Gorthi	  
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With 20+ years of professional exposure, a seasoned Program Manager, Data strategist and Product Quality professional carrying hands-on experience in quality process definition and quality assurance, agile product delivery & scaling practice, managing various functional and technical projects involving software programming, data engineering, database development and management, technology products and delivery programs, spanning across different business domains such as enterprise software, telecommunications, ecommerce and Big Data.

Key Achievements

- Established System Integration and Quality Management Systems for ‘Product line’ organization wide process transformations at scale.
- Reduced project turnaround time by 30% through Agile implementation, coaching cross-functional teams on CI/CD frameworks.
- Successfully led telecom network deployment rollouts
- Led Big Data platform projects, delivering a 30% improvement in operational efficiency.
- Spearheaded the development of e-commerce solutions across multiple regions that improved sales by 25%

EDUCATION

Bachelor of Engineering (Electronics & Telecommunications) – 1998 (Karnataka university)

PROFESSIONAL EXPERIENCE

Time Period	Duration	Company/Institution	Designation/ Role
Oct 2023 - Present	1 yr	ASU (State university), USA (Contract)	Data Analytics Program Manager
May 2022 – Sep 2023	1 yr+	UST Global (Contract)	Senior Program Manager
Nov 2019 – Dec 2021	2 yrs+	Dhira Software Labs, Bangalore & Hyd.	Associate Director - Engineering & Programs
Oct 2003 - Oct 2019	16 yrs	HUAWEI Technologies, Bangalore & Shenzhen	* Manager – Engineering *Group Head – Quality & Process Excellence
Sept 2000 - Sep 2003	3 yrs	Qatalys Technologies, (formerly VIS Information Solutions), Chennai	*Asst. Manager – Quality *Developer
Apr 2000 - Aug 2000 Aug 1998 – Mar 2000	2 yrs	SPIL Technologies, Srico Software India Ltd	*Programmer

KEY HIGHLIGHTS

- Twenty plus years of experience **in individual and leadership positions** with responsibilities across delivery management and organization wide strategic transformation programs with long term business objectives. My Core expertise is in portfolio and product management, project & program management,

data strategy, data management, software engineering, including setting up the **agile practice**, product **quality function**, process definition and quality management system.

- Knowledge of **End-to-End “Product Life Cycle” from Concept to Launch** → **Charter, Roadmap, Budgeting, Risk Management, Development and GTM. End-to-end planning** and implementation of large scale projects/programs with agile teams for successful delivery of platforms & products.
- Extensive **program management experience** working with **cross-functional teams, from IT to Software engineering to Product Management**. Managed and coordinated program assignments in a fast-paced, deadline-driven environment, accepting ownership and accountability of the cross- functional processes and delivering on commitments in the portfolio. Worked in China and India. Managed **Chinese and Global Overseas Customers** across **Western Europe, Russia, US, Latin America, Middle East and APAC regions**.
- As a Program Manager, led top Platform Program/Projects such as:
 - **Big Data/Data Science Platform and Pipelines development** for comprehensive data analytics solution based on On-Premises and AWS Cloud ecosystem.
 - **BSS/OSS** Customization Delivery, Process Development and Rollouts.
 - **Ecommerce** Platform Development, Customizations, Events and Rushbuys. (worked as a Product Manager for the events and rush-buy part)
 - **Smart City** Solutions for Finland Transportation system, with Real Time Analytics, based on Azure Cloud Stack.
 - Portal for Covid **Vaccination** Drive at scale
- As a **Quality Operation & Software Engineering Process Group Head**:
 - Co-worked with IBM on ‘**Integrated Product Development**’ & ‘**Technology Platform Development**’ frameworks, implemented and institutionalized the quality transformation programs for product lines at Huawei. Set up PMO/QMS & KM practice for CoE.
 - Led the quality engineering programs for telecommunications middleware platforms, mobile device platform, ecommerce platform, cloud and big data / fast data analytics platforms. Put **Defect Prevention** Strategies in place to minimize the in-process and post release defects.
 - Experience in **setting up ODCs** at India with Tier 1/2 Vendors, been deeply engaged in vendor evaluation, including RFI, RFP responses, QM system auditing and vendor selection.
 - One of the early adopters and practitioners in setting up CI/CD/**DevOps** implementation, **Driven Agile Transformation** actions towards incubating agile culture and Management & Engineering systems for **agile product development**. Have played the roles of **Agile Coach, RTE & Scrum master** in most demanding agile work environments, provided Agile Trainings, Workshops & hand holding for teams.

- Ability to **think strategically and tactically**; equally comfortable with ‘long term planning and ‘day to day progress tracking and execution’.
- **Strong written and oral communication skills.**

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KNOWLEDGE & SKILLS

- Software Engineering, SDLC/Software Release & Quality Management, Agile - Scrum, Lean, Kanban, SAFe6.0, tools v.i.z., Bigpicture & Jira, CI/CD/DevOps Efficiency frameworks, Security & Open source Compliance framework, Integrated Product/Tech Development, & System Integration processes.
- Program & Project Management, Vendor and Partner Ecosystem Management, Delivery and Business Operation, Process Definition, Onboarding, Audits & Continuous Improvement frameworks (knowledge of Quality Standards CMMI v1.2, TL9000, Six Sigma, ITIL)
- Broad Technical Understanding spanning across Telecommunications (OSS, BSS), E-commerce (portals and operations), Data engineering - Big Data & Stream computing (opensource ecosystem such as Hadoop/Spark/Kafka and related AWS/Azure services, Analytics) including ETL, Data Warehousing, Business Intelligence & Data visualization.

CERTIFICATIONS

- Certified Scrum Master (CSM) - Scrum Alliance
- SCRUM Certified Scrum Product Owner (CSPO)
- SaFE 6.0
- Six Sigma Black belt and ITILv3
- Project Management Certified (Huawei Internal)
- Transformation Project Management, Internal Auditor, Cyber Security & Information Security (Huawei internal)

PROFESSIONAL EXPERIENCE ‘DETAILS’ - (DOMAIN WISE)

DATA REPORTING SOLUTION

[ASU]

Program	CNBR Participant and Impact Tracking System (Oct 2023 – Till Date)
Brief Description	The Center for Nanobiotechnology Research at ASU seeks to develop a dedicated software solution to track, manage, and report on all participants, staff, and collaborators associated with the center from 2010 to 2022. The CNBR Participant and Impact Tracking System will centralize data collection, automate participant tracking, and streamline reporting processes. This initiative aims to support CNBR’s mission to document its contributions and secure future research funding.
Role, Responsibility, Contribution	<ul style="list-style-type: none"> • As the Analytics Program Manager, Requirement Gathering to Roadmap to Implementation. Work together with CNBR Principal Investigator, data engineers/data analysts and administrative staff responsible for managing participant records, including the CNBR alumni, collaborators, and funding agencies reviewing the center’s impact.

DATA ENGINEERING PLATFORM

[Dhira Software Labs]

Program	Big Data and Real Time Decision Support System (Feb 2020 – Dec 2021)
Brief Description	Adaptation of the open source Big Data ecosystem to build a Data Integration &

	<p>Analytics solution stack for Batch Data and Real Time processing, with an objective to create an end to end Analytics Platform for enterprises. Current Business use case application across Real Estate company, Smart City and Healthcare domain in US, Europe and India respectively.</p> <p><i>Key Tech: Hadoop, Spark, Kafka, Postgres, Drill, Ranger, Hive.</i></p>
Role, Responsibility, Contribution	<ul style="list-style-type: none"> As a Product Owner cum Agile coach, I drove the end to end process from Requirement Gathering to Roadmap to Implementation. Work together with customers, partners, product management and architects on the product roadmap, plan and implement the program for the outcome. Setup the working process, program planning, prepare development plans for various components including dependencies and integration plans (internal components/external third parties), review the functional, solution and technical architecture, finalizing the scope and execution plans, monitor the development, report to management on the progress, help the teams follow agile practices and quality standards Lead the program for the Big Data Platform Development and the solutions around the platform.

DATA ENGINEERING SOLUTIONS

[Dhira Software Labs]

Program	Healthcare: India's Vaccination Drive Portal (Sept 2020- June 2021)
Brief Description	<p>Big Data pipeline & analytics part for India's Largest Vaccination Drive, Analytics platform, based on AWS Cloud Stack. The Data pipeline handles a billion+ visits daily, and recorded 3.1 billion visits in a day. Dhira's part was laying down the data pipeline including data modelling, Middleware APIs and reporting dashboards as an integral part of Analytics team, and enabling our customer working with MoFaH (Gol), NIC, KPMG, Amazon and other partners towards the delivery of Web portal & executive reporting framework, based on Big Data analysis to help the Gol in taking better decisions, seamless logistics & medical resource optimizations.</p> <p><i>Key Tech: AWS Redshift, AWS Dynamo DB, AWS EMR(Spark TL), AWS S3, Python, Node JS, Angular JS, Angular Chart.js</i></p>

Program	IoT - Smart City (Jul 2021 – Oct 2021)
Brief Description	<p>1. Smart City Solution for City Transportation system in Finland, which is High Velocity Data with Real Time Analytics, based on Azure Cloud Stack. Digitransit, a service platform from Finland offered by HSL, can provide real-time information on city-wide public transportation at a high-frequency rate. Challenge was to create a system that would leverage Digitransit to offer better services to the citizens of the city.</p> <p>2. Smart Parking Solution for a City based on Open Source FIWARE Stack. It was designed to provide drivers with the solution on their journey from the beginning to end without searching for parking space, cost, travel time etc. The solution was powered by a stable, fault-tolerant cloud-based data pipeline responsible for taking data from the source->data transformation->data storage-> Analytics.</p> <p><i>Key Tech: MQTT, GraphQL, GTFSS, Python, Kafka, Azure Databricks, Azure SQL DB, Azure Synapse, Power BI, Grafana.</i></p>

Program	Finance - Debt Management and Financial Analysis System (DMFAS) (Dec 2021)
Brief Description	The DMFAS Programme forms an integral part of the United Nations Conference on Trade and Development. DMFAS monitors debt obligations such as government, government-

	<p>guaranteed and on-lending debts, as well as grants, including monitoring private non-guaranteed external debt. Dhira's part is working with our customer to optimize the Big Data Pipeline and the User Defined Reports module for analytics.</p> <p><i>Key Tech: Oracle Operational Database to manage store, manage and track real-time business information, Python for ETL, Jaspersoft for Self-service Reporting, Apache Superset for Data Exploration & Analytical Reporting.</i></p>
E-Commerce Domain	
Project	Retail Plus, UST Global
Project Brief Description	<p>This application is for the retail industry. This includes PoS Terminal, Backend Operations Center and Management Reporting System.</p> <p><i>[Key Tech used: Spring Framework and Hibernate and MySQL Database].</i></p>
Role and Responsibility	As a Delivery Project Manager, responsible for the delivery of the end to end features in collaboration with the functional stakeholders and release management.
Program	Device Ecommerce (Platform, Customizations, Rushbuys and Events), HUAWEI Technologies
Program Brief Description	<p>Huawei's Honor mobile E-Commerce platform, Vmall caters to multiple countries and regional representative offices of Huawei spread across Western Europe, Russia, Middle East (Dubai & Saudi), Latin America, Singapore and Malaysia to sell various smartphones, accessories & related products in the respective countries. Vmall system is a combination of various subsystems –Main Portal, Rushbuy/Flashsale, Events/Promotions.</p> <p>Event/promotion subsystem aids in promotional activities, product launch's which help to drive sales through main Portal subsystem. <i>[Key Tech used: Javascript, JQuery1.2, Java 8, Sprint Boot5.2, Rabbit MQ, Redis Cache, MCache, My SQL, Tomcat, NGINX, Microservices Frameworks]</i></p>
Role and Responsibility	<p>As a RTE & Program Manager(Delivery), responsible for:</p> <ul style="list-style-type: none"> • Handling the End to end delivery of features (Requirements to GO Live) for the overseas countries by ensuring the required quality processes are adhered to. • Collaborating with cross- functional teams Marketing and Sales Regional Offices of each country, HQ Business Team, Product Management, UX/UI, Engineering teams, Infra team, QA Team, Analytics team and senior management to commit the scope of the roadmap and execution planning. Risk assessment & mitigation across all the phases & ensuring smooth GO Live of the Events/Promotions. Managed 100+ events/promotions/launch's GO LIVE for Huawei and Honor brand products (around 14 ~ 15 countries/regions) <p>Prior to that worked on the same program as an 'Agile Transformation Coach'</p> <ul style="list-style-type: none"> • Responsible for Agile Transformation. Laid down backbone processes for the program, while training product owners, scrum masters and dev. teams to streamline the development and maintenance operation while syncing up the base platform development and customized versions for each country and the associated events/rush-buy campaigns. • Driven Test Automation, CI/CD Devops pipeline and 6+1 implementation for release quality improvement and efficiency improvement in release frequency and release cycle times.

[Huawei]

Program	BSS & OSS, Huawei Technologies
Program Brief Description	Bharti Airtel BSS upgrade to latest R5 version. Scope was to upgrade of BSS from R2 to R5 version in 7 circles (Maharashtra, Karnataka, Gujarat etc at India). As the R5 version developed with advanced architecture and enhanced capabilities, there is a need to migrate the Data and customize the features and products (Tariff plans etc).
Role, Responsibility, Contribution	As a Delivery Assurance Manager, established the process and project team for solutioning, software customization, hardware installation, Data migration, system integration, dry runs and launch. Derived the strategy to deliver in Phased manner to make smooth transition and reduce downtime. Project team won the award for on time and quality delivery. Quality has been benchmarked as top and given case study to PMO and global delivery.

'QUALITY ASSURANCE DEPARTMENT' FUNCTION

[Huawei]

Function/Dept.	Quality Ops & Software Engineering Process Excellence, Huawei Technologies.
Role, Responsibility, Contribution	<p>In the Role of GROUP HEAD – Quality & Process Excellence for two business groups (BGs) from Y2003 to Y2010 - Carrier BG (A&S SBU – Intelligent Networks, NM&OSS) & Device BG (Terminal SBU – Handset, Mobile Data Broadband, Set-top box) .</p> <p>Responsible for the quality and security compliance requirements, establishing quality culture and ensuring product release quality of the R&D products and platforms in the SBUs</p> <ul style="list-style-type: none"> • Driven Quality Transformation Programs spanning across the business line, to promote quality culture, to build quality into the sub-processes of development and maintenance lifecycle, ensuring implementation of Quality Redline Criteria and Quality Gates, Decision Checkpoints, ensuring product quality plan compliance through a team of trained quality engineers deployed for the product lines. • Promoting RCA thinking, Kaizen and QCC (Quality Control Circles), mutual sharing of lessons learnt and best practices to build an organized case study & KM (Knowledge Management) repository in a CoE (Center of Excellence) that includes QMS, methodology, tools, process capability baseline metrics & measurement frameworks, for ensuring continuous improvement in the business line. • Prioritizing & Structuring Process Rollouts and driving Process transformation across the business lines of 200 to 700 people to ensure the quality and efficiency of the deliverables and customer satisfaction. Driven CMMI V1.2 L5 assessment during Y2007-2009. • Conducted the IPR/CPR check point reviews with KPMG for CMM L5 assessments in year 2004 at 3 centres (organizations) of Huawei in China – the Central Software division of Shenzhen Headquarters, the Huawei R&D Institutes at Nanjing and Shanghai. • Involved in the IPD & TPD – Integrated Product/Technology Development Process incubations, co-worked with IBM and trained at Shenzhen HQ. Transitioned this knowledge and on-boarded the process of Technical Review Operating Guidelines for the product lines. • Defined and on-boarded the System Integration processes for Huawei in Y2009 • Driven Agile Transformation & scaling Agile, with CI/CD framework adoption for platform developments across the Business Line. • Been an integral part of ODC setup for Huawei in the vendor evaluation and selection with Tier1/2 vendors at India such as Wipro, TCS, CTS, Tech Mahindra & Mindtree, audited the vendor quality management systems, during Y2009-2010.

	<ul style="list-style-type: none"> • During my stint during these years, overall groomed/trained 100+ process implementation quality assurance personnel. • KPI Definition & measurements, Business Performance Monitoring against the Yearly Business Plans, risk monitoring and periodic reporting to senior management
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EARLIER EXPERIENCES

Asst. Manager – Quality role & Developer role at **QATALYS Technologies** [Aug 2000 - Sep 2003]

Key Summary: Handled the Development and Testing in the construction of a software application called **'Team@work'** aimed at project planning and task management for enterprises. Also supported Qatalys in achieving ISO 9001:2000 certification as an Asst Manager-Quality & MR (Management Representative). Designed the Smart-Q Process, defined the strategic workflow for Qatalys Inc. and provided the basis for customizing the online sales module using Oracle 11i for the business operation. Also, during the stint at Qatalys, developed 27 critical processes for Scope International, the back office processing wing of Standard Chartered Bank.

Programmer- SPIL Technologies [Apr 2000 - Aug 2000] Srico Software India Ltd [Aug 1998 – Mar 2000]

Key Summary: Development and Testing as a Java Developer for a website. Designed the e-com website and online ticketing systems for an Austrian client @lion.cc. Managed administration of weblogic & subsequently websphere containers for the website. Designed the test scenarios & case for SEEMIS, British Royal Mail Service project.

ACCOLADES

- **'Best Product Manager'** Award VMall Ecom Platform for Y2018-2019 at Huawei
- **'Efficiency Improvement'** Award Vmall Y2016 at Huawei
- **'COO Incentive Award'** in H1 Y2011, for establishing the System Integration Delivery Methodology
- **'Quality Improvement Award'** for Continuous Improvement for years 2010-2011 & 2012-2013
- Y2010 **Huawei Annual Award** for guiding the governance structure & operations process in the **'Top Task commissioned'** to set up of ODC (Offshore Development Center) alliances with Tech Mahindra, Cognizant & TCS for Huawei in Y2008 and Y2010.
- **'Best Internal Support'** for Huawei **BSS Product line** from the President, in the year 2008, at Huawei
- Been awarded **'Huawei Quality & Operations Professional'** for the year 2004
- Been awarded the **Huawei Best Team Player** for the year 2005
- Been awarded the **Most Promising Employee** for the year 2002 at Qatalys