Samatha

**Professional Summary:**

Results-driven specialist in healthcare, insurance, finance, transportation, logistics, and supply chain management, with extensive experience in system assessments, process optimization, and the implementation of innovative technologies to enhance efficiency, scalability, and reliability in system development, deployment, and operations. Proven ability to lead cross-functional teams and drive successful project delivery using Agile, Waterfall, and hybrid methodologies for software development, cloud migration, and infrastructure upgrades ranging from $1M to $10M.Expert in AWS cloud migration and optimization, system integration, and API development. Adept at collaborating with stakeholders, managing vendor relationships, and aligning projects with business objectives and technical specifications. Strong technical foundation in IT infrastructure, software development, and data integration, with additional expertise in security monitoring, risk mitigation, and cybersecurity. Experienced in leading security-focused initiatives, including penetration testing, single sign-on (SSO), and cybersecurity strategy development.

# SKILLS

* **Project Management:** Agile, Scrum, Waterfall, Project Planning, Budgeting, Risk assessment,access managementand Vulnerability Management,Supply Chain & Operations Collaboration,Technology Integration & Implementation.
* **Technical Skills:** Software Development Life Cycle, Kubernetes, AWS, Generative AI, Cloud (Azure, Google Cloud), Microservices,DevOps, Networking, Java, SAP,HANA,Cassandra, Splunk,Elasticsearch, SSO,PostgresApplication Security, Cyber Security,Security Auditing & Compliance.
* **Leadership:** Team Building,Logistics Systems Assessment & Optimization,Conflict Resolution, Communication, Negotiation, Team Coaching, Incident Handling, Auditing, Release&Change Management.
* **Tools:** JIRA, Kan board, Monday, Confluence, Microsoft Suite

**Work History**:

**CEVA Logistics- Jacksonville, FL
*Sep 2019 – CURRENT*
Role: IT Project Manager**
**Responsibilities:**

* Managed a portfolio of IT projects exceeding $10M, ensuring accurate budget tracking and reporting, which improved financial transparency.
* Collaborating with CIOs, PMOs, and IT Directors to create roadmaps, optimize budgets, improve processes, and develop innovative technologies and solutions to enhance operational efficiency and align with organizational goals.
* Decreased the number of critical production issues from an average of 10 per month to just 2 by streamlining the SDLC and improving code quality
* Successfully enhanced the offshore team's capacity by 30% while adhering to budget constraints and maintaining on-track feature delivery.
* Collaborated with product owners, developers and testers to identify process bottlenecks and implement streamlined Scrum practices, resulting in a 30% increase in sprint velocity.
* Managed program resource requirements by planning capacity, identifying resourcing needs, liaising with recruitment teams, shortlisting candidates, and managing interviews and onboarding.
* Achieved significant process improvements by integrating SAP, leading to a more agile workflow and a noticeable increase in team collaboration within 12 months.
* Established a dedicated support team, effectively decoupling support work from sprint commitments. This resulted in a significant improvement in sprint predictability, reducing missed story points from 24 to a negligible amount
* Presented a compelling business case for migrating our application to Kubernetes, highlighting how its inherent scalability would enable us to tackle the intermittent sporadic computing needs without worrying about hardware costs.
* Provided coaching to the team to enhance collaboration between business analysts, developers, and testers, and to optimize their performance within a Sprint-based system.
* Enhanced system stability and mitigated security risks by strategically coordinating technical releases that focused on patching and vulnerability remediation with feature releases that were designed to improve the system.
* Collaborating with platform engineering, migrated the application server load balancing from US to Europe to reduce network latency for European and Asian users.
* Provided demonstrations of the product to internal business users to expand the application's reach and gathered requirements to secure additional budget.
* Manage and oversee the timesheet process using Orchestra Timesheet, ensuring accurate and timely submissions by employees across multiple departments.
* Collaborate with program managers to track project hours, monitor progress, and ensure that time tracking aligns with budget and project timelines.
* Implemented strategic initiatives for S/4 HANA projects, resulting in a 30% improvement in project delivery timelines by fostering collaboration across cross-functional teams.
* Ensured proper documentation of work by collaborating with responsible resources and maintaining data-sharing platforms (e.g., SharePoint, Teams, HUM, Wiki, HOPEX) to assist both technical and non-technical teams in accessing project details, documentation of configurations, technical changes, and troubleshooting procedures for future reference and compliance.

**State of Wisconsin (Department of Transportation)- Madison, WI
*July 2014- Sep 2019*
Role: IT Project Manager**

**Responsibilities:**

* Led the planning and execution of two technical projects, ranging from $1M to $4M, consistently delivering on time and within 95% of the budget.
* Successfully launched the CARS project (Contract Administration and Reporting System), enhancing transparency and visibility of contracts and milestone tracking.
* Proactively identified and mitigated potential project risks, achieving a 35% reduction in critical project issues.
* Directed the IT support team in troubleshooting and resolving system issues, ensuring minimal downtime during peak shipping and operational periods.
* Collaborated with business stakeholders to secure additional time for addressing technical debt, which was impacting the development of new features.
* Cultivated strong relationships with stakeholders across all organizational levels, ensuring clear and consistent communication throughout the project lifecycle
* Implemented a stakeholder communication plan, leading to a 40% improvement in stakeholder satisfaction scores.
* Streamlined the governance process for SAP projects, achieving a 35% reduction in project delays by enhancing communication and collaboration among distributed teams.
* Led and mentored cross-functional teams of up to 15 members, fostering a collaborative and high-performing environment.
* Initiated team-building activities, resulting in a 30% increase in team productivity.
* Introduced cost-saving measures that led to a 10% reduction in project expenses.
* Provided technical guidance and expertise to project teams, ensuring the selection and successful implementation of appropriate technologies.
* Achieved nearly 50% performance improvement by separating transactional processing and reporting into a new data model.
* Effectively managed changes to project scope, requirements, and timelines, minimizing disruptions and ensuring project success.
* Developed and implemented a change management process, reducing the impact of project changes by approximately 34%.
* Monitored security systems, identified anomalies, and provided actionable recommendations for mitigation.
* Identified and implemented process improvements, streamlining workflows and increasing team efficiency by 33%.
* Successfully resolved complex technical and project-related issues by making sound and timely decisions to keep projects on track.

**NetApp (IBM Consultant) - Sunnyvale CA&Raleigh, NC
*March 2013- June 2014***

**Role: IT Project manager**

**Responsibilities:**

* Managed all phases of the project life cycle, from initiation to closure, ensuring successfuldeployment and disaster recovery strategies.
* Led daily stand-up meetings, sprint planning, and retrospectives for Agile-driven projects, ensuring the timely delivery of cloud and data storage solutions.
* Established key performance indicators (KPIs) and reporting structures to monitor IT project progress and drive continuous improvement.
* Collaborated with internal and external stakeholders to support proposal efforts, facilitate engineering activities, and ensure the successful transfer of technical information, contributing to overall program success.
* Conducted detailed technical studies and analyses to evaluate current and future requirements, encompassing design, testing, implementation, and mission effectiveness.
* Provided technical expertise in the research, development, acquisition, and sustainment of advanced tactical intelligence collection, processing, and dissemination equipment.
* Maintained comprehensive project documentation, including product backlogs, sprint plans, and progress reports, ensuring team organization and effective communication.
* Participated in ongoing training and development to enhance knowledge of Scrum practices and Agile methodologies.
* Collaborated with Product Owners to maintain and prioritize a well-structured product backlog.
* Managed critical change requests, ensuring clear and consistent communication with stakeholders to document and implement changes without disrupting business continuity.
* Worked closely with clients to design and implement customized solutions for data storage, backup, and disaster recovery strategies.
* Created and maintained detailed project schedules, budgets, and resource plans to ensure projects stayed on track and within allocated resources.
* Collaborated with clients to define business requirements for cloud migrations and managed the execution of migration projects, including risk assessments and post-deployment support.

**Pearson Education- Iowa City, Iowa
*Aug 2012 – March 2013*
Role: IT Project Lead**

**Responsibilities:**

* Collaborated with cross-functional teams to ensure project success.
* Implemented a hybrid delivery model, combining best practices from Waterfall, Iterative, Agile Scrum, and Agile Kanban.
* Communicated effectively with stakeholders at all levels, including executives, ensuring clarity and alignment.
* Provided 2nd-level technical support for current and new business applications.
* Optimized long-running SQL queries, reducing page load time by 45%.
* Reduced technical debt by 45% in one year by effectively managing the release cycle to balance new feature deployments and technical debt reduction.
* Established a process for handling customer ServiceNow tickets, reducing response and completion times by nearly 20%, and improving customer satisfaction.
* Worked with business analysts and development teams to identify issues and create change requests.
* Analyzed application log files and performed troubleshooting to resolve errors.
* Ensured traceability and reduced the risk of missing requirements by tracking them in Mercury Quality Center.
* Implemented a root cause analysis process for production bugs, reducing technical debt and decreasing production bugs by 60%.
* Regularly updated the knowledge repository with solutions and documented challenges faced to improve team efficiency and reduce dependency on individuals, allowing the development team to focus on sprint deliverables.
* Enhanced onboarding documentation to streamline developer onboarding and reduce reliance on existing team members.
* Oversaw a 24/7 on-call support team rotation, mitigating developer burnout and maintaining high team performance.

**Mass Mutual -Enfield,Connecticut**

***May 2011 – July 2012*
Role: IT Project Lead**

**Responsibilities:**

* Involved in all phases of the Software Development Life Cycle (SDLC).
* Analyzed business requirements and designed technical solutions to meet business needs.
* Developed and maintained SOA/Web Services to facilitate seamless integration.
* Utilized Maven for building the application and deployed it on the application server for testing.
* Wrote unit test cases using JUnit to ensure code quality and functionality.
* Worked on Single Sign-On (SSO) applications and implemented security features.
* Developed front-end applications using HTML, CSS, JavaScript, AJAX, jQuery, JSP, Rich Facesand Open Faces.
* Built the application using Maven and integrated code dynamically using JRebel.
* Used JUnit for unit testing and Log4j for logging and debugging purposes.
* Collaborated with QA teams, business stakeholders, and architects to resolve defects efficiently and meet project deadlines.
* Participated in analysis, design, and testing phases and documented technical specifications.
* Developed applications using the JSF framework, following the Model-View-Controller (MVC) architecture with JSP as the view component.
* Worked with Hibernate to create entity mappings and manage database interactions.
* Developed business logic in the middle layer using Stateless Session Beans.
* Conducted Unit Testing, Integration Testing, and User Acceptance Testing (UAT).
* Deployed the application on JBoss Application Server.
* Used Jenkins for continuous integration and application builds.
* Implemented and integrated code using the Seam framework.
* Utilized the Spring framework for Inversion of Control (IoC) and Aspect-Oriented Programming (AOP).
* Developed comprehensive test cases using JUnit to ensure application stability.
* Implemented Java Messaging Services (JMS) for reliable and asynchronous message exchange.
* Developed message handler adapters for enterprise calls using Message-Driven Beans, JMS, and XML.
* Accessed and manipulated databases using SQL queries and PL/SQL scripts.
* Collaborated with testing teams to identify, troubleshoot, and resolve defects efficiently.

**Apollo, Hyderabad, India
*Aug 2009 –May 2011*
Role: Software Engineer**

**Responsibilities:**

* Worked with a business team, gathered requirements, analyzed, developed, tested and deployed the changes.
* Offshore coordinator, providing daily status reports, tracking work progress, and assigning tasks to resources across IST and EST time zones.
* Planned and defined system requirements, translating them into Use Cases and Use Case scenarios using UML methodologies.
* Scheduled and facilitated meetings with developers, system analysts, and testers.
* Conducted analysis, design, and development of applications based on Java and J2EE design patterns.
* Developed front-end screens using JSP with custom tags and client-side validations using JavaScript.
* Worked with WebLogic Server for application deployment.
* Contributed to the development of business modules using Servlets.
* Developed applications utilizing J2EE technologies such as JDBC, Servlets, JSP, Spring, Struts, and Hibernate.
* Participated in the development of front-end applications using HTML, JavaScript, and JSP.
* Prepared installation and release documentation for deployment.
* Wrote and optimized SQL queries for backend testing.
* Created PL/SQL programs to send data to downstream applications.
* Tracked defects and issues using Quality Center.
* Utilized TOAD to create and execute SQL scripts.
* Developed traceability matrices linking requirements to test cases.
* Reported the status of assigned development and testing tasks to project management.

**EDUCATION:**

* Master’s degree in computer applications (MCA) from JNTU University, Hyderabad, India.

**CERTIFICATIONS:**

#### Certified ScrumMaster (CSM) – Scrum Alliance

#### Agile Metrics for Success – Project Management Institute (PMI)

#### Data Landscape of GenAI for Project Managers – PMI

#### Value Stream Management – PMI

#### Generative AI Overview for Project Managers – PMI

#### Certified in ACORD and LOMA standards