**Krishna**

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**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:**

* 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

**Certifications And Professional Development:**

* PMP Certification - Project Management Institute, May 2022
* CSM - Certified Scrum Master, January 2022

**Technical Proficiencies:**

* PMP, CSM, Azure ADO Agile/SAFe, PMBOK, B2B, Azure DevOps, Kanban, Hybrid, and Waterfall
* Azure DevOps, C#, Microsoft project plan, Visio, Microservices, Spring boot, Jira, GenAI
* SaaS, PaaS, Supply chain, Microsoft Project Plan, Veeva Vault CRM
* Web, Java, Rest Assured, MySQL iOS/Android, CRM, SAP ECC6, SAP SD, Microsoft Office 365, ADO, Azure DevOps, ERP, Supply Chain, SAAS, on-prem to AWS Data migration
* ADO, AWS, JIRA, Microsoft Office, Microsoft SharePoint, Power BI, Salesforce CRM
* CI/CD, GitLab, Docker, Agile Champion, Firewall, Git, Java, Jenkins, Kubernetes Project Management

**Awards And Honors**

* ‘Pat on the Back’ Award in Tech Mahindra
* Bravo Award in Tech Mahindra

**Professional Experience**

**Daimler Truck North America, Portland, OR Sep 2024 - present**

**Technical PM**

* Managing project management activities, including development of concept & feasibility studies within eMobility Group, among other duties.
* Leading DTNA Testing, development and launch of their parts pro ecommerce website

**T-Mobile, Bellevue, WA Feb 2020 - Aug 2024**

**Technical Project Manager**

* Managed the design and deployment of the T-Mobile EchoApp for Voice, LTE, and 5G data. Oversaw change request processes, ensuring clear communication of cost, schedule, and functionality impacts. Successfully reduced manual effort by 61% and achieved a 34% annual increase in ROI.
* Collaborated with stakeholders through the full project lifecycle to define project scope and objectives, contributing to 15% increase in project success rates.
* Experienced in AI frameworks like PyTorch and languages like Python, and Java and AI concepts such as NLP, deep learning, ML
* Led a UX UI mobile application development team and wore multiple hats as a Scrum master, Product owner, and Product manager across different vertical sub org.
* Monitor functional and integration test execution on Veeva CRM, an offline iPad application based on salesforce.com and interfaces that interact with Salesforce.
* Oversaw and led the successful deployment of multiple retail applications within T-Mobile, including NSE, QVXP retail, Care, and mPOS. Developed and implemented comprehensive project plans MPP to track progress and quality improvement.
* Collaborated with stakeholders to understand and document project goals, objectives, and requirements related to the SAP warehouse implementation and upgrade for downstream systems.
* Strong technical skills to configure and customize the Veeva Vault CRM system, including understanding of APIs, integrations, and data management.
* Coordinated with cross-functional teams Product Managers, stakeholders, and Dev teams, especially concerning backend warehouse and review of product backlog management in Azure DevOps
* Led the design and development of sophisticated customizations utilizing Veeva - Vault CRM
* Led activities of migrating Jira to Azure ADO and tracking KPIs such as burn down, burn up charts, velocity,

and capacity utilization for a team effort.; Ensured progress against SOW and resource allocation to meet the development schedule.

* Provide domain-specific proficiencies and overall software systems leadership and perspective to cross- organization retail projects, programs, and activities.
* Managed all aspects of the retail project phase across the enterprise level and led all work for the project monitoring, controlling, and adherence to GDPR compliance; facilitated cooperation and motivated team members to accomplish group goals
* Responsible for risks matrix and resolves dependencies that affect release, scope, schedule, and quality of highly visible, complex programs.
* Drive innovation and integration of new technologies and quality initiatives into projects and activities in the manufacturing, procurement and engineering organization.
* Collaborate with quality and customer satisfaction organization, as needed, and suggest ways to improve the delivery quality of the finance program.
* Educate and reinforce Scrum methodology and Agile framework to team members and key stakeholders.
* Help facilitate all Sprint and Release planning activities for each sprint to demonstrate minimum viable products (MVP) to customers.
* Author comprehensive release deployment and rollback plan to ensure deployment is recoverable.

**Charles Schwab, Dallas, TX Feb 2019 to Feb 2020**

**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 SAP 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 .Net, 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.

**XPO LOGISTICS., Portland, OR Nov 2016 - Feb 2019**

**Project Manager**

* Employed the BDD approach in Selenium and Cucumber to design the automation framework.
* Administered and managed SAP warehouse implementation to improve XPO outbound shipping process
* Calculated the stability, response time, and performance of XPO warehouse 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.

**Mastercard, India And Kuala Lumpur, Malaysia, April 2012 – Nov 2016**

**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 C# 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.

**Microsoft, City, India June 2010 - Mar 2012**

**Technical Manager**

* Involved in performance testing using VSTS 2010 tools, Simulating user loads, Test Manager 2010, .Net/C#
* Led .NET C# development and testing and deployment process for multiple applications
* Supported the interviewing and hiring processes to recruit new QA recourses.
* Designed POC utilizing various design patterns of C# and Selenium and presented to the client.
* Presented Automation Roadmap and ROI analysis to the client for implementation vs manual testing.
* Actively involved in Requirements Analysis Understanding requirements and creating test suites
* **Previous Experience:**

**NCS, Bangalore, Karnataka, India Jan 2007 - April 2010**

**Software Tech Lead**

**Education And Credentials:**

Bachelor Of Technology (B.TECH.) in engineering, Information Technology Specializations, July 2006 Uttar Pradesh Technical University, Lucknow, India

Master Of Business Administration (M.B.A.), Business Analytics, Entrepreneurship, And Strategic Innovation Specialization, Expected 2025

University of Illinois Urbana-Champaign, Champaign, IL