

Ugesh Moka, CSM®, ITIL, Lean Six Sigma (BlackBelt)

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Having 18+ Years of rich exposure across the IT Industry with proven Expertise in Project/People/Customer/Product Management by executing Service based projects and implementing products along with Native/Hybrid Mobile based projects Exceptional communication and interpersonal skills with the ability to relate to people at any level of business and management.

# Skills Summary

* A competent professional with 18+ years of experience in:
* Product Management/Project Management, Scrum Master, Product Owner, Leadership, PMO Governance, and Quality Assurance Management.
* Incident/Problem & Change Management Negotiation/Conflict management.
* Hiring & Retention Risk.
* Requirement Gathering & Feasibility Analysis Metrics Management/Performance Appraisals Operations/BCP/RFP & RFI/Service Desk.
* Stakeholder Management Feedback & Data Analysis Process Enhancement/Client Servicing.
* Escalation Management Outliers Identification SOW/SOP/RFP Review.
* Successfully migrating on-premise solution to Azure cloud solution.
* Ensuring operational excellence by following standards procedures and protocols.
* Roles: Project Manager, Product Manager, Account Manager, Delivery Head, Transformation Head, Practice Head, People Management, and Executive roles.
* Maintains staff by recruiting, selecting, orienting, and training employees; maintaining a safe, secure, and legal work environment; developing personal growth opportunities.
* Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.
* Establishes strategic goals by gathering pertinent business, financial, service, and operations information; identifying and evaluating trends and options; choosing a course of action; defining objectives; evaluating outcomes.
* Maintains quality service by enforcing quality and customer service standards; analyzing and resolving quality and customer service problems; identifying trends; recommending system improvements.
* Proficient in spearheading Projects/Programs/business to accomplish corporate plans and goals.
* Adept at leading dedicated teams for running successful process operations with proven ability of achieving service delivery / organizational targets, also dealt with international clients.
* Have worked across various cross domains such as technology, operations, products/processes to achieve excellence in delivery of business solutions to end user.
* Effectively managed 100+ employees and have worked closely towards their career growth.
* Handled an entire program and have designed an operations process.
* Engaged in creating SOP’s and Internal & External Audits.
* Worked closely with HR team in hiring and retentions of employees.
* Effectively handled metrics management and bridges process GAPS using quality tools.
* Handled both clients belonging to enterprise as well consumer market.
* Leading, mentoring & monitoring performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
* Possess strong people management and problem-solving skills.
* An effective team player with proven abilities in working with cross cultural customers across various geographies.
* Firsthand knowledge and experience of how companies leverage technology for business advantage and differentiation.
* Implementation of AD, IAM, and SSO protocol of Azure.
* Recognized for exceptional problem-solving skills.
* Effective implementation ERP
* Process improvements for Agile teams.

# Professional Experience

**CRST, California,US.**

# Designation –Project Manager/Deliver Manager Feb '24 – now

* Implementing Scrum methodologies to develop the product.
* Responsible for creating EPICs and converting them to User Stories for product backlogs.
* Responsible for sprint backlog and sprint review.
* Improving the scrum team's velocity and effective release cycle.
* Define project scope and schedule, organize and lead project status and working meetings, provide status reporting and manage risks and issues.
* Streamlining and process improvement and implementation.
* Work closely with software engineers to ensure products and releases are launched correctly and on schedule.
* Collaborating with all the stakeholders to understand and follow the requirement and culture to deliver the best outcome from all the programs.
* Recommendations to expand the product base and vision, and suggest ways to track product use and impact on end users.
* Actively engages in product and business discussions, the definition of overall roadmaps, and architectural product strategy.
* Produce and review product requirements documents, wireframes, prototypes, and write specifications for new features and changes.
* Leading complete portfolio of projects including budgeting, planning, vendor selection and execution Implementing project plans within preset budgets and deadlines Formulating operating budgets to ensure optimum utilization of available funds towards the accomplishment overall objectives.
* Administering the delivery of accounts, managing SLA, and enhancing customer satisfaction.
* Launching global standard operating policies and procedures, handling SOW, and handling budgets, schedules, and performance standards to maintain and optimize the cost of delivery and service.
* Compile forecasts, report, presentations, and documents on weekly, monthly, and quarterly reports and statistics.
* Review client/Project SOW, Business requirement document timelines to ensure project feasibility.
* Defining best practices for project support and documentation; implementing project plans within pre-set budgets and deadlines.
* Responsible for P&L for the department.

**ServRx, California,US.**

# Designation –Project Manager/Scrum Master May '22 – Jan '24

* Working closely with executive leadership teams on Global IT initiatives.
* Work with senior management to create and execute on the product roadmap by working across multiple functions.
* Project delivery management inclusive of strategic and architectural design implementation.
* Business Level and Partner Level client interactions, enduring a strong client-customer relationship.
* Comprehend and implement business drivers and business environmental requirements and relevance demographically to operate and maintain profitability from them.
* Requirement gathering from stakeholders by conducting workshops. Implementation of technical feedback and progress ensuring smooth business outcomes.
* Scrum methodologies to develop the product.
* Have Leadership connection to give the overview of the processes and approval of the required documents.
* Define project scope and schedule, organize and lead project status and working meetings, provide status reporting and manage risks and issues.
* Lead the delivery of data infrastructure along with implementing business standards from cloud infrastructure.
* Assigning and tracking the portfolio of all the initiative contributing to the organization strategic objectives and vision.
* Streamlining and process improvement and implementation.
* Work closely with software engineers to ensure products and releases are launched correctly and on schedule.
* Collaborating with all the stakeholders to understand and follow the requirement and culture to deliver the best outcome from all the programs.
* Recommendations to expand the product base and vision, and suggest ways to track product use and impact on end users.
* Actively engages in product and business discussions, the definition of overall roadmaps, and architectural product strategy.
* Devising, managing, and directing entire project pipeline which includes utilizing best practices, and techniques in identifying, quantifying, and tracking the realization of expected benefits defined in business cases and strategic plans.
* Produce and review product requirements documents, wireframes, prototypes, and write specifications for new features and changes.
* Leading complete portfolio of projects including budgeting, planning, vendor selection and execution Implementing project plans within preset budgets and deadlines Formulating operating budgets to ensure optimum utilization of available funds towards the accomplishment overall objectives.
* Administering the delivery of accounts, managing SLA, and enhancing customer satisfaction.
* Launching global standard operating policies and procedures, handling SOW, and handling budgets, schedules, and performance standards to maintain and optimize the cost of delivery and service.
* Compile forecasts, report, presentations, and documents on weekly, monthly, and quarterly reports and statistics.
* Review client/Project SOW, Business requirement document timelines to ensure project feasibility.
* Defining best practices for project support and documentation; implementing project plans within pre-set budgets and deadlines.
* AWS and Azure implementation.
* Responsible for P&L for the department.

**PacteraEdge Pvt Ltd, Redmond, WA.**

# Designation – Practice Lead Jan '19 – May '22

* Leading the entire digital practice and responsible growth of the practice.
* End-to-end client management from presales – CSIP, inclusive of service and delivery management.
* Project delivery management inclusive of strategic and architectural design implementation.
* Business Level and Partner Level client interactions, enduring a strong client-customer relationship.
* Comprehend and implement business drivers and business environmental requirements and relevance demographically to operate and maintain profitability from them.
* Requirement gathering from stakeholders by conducting workshops. Implementation of technical feedback and progress ensuring smooth business outcomes.
* Maintenance of RAID log.
* Have Leadership connection to give the overview of the processes and approval of the required documents.
* Lead the delivery of data infrastructure along with implementing business standards from cloud infrastructure.
* Assigning and tracking the portfolio of all the projects contributing to organization strategic objectives and vision.
* Streamlining and process improvement and implementation.
* Collaborating with all the stakeholders to understand and follow the requirement and culture to deliver the best outcome from all the programs.
* Devising, managing, and directing entire project pipeline which includes utilizing best practices, techniques in identifying, quantifying, and tracking the realization of expected benefits defined in business cases and strategic plans.
* Creating end to end automation framework and implementing the process for robotic automation with the help of governance and communication.
* Leading complete portfolio of projects including budgeting, planning, vendor selection and execution Implementing project plans within preset budgets and deadlines Formulating operating budgets to ensure optimum utilization of available funds towards the accomplishment overall objectives.
* Perform reviewing meetings with all Account leads to discuss on the Issues / Focus Areas / Pain Points / Customer escalations.
* Ensure Audit Readiness for all Project Mgmt. Processes in the account based on Internal, Customer & Third-Party Auditor requirements.
* Creating Service Improvement plans coming out of BCP and Audit Exercises.
* Deliver management consulting services to clients in the region, using insight and skills that will build a roadmap of future consulting based on recommendations.
* End-to-End Project Management of infrastructure services.
* Administering the delivery of accounts, managing SLA, and enhancing customer satisfaction.
* Launching global standard operating policies and procedures, handling SOW and handling budgets, schedules, and performance standards to maintain and optimize the cost of delivery and service.
* Compile forecasts, report, presentation and documents on weekly, monthly, quarterly reports and statistics.
* Review client/Project SOW, Business requirement document timelines to ensure project feasibility.
* AWS and Azure implementation.
* Defining best practices for project support and documentation; implementing project plans within pre-set budgets and deadlines.

# RoboSoft Pvt Ltd, US.

**Designation: - Project /Product Manager Aug '17 – Aug '18**

* Leading the enterprise mobile applications ( Native and Hybrid).
* End-to-end client management from presales – CSIP, inclusive of service and delivery management.
* Project delivery management inclusive of strategic and architectural design implementation.
* Business Level and Partner Level client interactions, enduring a strong client-customer relationship.
* Comprehend and implement business drivers and business environmental requirements and relevance demographically to operate and maintain profitability from them.
* Requirement gathering from stakeholders by conducting workshops. Implementation of technical feedback and progress ensuring smooth business outcomes.
* Maintenance of RAID log.
* Monitoring the project health weekly basis.
* Lead the delivery of data infrastructure along with implementing business standards from cloud infrastructure.
* Assigning and tracking the portfolio of all the projects contributing to organization strategic objectives and vision.
* Streamlining and process improvement and implementation w.r.t mobile application.
* Collaborating with all the stakeholders to understand and follow the requirement and culture to deliver the best outcome from all the programs.
* Devising, managing, and directing entire project pipeline which includes utilizing best practices, techniques in identifying, quantifying, and tracking the realization of expected benefits defined in business cases and strategic plans.
* Creating end to end automation framework and implementing the process for robotic automation with the help of governance and communication.
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* Administering the delivery of accounts, managing SLA, and enhancing customer satisfaction.
* Launching global standard operating policies and procedures, handling SOW and handling budgets, schedules, and performance standards to maintain and optimize the cost of delivery and service.
* Compile forecasts, report, presentation and documents on weekly, monthly, quarterly reports and statistics.
* Review client/Project SOW, Business requirement document timelines to ensure project feasibility.
* Defining best practices for project support and documentation; implementing project plans within pre-set budgets and deadlines.
* Handled End to Change and Release Management responsibilities.
* Implementation of AWS
* PM Responsibilities: Strategic vision, Transformation, Agile, Programs, Accountability, Portfolio management, Project Managements Process, Leadership, Process Improvements, Timely Delivery, Req Gathering, Scope, Quality Assurance, Procurement, Risk Management, Change Request, SOW, Managing Critical Issues, Solving Escalations, Hiring/ Recruitment & Training, Customer/Stakeholders Satisfaction and Presales/Proposals, Automation

# Quadone Pvt Ltd, Hyderabad.

**Designation: - Project Manager Jan '16 – July '17**

* Strategic vision, Transformation, Agile, Programs, Accountability, Portfolio management, Project Managements Process, Leadership, Process Improvements, Timely Delivery, Req Gathering, Scope, Quality Assurance, Procurement, Risk Management, Change Request, SOW, Managing Critical Issues, Solving Escalations, Hiring/ Recruitment & Training, Customer/Stakeholders Satisfaction and Presales/Proposals, Automation
* End-to-end client management from presales – CSIP, inclusive of service and delivery management.
* Project delivery management inclusive of strategic and architectural design implementation.
* Business Level and Partner Level client interactions, enduring a strong client-customer relationship.
* Comprehend and implement business drivers and business environmental requirements and relevance demographically to operate and maintain profitability from them.
* Requirement gathering from stakeholders by conducting workshops. Implementation of technical feedback and progress ensuring smooth business outcomes.
* Maintenance of RAID log.
* Monitoring the project health weekly basis.
* Lead the delivery of data infrastructure along with implementing business standards from cloud infrastructure.
* Assigning and tracking the portfolio of all the projects contributing to organization strategic objectives and vision.
* Streamlining and process improvement and implementation w.r.t mobile application.
* Collaborating with all the stakeholders to understand and follow the requirement and culture to deliver the best outcome from all the programs.
* Devising, managing, and directing entire project pipeline which includes utilizing best practices, techniques in identifying, quantifying, and tracking the realization of expected benefits defined in business cases and strategic plans.
* Creating end to end automation framework and implementing the process for robotic automation with the help of governance and communication.
* Leading complete portfolio of projects including budgeting, planning, vendor selection and execution Implementing project plans within preset budgets and deadlines Formulating operating budgets to ensure optimum utilization of available funds towards the accomplishment overall objectives.
* Perform reviewing meetings with all Account leads to discuss on the Issues / Focus Areas / Pain Points / Customer escalations.
* Ensure Audit Readiness for all Project Mgmt. Processes in the account based on Internal, Customer & Third-Party Auditor requirements.
* Creating Service Improvement plans coming out of BCP and Audit Exercises.
* Deliver management consulting services to clients in the region, using insight and skills that will build a roadmap of future consulting based on recommendations.
* Administering the delivery of accounts, managing SLA, and enhancing customer satisfaction.
* Launching global standard operating policies and procedures, handling SOW and handling budgets, schedules, and performance standards to maintain and optimize the cost of delivery and service.
* Compile forecasts, report, presentation and documents on weekly, monthly, quarterly reports and statistics.
* Review client/Project SOW, Business requirement document timelines to ensure project feasibility.
* Defining best practices for project support and documentation; implementing project plans within pre-set budgets and deadlines.
* Handled End to Change and Release Management responsibilities.

# Sphere Pvt Ltd, USA.

**Designation: - Project Manager Jun '15 – Oct '15**

* Understand the business objective for the organization, goals flow down and deliverables to be achieved for current year.
* Develop and implement project management plan (project communication plans, including planning and monitoring throughout the project) in co-ordination with key stakeholders.
* For new projects, communicate with Program Manager and Project Stakeholders to understand the project scope and breakdown into Work Break Down structure to build high level schedule.
* From High Level Schedule derive Customer milestones with forecast dates and review with program team.
* Once customer milestones are approved, co-ordinate with program engineering departments to develop detailed schedule which contains program deliverables as WBS, engineering tasks and milestones dates to ensure in line with customer schedule.
* Detail schedule with tasks having start and finish dates, predecessors and successors will be resource loaded to determine the budget requirement for the project.
* Detailed schedule will be reviewed with all stakeholders on duration, dates, cost and baseline of the project once the schedule is committed.
* Milestones will be loaded and tracked in the corporate planning system. Milestones progress will be visible to the entire organization. Milestone performance (Milestone Fidelity & Milestone Fidelity Index) will be reviewed with key stakeholders.
* Analyze and maintain all reported project activities emphasizing items such as Scope Variations, Slipped Tasks, Upcoming Tasks, and Actual Vs Planned variances (Qty & Cost).
* Execute structured and periodic review & control mechanism to track the progress of projects.
* Track and highlight risks & issues pertaining to projects, develop risk mitigation plans and discuss them during review meetings.
* Excellent time management skills to report management metrics as per defined timelines and review the program performance, identify risks, program issues with stakeholders, and provide logical solution to program team to take necessary action to set the program on track.
* Holding review meetings to monitor progress of the project as per schedule / budgets and ensuring timely completion and delivery of the project to the key stakeholders.
* Sound changes management skills, as a part of baseline change management process, analyze the forecast changes to determine new ETC and EAC. Implement revised forecast in planning system after baseline changes are accepted.
* Rendering services as the central source of project status (verbal & written) for the project team and key stakeholders (internal & external).
* Provide end-to-end project management support for a project life cycle and maintaining a robust change control process.
* Proactively manage changes in project scope and developing contingency plans.
* Advise leadership of opportunities and risks impacting business performance.
* Establish and implement processes and methodologies based on best-in-class industry practices.
* Assist in developing presentations and reports for internal and external customers.
* Develop and carry out long- and short-term objectives and balance multiple priorities.
* Perform other duties as assigned.

# GSI Pvt Ltd, Singapore.

**Designation: - Product Manager Nov '14 – Jun '15**

* Implementation of product development process.
* Understand the business objective for the organization, goals flow down and deliverables to be achieved for current year.
* Develop and implement project management plan (project communication plans, including planning and monitoring throughout the project) in co-ordination with key stakeholders.
* For new projects, communicate with Program Manager and Project Stakeholders to understand the project scope and breakdown into Work Break Down structure to build high level schedule.
* From High Level Schedule derive Customer milestones with forecast dates and review with program team.
* Once customer milestones are approved, co-ordinate with program engineering departments to develop detailed schedule which contains program deliverables as WBS, engineering tasks and milestones dates to ensure in line with customer schedule.
* Detail schedule with tasks having start and finish dates, predecessors and successors will be resource loaded to determine the budget requirement for the project.
* Detailed schedule will be reviewed with all stakeholders on duration, dates, cost and baseline of the project once the schedule is committed.
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* Holding review meetings to monitor progress of the project as per schedule / budgets and ensuring timely completion and delivery of the project to the key stakeholders.
* Sound changes management skills, as a part of baseline change management process, analyze the forecast changes to determine new ETC and EAC. Implement revised forecast in planning system after baseline changes are accepted.
* Rendering services as the central source of project status (verbal & written) for the project team and key stakeholders (internal & external).
* Provide end-to-end project management support for a project life cycle and maintaining a robust change control process.
* Proactively manage changes in project scope and developing contingency plans.
* Advise leadership of opportunities and risks impacting business performance.
* Establish and implement processes and methodologies based on best-in-class industry practices.
* Assist in developing presentations and reports for internal and external customers.
* Develop and carry out long- and short-term objectives and balance multiple priorities.
* Perform other duties as assigned.
* Implementing AWS cloud solutions.
* Co-ordinating with clients to find gaps in process and recommending ways to mitigate them.
* Provide Service Improvement plans to clients and implement the same till closure.

**Knowledge Matrix Pvt Ltd, Hyderabad.**

# Designation – Project Manager Aug '09 – Nov '14

* Leading the entire delivery practice and responsible growth of the practice.
* End-to-end client management from presales – CSIP, inclusive of service and delivery management.
* Project delivery management inclusive of strategic and architectural design implementation.
* Business Level and Partner Level client interactions, enduring a strong client-customer relationship.
* Comprehend and implement business drivers and business environmental requirements and relevance demographically to operate and maintain profitability from them.
* Requirement gathering from stakeholders by conducting workshops. Implementation of technical feedback and progress ensuring smooth business outcomes.
* Maintenance of RAID log.
* Have Leadership connection to give the overview of the processes and approval of the required documents.
* Lead the delivery of data infrastructure along with implementing business standards from cloud infrastructure.
* Assigning and tracking the portfolio of all the projects contributing to organization strategic objectives and vision.
* Streamlining and process improvement and implementation.
* Collaborating with all the stakeholders to understand and follow the requirement and culture to deliver the best outcome from all the programs.
* Devising, managing, and directing entire project pipeline which includes utilizing best practices, techniques in identifying, quantifying, and tracking the realization of expected benefits defined in business cases and strategic plans.
* Creating end to end automation framework and implementing the process for robotic automation with the help of governance and communication.
* Leading complete portfolio of projects including budgeting, planning, vendor selection and execution Implementing project plans within preset budgets and deadlines Formulating operating budgets to ensure optimum utilization of available funds towards the accomplishment overall objectives.
* Perform reviewing meetings with all Account leads to discuss on the Issues / Focus Areas / Pain Points / Customer escalations.
* Ensure Audit Readiness for all Project Mgmt. Processes in the account based on Internal, Customer & Third-Party Auditor requirements.
* Creating Service Improvement plans coming out of BCP and Audit Exercises.
* Deliver management consulting services to clients in the region, using insight and skills that will build a roadmap of future consulting based on recommendations.
* End-to-End Project Management of infrastructure services.
* Administering the delivery of accounts, managing SLA, and enhancing customer satisfaction.
* Launching global standard operating policies and procedures, handling SOW and handling budgets, schedules, and performance standards to maintain and optimize the cost of delivery and service.
* Compile forecasts, report, presentation and documents on weekly, monthly, quarterly reports and statistics.
* Review client/Project SOW, Business requirement document timelines to ensure project feasibility.
* Defining best practices for project support and documentation; implementing project plans within pre-set budgets and deadlines.

#  Olive Technology Pvt Ltd, Hyderabad.

 **Designation: - Software Engineer Sep '06 – Jul '09**

* Handling java, dotnet, and php projects.
* Handled a Team of 10 to 15+ members
* Handled End to End development activities.
* Send daily, weekly, monthly, and yearly reports to the clients.
* Training the interns in programming skills, e.g.: - C, C++, php, Visual Basics, Java, .Net, Unix/Linux Shell Script etc and multiple other software languages.
* Hiring process.

**Languages Know**

English, Hindi, Telugu

**CORE COMPETENCIES**

* Incident and Problem Management, Change & Release Management, Business Continuity, Service Level Management, Client Relationship, People Management, Cloud IT Infrastructure Management, Automation, Project Management, Product Management, Program Management, Transition Management, Operations Management, Practice Management, Delivery Management
* Analyzing probable gap and escalating concern team for resolution, knowledge sharing with internal customers to avoid user driven known errors.
* Measuring and analyzing service level achievements by comparing them to the requirements in the Service Level Agreement
* Identifying business requirements and assisting users in preparing a business case as per change management process
* Supporting pre/post implementation testing, imparting training, and creating awareness
* Driving high impact strategic initiatives involving leading edge technology and managing complex stakeholder relationships
* Evaluating new technologies and formulating IT strategies, functioning as key driver for IT business process design and solution identification
* Handling needs assessment and preparing blueprint / technical roadmap for the organization.
* Streamlining operations procedures and advising management to adopt modern techniques, which help the organization to maintain flawless system.
* P&L review with leadership.

**Clients Handled**

ICICI Bank, Axis Bank, FedEx, ESB, ServRx, OldMutual, Business Group Health, NFCL, and Disney

**Technologies Managed:** Linux & Windows Server, Cloud Services, Data base, AWS, Azure, Storage, UNIX, Office 365, Back-up, Automation, Mobile & Hybrid Application, Application Support & Service Desk, MongoDB, GraphQL, IIS, Azure, and MSSQL, PowerBI, ReactJS, Keycloak, Solidity

 **CMS:** Drupal, Joomla, WordPress, Atutor, DotNetNuke, ABP framework, and Sitecore

 **Frameworks:** Codeigniter, Cakephp, MVC, and Blockchain

 **E-commerce:** BigCommerce, OSCommerce, Magento, Prestoshop, Connector, Acumatica, and ChannelAdvisor

**Tools Used:**

 Jira, MPP, Producteev, Attask, Pivotaltracker, Selenium, PSA, TeamGantt, Float, Office 365, Cloud IT Infrastructure Management - MSAzure, AWS, and GCP.

**Domain Knowledge:**

 Banking, Ecommerce, HealthCare, Mutual Funds,Logistics,Pharma, RealEstate, & Insurance

**Achievements**

* Instrumental in driving the Account Status from Red to Green and meeting the contractual SLA agreed with our client **AXIS Bank**.

**Rewards and Recognitions**

* Awarded as a BFMer leadership of the year in year 2018-2019 in PacteraEdge Technology, Hyderabad and have certificates.

**Professional Certification**

* Certified Scrum Master - CSM®
* [Certified Lean Six Sigma Black Belt](https://edgeuniversity.udemy.com/course/six-sigma-black-belt-including-ms-excel-application/)
* Certified ITIL V4

**Education**

* Bachelor Of Computers | JNTU University | 2006