Venkat Datla, PMP



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**Profile**:

* Certified Project Management Professional with over 18+ years of experience within the Information Technology. Proven expertise across diverse roles, including Project and Program Management, and as a proficient Technical Manager.
* Adept at navigating both Agile, Hybrid and Water-fall projects, consistently delivering successful outcomes in Program and Project Management.
* Demonstrated ability to manage projects across global locations, fostering collaboration between Client, Vendor and as well as external teams.
* Extensive industry knowledge spans across Telecom, Insurance and Utilities domains.
* Extensive working experience in Public (State Government) and Private sectors
* Hands-on proficiency in cutting-edge technologies, including AWS, DevOps, and Python.
* Strong experience of Project Management Methods and Processes, complemented by certification as a SCRUM Master and a certified SAFe Agilest.
* Holds ITIL Foundation certification, further enhancing expertise in IT service management.

# Experience Summary:

* + **Morgan Stanley** based out of Atlanta – Jun 2022 to current
  + Accenture (ATRIAS Belgium, Central Market System) – Jun 2018 to Jun 2022
  + Accenture (Portland General Electric, Portland, OR, USA) – Oct 2016 to May 2018
  + Accenture (T-Mobile, Seattle, WA, USA) -Aug2014 to Oct 2016
  + Accenture (Travelers, Hartford, CT, USA)– Feb 2014 to Aug 2014
  + Accenture (Cisco Systems, San Jose/Hyderabad, CA, USA/India)- Mar 2009 to Feb 2014
  + Wipro Technologies – (Mar -2003 to Mar -2009)
  + Massachusetts Correction Institute (MCI), Boston, (Nov 2001 to Mar 2003)

# Certifications:

* + PMP
  + SAFe Agile
  + CSM
  + ITIL Foundation

# Skills/Knowledge Inventory

* + Leadership: Project & Program Management, Change & Release Management and Resource Management.
  + Project Management Tools & Technologies: Scrum Master, PMP, SAFe Agile.
  + Industry: Insurance, Telecom, Utilities

# Tools & Technologies:

* + Oracle, Informatica, OWB, Business Objects
  + AWS, Jira, SNOW, GIT, Jenkins, Maven, MS Visio, MS Project, SharePoint

# Education:

Master of Computer Applications (MCA) from India.

# Professional Experience:

## Morgan Stanley, Alpharetta, GA - USA Jun 2022 - Current

**End User Migration** & **End User Transition Team – Project Manager & Scrum Master**

**EUT:** E\*TRADE Slack to Microsoft Teams Transition

**EUM**: E\*TRADE and Eaton Vance MS Outlook Mailbox Migration E\*TRADE and Eaton Vance MS OneDrive Migration E\*TRADE Shared Mailbox Migration

ShareWorks Migration

# Key Achievements as EUM Project Manager:

Strategy Development and execution:

* Developed milestone based project plan for all 4 EUM Migrations
* Ensuring seamless, on-time execution of all the Migration tasks to meet 100% SLA Change and Release Management:
* Detailed deployment plan has been built along with Pre and cutover tasks for weekly and Monthly releases
* Developed and managed detailed release schedules, coordinate with development, and operations teams to ensure weekly deployments are complete on time with 0% or minimal release issues
* Identify potential risks in the weekly releases and promptly resolve any issues that arise during the release cycle
* Effective communication with Client Teams and providing regular updates on release status and progress Client and Third-Party Teams Management:
* Interact with third-party teams (Microsoft and Salesforce) to ensure alignment and adherence to 100% SLAs Risk Management:
* Identified and documented over 22 potential risks early in the project lifecycle.
* Developed and implemented mitigation strategies that reduced project delays Communication/Reporting Mechanisms:
* Established multiple dashboards for stakeholders to view the defect, incident and release status details.
* Implemented a robust process to flag and manage Project effort/cost deviations
* Tracked project performance and generated detailed weekly reports, improving transparency in the project status User Training and Support:
* Organized and conducted comprehensive Microsoft Teams training sessions for over 1,000 end-users.
* Ensured a smooth transition to new systems, minimizing post-migration support needs. Value Adds and Best Practices:
* Continuous feedback from Client & implementation of the feedback to improve the quality of deliverables
* Implementing KPIs, best practices and value adds in the project. Compliance and Security Assurance:
* Ensured all migrations adhered to Morgan Stanley Security compliance and security standards
* Maintaining the integrity and confidentiality of sensitive data throughout the process

**Key Achievements as EUT Scrum Master:**

**E\*TRADE Slack to Teams Conversion containing 34 BOTs, this has been divided into 26 sprints.**

As a Scrum Master overseeing the migration of E\*TRADE’s Slack environment to Microsoft Teams, which includes multiple technical BOTs, responsibilities can be divided into four major areas:

1. Sprint Planning and Backlog Management:
   * Backlog Refinement: Ensure the product backlog is well-groomed, with all tasks related to the bot migration clearly defined, prioritized, and estimated.
   * Sprint Planning: Facilitate sprint planning meetings to define sprint backlogs.
2. Facilitating Scrum Ceremonies
   * Daily Stand-ups
   * Sprint Reviews
   * Retrospectives
3. Removing Impediments and Providing Support
   * Identifying Blockers
   * Providing Resources 4 Training and User Adoption
   * Conducting Training Programs
   * User Feedback and Adoption

# Previous Projects:

**ATRIAS (CMS) Belgium, Hyderabad, India Jun 2018– Jun 2022 Key Achievements as Delivery Manager:**

**CMS Go-Live Success:**

* + Achieved flawless CMS Go-Live with zero errors, earning commendation from the client.

**Financial Excellence:**

* + Successfully managed a program with an annual budget of 6M USD for the past two years as Program Manager.

**Cross-Functional Team Management:**

* + Achieved a 100% success rate in steering cross-functional teams and ensuring timely deliverables.

**Budget and Schedule Adherence:**

* + Maintained a perfect record, delivering milestones within budget and on schedule.

**ITIL Methodology Adherence:**

* + Ensured team adherence to ITIL methodologies, ensuring timely and high-quality results.

**Resource Management Success:**

* + Managed multiple projects with resource head-count of 122, optimizing team capabilities.

**Change Request Expertise:**

* + Managed multiple Change Requests (CRs), leading their preparation, review, and leadership sign-off.

**Communication and Escalation Framework:**

* + Established a robust Communication and Escalation process for highlighting and addressing issues.

**Financials and Efforts Oversight:**

* + Tracked, reviewed, and managed financials and efforts, providing accurate budget forecasts.

**Risk Management:**

* + Conducted thorough reviews of the risk tracker, implementing mitigation plans effectively.

**Status Reporting and Business Review:**

* + Regularly provided weekly, monthly, and quarterly status reports, contributing to successful business reviews.

**Training Initiatives:**

* + Conducted sessions on ITIL methodologies and delivered a SAFE Agile session to the team.

# Portland General Electric (PGE): (Location: Portland, OR, USA) Oct 2016 to May 2018 Release Manager - Change & Release Management Team

**Achievements:**

* + Successful PGE CET Go-Live completion
  + Single point of contact for PGE CET Go-Live planning and execution
  + CET Go Live completed before the planned schedule time with zero issues
  + Received STAR Performer Award from PGE for successful completion of Go-Live
  + Successful completion of 3 major DRs (Dry Runs) which is critical for PGE CET business
  + Achieved 100% SLAs for all the daily/weekly/monthly release
  + Built a strong Release communication and escalation process which has been widely used in PGE
  + Single point of contact for all major release in PGE for Oracle Utilities (MDM, CC&B, ODM)
  + Effective process has been established for daily, weekly, Monthly and Quarterly releases in multiple environments
  + Well maintained Risk tracker and highlighted to the right stakeholders for quick resolution
  + Drive the release planning sessions to all the CET teams
  + Built effort run book templates for daily/weekly and monthly deployments
  + Built effective documentation for EDMS deployment process

# T-Mobile e-Platform (Location: Bellevue, WA, USA) Aug2014 to Oct 2016 AO Team - Delivery Manager

**Achievements:**

* + Successfully built 30 resources AO & Infra On-shore and Offshore Teams to Support e-Platform application within 3 weeks
  + Successful completion of transition from previous vendor in 3 weeks in Application and Infra
  + Successfully developed and delivered a project management plan with all details as per discussion with Client and set the project goals agreed by both Client and Accenture
  + Achieved 100% SLA for environment availability for all the major finance generating applications ((MYTMO, MPCS, WFM and GOSMART)) for T-Mobile in 3 weeks
  + Achieved 100% SLA for all the daily/weekly/monthly release for four applications
  + Met 100% SLA for incident resolution, problem ticket resolution
  + Well defined MIM process has been established
  + Weekend support has been well defined
  + Strong documentation has been established

# Cisco Systems

**IT Finance ERP & NON-ERP Support (San Jose CA, Cary NC, USA & Hyd, India) Mar 2009 to Feb 2014 Project Manager – Delivery and Support**

Critical Finance project for Cisco, which contains all the finance details along with procurement (iproc) and expenses (iexp) of oracle finance modules. Monthly tallying the books is so much critical to the project. Managed this Project with a team size of 55 resources (15 - onsite, 40-onshore) across four locations (RTP, San Jose, Hyderabad and Bangalore)

## Responsibilities:

**End-to-End Delivery of 4 Critical Projects:**

* + Oversaw the entire lifecycle of four strategically important projects, from initiation through planning, execution, monitoring, and successful completion. This included coordinating with cross-functional teams, ensuring adherence to project timelines, and achieving project objectives.

**Month-End Finance Books Closure:**

* + Took charge of the month-end finance closure process, ensuring accuracy and completeness without encountering any issues. This responsibility included reconciling financial data, preparing financial statements, and addressing any discrepancies.

**Issue Resolution Within SLA:**

* + Held the responsibility for the timely closure of all issues (tickets) within the defined Service Level Agreements (SLAs). Maintained a 100% SLA adherence, emphasizing efficient problem resolution to minimize impact on project timelines.

**End-to-End Finance Responsibility:**

* + Managed the entire finance spectrum, covering the creation of Statements of Work (SOWs), handling Change Requests (CRs), Monthly Management Estimates (MME), and preparing forecasts. This involved meticulous financial planning and control throughout the project lifecycle. Complete Service Management and SLA **Adherence:**
  + Ensured end-to-end service management, guaranteeing the fulfilment of SLAs. This encompassed overseeing service quality, managing service delivery processes, and continually optimizing service performance. Client **Communication:**
  + Provided daily updates to the client on project deliverables, fostering transparency and alignment. Conducted weekly status report (WSR) presentations, communicating project progress, challenges, and upcoming milestones. **Cisco Close Process and Stakeholder Communications:**
  + Led the Cisco Close Process during month-end and quarter-end, managing stakeholder communications effectively. This involved coordinating activities for a smooth financial closing process and addressing stakeholders' concerns.

**Coordination During Critical Issues and System Downtimes:**

* + Orchestrated coordination with multiple teams and vendors during critical issues and system downtimes. Ensured effective issue resolution, minimizing downtime and maintaining project momentum. Coordination with 3rd **Party Teams:**
  + Collaborated with 3rd party teams during monthly and quarterly releases, ensuring seamless integration and successful deployment of project updates.

# NG Transco Solihull, UK Mar 2003 to Mar 2009

**NG Quarterback Support**

# Oracle Warehouse Builder (ETL) Developer Responsibilities:

* + Developing the mappings and executing the mapping as per the business requirements
  + Responsible for make sure all the issues (Tickets) are closed within the SLA, meeting 100% SLA
  + Daily Status Update to Client on project deliverables

# Massachusetts Correction Institute (MCI), Boston, MA Nov 2001 to Mar 2003 Inmate Management System (IMS) Location: Norfolk, MA, USA

**Oracle Developer Responsibilities:**

* + Resolving the day-to-day issues in the Inmate Management System
  + Responsible for make sure all the issues (Tickets) are closed within the SLA, meeting 100% SLA
  + Daily Status Update to Client on project deliverables