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**Murahari P**

**Tech Program Manager | Sr. Tech Project Manager | Product Manager**

**Career Summary:**

Seasoned global IT professional with 21+ years of experience in IT delivery leadership, Program Management, Product Management, Resource Management and PMO. Results driven, Customer focused program management for major Fortune 500 companies and enterprise clients such as Verizon, AMCOR, Smith & Wesson etc.

**VALUE ADDED SKILLS:**

Building & Leading delivery organizations **|** Agile / Hybrid Engagement models **|** IT Investment Decisions **|** Enterprise IT Operations **|** Demand Management | Change Management **|** Technology Management **|** Operational efficiency **|** Vendors & Contracts Management **|** Customer Relationships Management **|** Corporate Governance **|** Regulatory audits & Compliance | Cultivate Corporate culture | Net-Promoter System

**CAREER SUMMARY AND HIGHLIGHTS:**

* **15+ Years of experience in IT Delivery Ops, Program Management & Product Management**
* **8+ Years of experience in practicing agile and played different roles such as Scrum Master, Kanban Master, Release Train Engineer, Agile Trainer, Product Manager and Product Owner.**
* Handling multi-million-dollar accounts as an IT Delivery partner and program manager
* Have been instrumental in building global teams and setting up PMO / delivery organizations.
* Global experience working with diverse teams and customers across the US and Asia Pacific.
* Handled Global Delivery Models – Onsite, Nearshore, Offshore and Hybrid/Combination.
* Represented the company at international conferences, exhibitions, and networking events.
* Process Improvement: QMS against ISO 9001, ISMS against ISO 27001, Scrum, SAFe, Kanban
* Practical experience of working for an end client and led multiple vendor teams, besides led vendor teams for a wide range of end client implementations.
* Techno-Functional areas: - Product Development, SaaS, IT Solutions & Professional Services, Consulting, COTS Packages, GIS based Applications, IT Infrastructure Projects, CRM Applications, Asset Management, e-commerce, DevOps, DataOps, Content Management, Document Management Implementations, Solution Architecture Reviews, Enterprise Architecture, Business Process Management, Digital Transformations, AI/RPA, Chat Bots / Virtual Assistants and System Integration Projects.
* Technology Implementations: SAP, Salesforce, SharePoint Implementations, Document Management, Esri ArcGIS Suite, Losant IoT Platform, Digital Twin, Computer Aided Dispatch (NG911), GIS, AI RPA/ITPA, Full stack apps, ServiceNow, AWS Cloud, GCP, Mobile Apps (iOS, Android), Wearable apps, Visualization tools (Grafana, Kibana, ELK) etc.
* Domain Areas: - Manufacturing, Telecom, Insurance & Financial Services, Government, Healthcare, Hospitality, Public Safety & Homeland Security, Travel & Transportation, Utilities, Industrial Automation etc.
* Data Security & GRC areas: SOC 2 Type II, ISO 27001, ISO 27017, ISO 27018, FedRAMP High, HITRUST, HIPAA, PCI, GDPR and CCPA.

**WORK EXPERIENCE AND TRACK RECORD:**

**COGENT IBS Inc. Detroit, MI (Full time)**

**Sr. Project Manager from March 2022 to Present**

* **Managing a team of 30 engineers in IT delivery operations including Full stack implementations, AWS/GCP Cloud Solutions, and SAP Implementations.**
* **Single point of contact for internal stakeholders and external clients to understand the IT requirements, demand management, qualify and prioritize them to provision the resources.**
* Building and managing global teams spread across the Onshore (US), Nearshore (Mexico & Canada) and Offshore (India) and other remotely available talent across the world.
* Delivering SAP Consulting & Implementations, Product Development, Product Support, AMS areas etc.
* **Playing multiple roles such as PMO Lead, Delivery Manager, Product Manager, and Scum/SAFe/Agile Coach as per project / customer requirements.**
* Managing a UX Design Squad to develop product prototypes, UX mockups and process diagrams using Figma. Lead design and discovery workshops to evolve product roadmap for customers.
* Single point of contact for all IT software, hardware, SaaS subscriptions and outsourcing jobs. Vendor Management includes software licenses, hardware assets and contracting resources.
* Building CoE Practices such as SAP, IoT, Geospatial, Data Engineering and Analytics etc. and developed technology partnerships with SAP, IBM, Esri, Safe, Cityworks, Twinzo etc.
* Directly reports to the CEO and comfortably engages with C-level executives and business stakeholders besides collaborating with teams from other vendors.
* Planning, Decision-making, problem solving, business acumen, Organizational development, capacity and capability development, negotiation, risk management, cost management, business strategy etc.
* Managing the delivery of enterprise projects for clients such as Amcor Rigid Plastics, DTE Energy, Skandia, Smith & Wesson, PlanSource, Innovosense, Kencor Health etc.

**Select few successful implementations:**

* Supply Chain Financing Project (SAP FICO & MM) for [AMCOR](https://www.amcor.com/)
* SAP BTP and SuccessFactors Integration for [PlanSource](https://plansource.com/)
* SAP BASIS & BW Upgrade implementation for [Smith & Wesson](https://www.smith-wesson.com/)
* AI/ML based wearable + mobile app for fitness tracking (AWS, Full stack, Flutter)
* Wearable app for patient monitoring and tracking (AWS, Full stack, Flutter)
* Social media platform for a Washington based company. (AWS & Full Stack)
* SaaS based Learning Management Solution for a major nonprofit from California. (GCP & Full Stack implementation)
* Global Radio streaming platform for a media broadcasting company based in Texas. (AWS & Full Stack)

**Client: Verizon Business, Boston, MA (Contractor)**

**Project Manager & Scrum Master (Managed Services IoT Solutions) From Sept 2020 to Feb 2022**

* Verizon is an American wireless network operator that previously operated as a separate division of Verizon Communications under the name Verizon Wireless.
* Worked as Delivery Manager (Product Management) with a $12M+ budget, handled multiple teams and managed vendors.
* Verizon's Managed Services IoT programs and SaaS Platform for managing facilities and buildings.
* Set up the global teams across USA, India and Romania which includes product development, applications support and Network Operations Center (NOC).
* Organized Product Roadmap sessions and Product Design workshops (UI/UX), worked with development teams and cross-functional teams of Verizon’s upstream / downstream business stakeholders (Procurement, billing, sales, Security etc.)
* Played a catalytic role in building an IoT based SaaS Platform to manage HVAC, Energy Management, and Indoor Air Quality areas.
* Engaged with multiple vendors to benchmark IoT sensors, hardware, software components and GIS maps integrations.
* Interfaced with stakeholders across the enterprise applications for application integration aspects.
* Benchmarked a wide range of smart devices, sensors, platforms, and protocol stack to evolve cost-effective solutions.
* Evaluated a wide range of protocols such as BACnet, MQTT, ZigBee, Bluetooth, LoRa etc.
* Enforced Stage-Gate Process to drive the innovation from concept to commissioning.
* Coached the teams on Scrum and Scaled Agile Implementation (SAFe) and incremental shipping of product releases.
* Successfully delivered the product for the Beta launch despite a COVID situation and bandwidth challenges.
* **Tech Stack: AWS, GCP, Losant IoT Platform, Full stack development, CI/CD etc.**

**Vertex Inc. Philadelphia, PA (Contractor)**

**Sr. Scrum Master (Cloud Solutions) From March 2020 to Sept 2020**

* The client - Vertex is a tax and financial solutions company based in Pennsylvania, USA.
* SAFe Scrum Master and Team Agile Coach – Successfully managed Cloud solutions teams in building cloud-based multi-tenancy Platform products delivered for [Apple](https://www.apple.com/) customers as per agreed timelines while saving about 15% of the budget allocated.
* Managed the onshore and offshore teams (100% remote during COVID) towards significant milestones and cloud transformation of a COTS product.
* The project ECM 2.0 is a large effort to place all the certificate management into a cloud-based portal, away from O Series and Cloud. Vertex® Exemption Certificate Manager (ECM) is a data storage and management tool that automates the collection, validation, and maintenance of tax documents such as exemption certificates, resale certificates, and direct pay permits. ECM eliminates the time-consuming and labor-intensive process of manually managing paper certificates.
* Worked as a key contributor in Agile PMO and assisted multiple teams in training, coaching, mentoring and assisted agile coaches in enterprise-wide transformation.
* Implemented E2E Testing framework, UI automation, IT Infra Deployment processes etc.
* Gained an in-depth understanding of comprehensive indirect tax solutions and accurate tax management.
* Managed a wide range of customers data from Oracle, SAP and Salesforce ERP solutions with Vertex SaaS based tax solutions.
* **Tech Stack: AWS, Full stack development, CI/CD etc.**

**The Hartford Insurance Group, Hartford, CT | Contractor**

**Agile PMO / Scrum Master (Personal Insurance & Auto Portfolio) Sept 2017 to Oct 2019**

* The Hartford Financial Services Group, Inc., usually known as The Hartford, is a United States-based investment and insurance company. The Hartford Group is a Fortune 500 company headquartered in Connecticut. It was ranked 160th in Fortune 500 in the year 2020.
* Worked as a key contributor in Agile Center of Excellence (COE) and assisted multiple teams in training, coaching, mentoring and assisted agile coaches in enterprise-wide transformation.
* Handled multiple projects as a Scrum Facilitator, Team Agile coach, program, and portfolio Management.
* Personal Lines – Played a key role in coaching and standing up two Scrum teams (PL Auto) and One PLDW Maintenance (Kanban) teams.
* Commercial Lines – Built two Scrum Teams and One Kanban Team from scratch and managed the portfolio delivery organization.
* Group Benefits – Played a key role in grounding up two Kanban Teams and transformed the Outbound file feeds teams with cost savings and relentless improvements. The support teams included Level 1, Level 2, and Level 3 Support, besides 3rd party vendors.
* Insurance Business – Successfully given coaching and standing-up multiple Scrum/Kanban teams across Personal Lines, Auto Insurance, Commercial Lines and Group Benefits business areas.
* Managed diverse teams with onshore & Offshore, INVEST, Maintenance Projects, and Production Support etc.

**Cogent IBS Inc., Greater Detroit Area, MI (full time)**

**Associate Director (IT) from Apr 2017 to Aug 2017**

* Delivery and engagement manager for major clients such as Amcor, Skandia, DTE Energy, State of Connecticut, Oregon, Colorado, and Georgia
* Lead a team of 8 directly and over 20 consultants indirectly on different customer engagements.
* As a Product Manager/Owner – Conceived product requirements for external customers and internal applications, actively leading multiple project/product teams with agile methodologies
* Also organized a series of workshops to coach the product teams in Scrum Agile framework.
* Robotic Process Automation (RPA) Practice – Worked as RPA Practice head with a small team of developers. Built techno-functional teams and addressed requirements from customers.
* Led daily standup meetings to capture impediments of team members and assisted team in removing impediments.
* Worked extensively with SMEs, Solution Architects, and Developers in outlining the product vision into Product Road map, capabilities, features, and stories.
* Facilitated Sprint planning meetings to prioritize user stories on the sprint according to the roadmap defined by the Product Owner
* Participated in the management meetings to prioritize the user stories for implementation and deliverables for the sprint.
* Worked with BA/ product owners to understand complex business needs and create user stories to fulfill business solutions.
* Led product discovery, design sessions, defined features, customer personas and user journeys.

**VNuIT Inc, San Diego, California (Full time)**

**Business IT Manager Nov 2016 – Mar 2017**

* Project Manager for Pacific Gas & Electric for implementation of ArcGIS Utility Network
* Lead a team of developers as Project Lead / Product Owner for Geospatial Product line.
* Assisting the teams in self-organizing, self-managing teams to achieve their goals.
* Implemented Scrum / Agile Practices, mentored, and facilitated project team.
* Worked solely on RFP response for NC State Geospatial Program and bagged the contract.

**General Manager (Product Management) - Trinity Mobility, Bengaluru, India | Jun 2014 - SEP 2016**

* Head of Location Intelligence & Analytics BU - Evangelized Products & Solutions with a focus on Smart Cities & Public Safety Solutions. Led multiple teams of developers and led product/solution development to evolve & upgrade products by leveraging existing solution stack - Social, Mobile, Analytics, Multimedia, Cloud, and IoT Platforms.
* led SI Partnerships and strategic alliances, partner enablement and OEM driven business strategies.
* As a Product Manager – Lead multiple teams with a wide range of products and solutions for Public Safety and Smart City Solutions. (trinityRESPOND CAD, trinityCCC, PSIM)
* Organized series of workshops to come up with Product Vision, Product Road map, defining capabilities, features and architecting solutions options. Further worked closely with independent developer teams in further splitting the features to stories and tasks.
* Lead cross-functional teams including program management, technology incubation and new product development etc.
* Digital Transformation stories with real-life implementations engaged with Integrated Command and Control Centre Platform for Cities to deliver a higher level of citizen service & experience.
* Emergency Response Management Platform for Public Safety Agencies to respond timely and save lives & properties. Which is in-line with NG911 specifications and SoP’s. The Call Management module has a robust architecture of accepting creation of events / incidents based on PSTN calls, SMS text, Social Media triggers, WhatsApp Text, Audio, CCTV Video, email etc. and integrated with IVR modules on top of Avaya IP Office Call Center Solution.
* Engaged with a multitude of partners, vendors, stakeholders, and Subject Matter Experts to accomplish the goals of System Integration by incorporating a wide range of solution components.
* IoT based Premises Monitoring Platform for creating Smart Buildings and Optimize Remote Site operations.
* Connected Equipment Platform enabling Product OEMs to proactively trigger the maintenance requests with the help of our IoT based Solution.

**NIIT Technologies (New Delhi, India & Singapore)**

**Business Manager (GIS Solutions & Utilities Practice Lead) | DEC 2008 – MAY 2014**

* Worked as Technical Account Manager for government and enterprise customers across APAC.
* Implemented ESRI ArcGIS & ArcFM Based integrated enterprise-wide solutions for multiple electrical distribution companies.
* Strategic engagement with national level organizations to align with technology specifications and influenced the program decisions in favor of the Esri COTS products.
* Geotechnical Database and Borehole Information System for Metro Rail Transit / Land Transport Authority, Singapore
* GIS Dashboard for JTC Corporation, Singapore
* OneMap for Singapore Land Authority – Whole of Government Approach - an NSDI initiative of Singapore Government to provide Geospatial data and Platform for Public, Government Agencies and Private sector companies.
* Geographic Data Management System (GDMS) for Singapore Land Authority – Application Maintenance, technical support, and upgrade.
* Consolidated GIS System (CGS) for Singapore Land Authority - Application Maintenance, technical support, and upgrade.
* Crowdsourcing Application (OneMap.Sg) for Singapore Land Authority – Design, develop and implement crowdsourcing applications for web browser, tablet, and mobile platforms.

**Sumadhura Geomatica, Hyderabad, India**

**Manager – IT & Business Operations | JUL 2003 – NOV 2008**

* Handled numerous projects related to GIS mapping, GIS Application development using Esri Suite of products, QGIS and OpenGIS.
* Kick started a state-of-the-art CoE for Data Acquisition using Total Stations, DGPS, Lidar Station and collaborated with satellite imagery providers to develop map products.
* Played a key role and instrumental in campus hiring in order to build capacity for the company and steered the company to 20-30% YoY growth consecutively for 3 years.

**EDUCATIONAL QUALIFICATIONS & OTHER CERTIFICATIONS**:

* **M.Sc. in Information Systems from Osmania University, Hyderabad, India | 2001-2003**
* Bachelor’s degree in Computer Applications from Osmania University, India |1998-2001
* Certified **SAFe Program Consultant (SPC)** from Scaled Agile Inc. (SAFe)
* Certified SAFe Advanced Scrum Master (SASM) from Scaled Agile Inc. (SAFe)
* Certified **Scrum Master (CSM)** and **Product Owner (CSPO)** from Scrum Alliance Inc.
* Certificate course in HIPAA Privacy and Security | Verizon Learning | Oct 2021
* Certificate course in Goal Setting: Objectives and Key Results (OKRs) | PMI | Dec 2022
* **Certificate in “Lean Technology Strategy: Building High-Performing Teams” | LinkedIn | 2022**
* PMP Certification training completed in Dec 2023
* **Generative AI Overview for Project Managers from PMI | Dec 2023**