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| **Chitanya Kiran Viswanatha** | **A logo with a purple circle  Description automatically generated**A blue sign with white text  Description automatically generated with low confidenceC:\Users\Kathy\AppData\Local\Microsoft\Windows\INetCache\Content.Word\chrome_gQyZCaTnpV.JPG  Delray Beach FL  Email: vckiran83@gmail.com  Cell No:7048584216 |  |

**Professional Summary**

*PMP Certified IT Project Manager with career-long record of quality assurance as well as business and system analysis success for leading organizations*

Proven talent for aligning business strategy and objectives with established and emerging business and system analysis paradigms to achieve quality standards and broader organizational goals. Growth-focused thought leader experienced in domains including e-commerce, insurance, manufacturing, banking, logistics, automotive, and financial services. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills, as well as SDLC, ISO-9001, and SEI-CMMI process proficiencies.

Core Competencies

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| * Leadership * Change Management Process * Business & Systems Analysis * Process Improvement | * Project Management/PMBOK * Software Development Life Cycle * Vendor Management, PMO * Data-Driven Decision-Making | * Communication * Team Building * Documentation * Attention to Detail |

**Education and Credentials**

**Bachelor of Computer Engineering & Information Technology(B.Tech) |** J.N.T University, India

**MBA (Distance) (Finace & CRM )** | NIBM Chennai ,India

**Diplamo In Digital marketing | Shaw Academy**

**Technical Proficiencies**

* PMP, CSM, Azure ADO Agile/SAFe, PMBOK, B2B, Azure DevOps, Kanban, Hybrid, and Waterfall
* Digital Office, Azure DevOps, Microsoft project plan, Visio, Microservices, Spring boot, Jira, GenAI
* SaaS, PaaS, Supply chain, Microsoft project Plan
* Web, Java, .NET, Rest Assured, MySQL iOS/Android, CRM, SAP ECC6, SAP SD, Microsoft Office 365, ADO, Azure DevOps, ERP, Supply Chain, SAAS, Data migration
* ADO, AWS, JIRA, Microsoft Office, Microsoft SharePoint, Power BI, Salesforce CRM
* CI/CD, GitLab, Jenkins, Kubernetes, Docker

**Awards and Certifications**

* Project Management Professional Certified - PMP
* Agile Scrum Master Ceritfied – International Scrum Institute
* CyberSecurity Professional Certification(CAPC) -CertiProf
* Six Sigma Deployment leader certified (CSSDL) – ISSI institute
* DevOps Certified Quality Assurance Engineer – Devops Institute
* Software Test Manager Certified – International Quality Institue
* Saleforce Admin and Service Cloud consultant certified -Salesforce
* Microsot certified Azure fundamentals – Microsoft
* Mutli Cloud Network Associate – Aviatrix
* Chaos Engineering Practioner – Gremlin
* ISO\IEC 27001 Information Security Associate
* ISO 9001 Quaity Management Systems Associate
* RPA Specialist – Tricentis
* Master Data hub Associate - boomi

**Professional Experience**

**OTIS Digital Transformation**  Dec 2018 to Till Date  
**TECHNICAL PROJECT MANAGER/ AGILE RELEASE MANAGER**

* Author comprehensive release deployment and rollback plan to ensure deployment is recoverable.
* Led a diverse team in the successful delivery of web and mobile applications, ensuring projects met high-quality standards and client satisfaction.
* Implemented Agile methodologies to streamline project processes, resulting in increased team efficiency and productivity.
* Built and maintained strong relationships with clients by understanding their business needs and providing tailored solutions.
* Initiated the new RPA COE for OTIS NAA for all business functions (Finance, HR, Supply Chain, Marketing and IT).
* Implemented RPA bots in NAA Florence factory for Manufacturing sector.
* Coordinated the development, review, and submission of RPA milestone deliverables (i.e. PDD, SDD, ODI, and BPA releases).
* Mitigated risks identified by the Delivery Manager to help avoid development, testing, or deployment roadblocks.
* Managed stakeholder relationships, reported to executive leadership, and successfully controlled project budgets.
* Organized detailed plans, schedules, project estimates, resource plans, communication plans and weekly status reports resulting in the smooth execution of the project within time and budget and improving the efficiency of the team members by 10%.
* Facilitated resource planning activities including assignment, on-boarding, equipment provisioning, and user access to target applications.
* Provided regular weekly status updates including risks, assumptions, issues, dependencies, defects, and change requests logs to the client and Program Manager.
* Identified, cataloged, and archived reusable code assets and coordinated knowledge sharing sessions between internal teams.

**HCL America Inc \TycoIS** May 2015 to Dec 2018

**TECHNICAL PROJECT MANAGER**

* Guided a Scrum Team of 15+ members in executing a broad range of daily tasks and special projects, such as developing an automation framework of virtual services and endpoints.
* Facilitated the transition of the retail applications from waterfall to Agile
* Implemented technical solutions to support the Oracle ERP system of accounts receivable and billing functions, decrease system downtime, and mitigate the loss of customers.
* Engaged with product owners, developers, and customers for product release planning, product backlog refinement, grooming, and effort estimation.
* Facilitated Page Object Model development by creating a Hybrid framework using Java, Spring boot, MVC, Jersey, JAX RS, and Microservices.
* Cultivated valuable experience in the entire Quality Assurance Life Cycle (QALC) and Software Development Life Cycle (SDLC - V - model, Waterfall, SCRUM, Agile)
* Secured ISO 9000 certification by implementing ISO 9000 quality systems and defining business practices.
* Business requirement analysis for Mobile apps integration with back-end systems.
* Involved in Agile (Scrum & Kanban) models for daily updates.
* Coordinated the development, review, and submission of RPA milestone deliverables (i.e. PDD, SDD, ODI, and BPA releases).
* Created and managed build process for Continuous testing and deployment (Devops).
* Prepared SOA tests, virtualization test approach & strategy across projects.
* Provided documentation on different Automation solutions for RPA & continuous testing using various tools (Blue Prism, Zaptest, UI Path, HP UFT, Selenium, UCdeploy).
* Involved in ERP server migration effort, testing all the interfaces.
* Proposed, developed, tested and implemented innovative solutions.
* Directed the UAT program with minimal input and direction while managing testing with understanding of release schedule.
* Managed and documented user acceptance testing for releases and new projects.
* Tools: Hp ALM, Oracle EBS, SFDC, JIRA, Selenium, SOAPUI, OBIEE, Eloqua, Blue Prism, MMB, Jenkins, ZAPtest, UFT, Casewise (BPM), Dynamics 365

**EBay Inc** Aug 2014 to Apr 2015  
**PROJECT MANAGER**

* Employed the BDD approach in Selenium and Cucumber to design the automation framework.
* Administered and executed warehouse SAP WM server migration effort
* Calculated the stability, response time, and performance of XPO internal applications to decrease the defect reported in each quarter by 29%.
* Upkept and updated client-facing Postman documentation to help clients project deliverables.
* Tracked staff organization and recommended daily functionality improvements increasing B2B team’s overall productivity.
* Established department quality standards, practices, and procedures; launched new and updated quality assurance and customer service standards.
* Aligned objectives and bridged communications with engineering, manufacturing, and corporate accounting to ensure quality standard adherence.

**Ecommerce-Online banking/ Bank of America**  Feb 2014 to Aug 2014

**TECHNICAL PROJECT MANAGER**

* lead BPMS Suite regression and end-to-end design and development powered by PEGA at MasterCard.
* Partnered with the client's business team by showcasing an understanding of their various internal processes.
* Designed POC utilizing various design patterns of Java and Selenium and presented to the client.
* Presented Automation Roadmap and ROI analysis to the client for implementation vs manual testing.
* Achieved code coverage by executing scripts on the cloud Linux machine.
* Enforced quality procedures and standards to maximize customer satisfaction and minimize errors.
* Supported the interviewing and hiring processes to recruit new QA recourses.

**Customer Systems Application/Bank of America** June 2007 to Jan 2014

**Project manager**

* Understanding application functionality and requirements
* Preparation of Test Strategy, Test Plan, Status Reports
* Co-ordination with Business Team, Development Team.
* Test Planning for Releases.
* Defect Management, SLA, Test Metrics, attend defect triage calls.
* Process Tracking and Improvements.
* Web Services testing using GH Tester
* Automation of the web services Api’s
* Testing the third party bank ameri deals applciations deleveloped in Oracle EBS
* Preparing and Reviewing Test Reporting documents
* Test &Automation Strategy, Communication Plan and Defect Management
* Responsible to create and manage build process for Continuous testing and deployment ( Devops).
* Vulnerability Scans using QualysGuard tool.
* Direct the UAT program with minimal input and direction while managing testing with understanding of release schedule.