###  Ramesh Kethineni

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***PROFESSIONAL SUMMARY***

* Senior professional with over 9+ years of experience in IT and in Project Management, worked in complex multinational corporate environments.
* Proactive, adaptable, and highly achieving professional possessing excellent communication, organizational and analytical skills.
* Planned, implemented, and monitored projects while working in the banking & financial and telecommunications industry.
* Possess a strong background of both business (non-technical) and technical project management.
* Experienced in key metrics reporting, documenting/monitoring KPIs and Critical Success Factors to measure/ensure client satisfaction.
* Worked on multiple Agile and Waterfall Projects
* Proficient in MS Project, SharePoint, Clarity, Excel and PowerPoint

***SUMMARY OF TECNHICAL SKILLS***

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| --- | --- |
| Enterprise Applications: | VMWare VDI, AWS Cloud and SharePoint Portal |
| Databases: | SQL Server, Oracle, SAP |
| Reporting Tools: | Oracle Hyperion, Cognos Impromptu, Crystal Reports, Business Objects, Excel Pivot Tables |
| Budgeting Tools: | Clarity |
| Issue Tracking: | Jira and ALM (aka QC) |

 **Bank of America, Charlotte, NC Remote Mar 2023 – Sep 2024**

 **Role: Sr. Project Coordinator**

 **Responsibilities:**

* Tracked and evaluated overall progress against plans, including testing and deployment checklists, achieving a 25% increase in efficiency across all testing and deployment phases.
* Updated and maintained project plans using MS Project, used documentation tools like RAID logs resulting in a 20% increase in on-time deliverables.
* Proactively managed issues, assigned tasks, and supervised issue logging while promptly notifying and engaging impacted parties in relevant discussions on the bridge line, resulting in a 25% decrease in issue resolution time.
* Oversaw all inbound and outbound emails in the CR, optimizing communication efficiency by 40%.
* Effectively coordinated and approved requests from other teams, streamlining cross-functional collaboration.
* Ensured seamless transitions between AM and PM shifts while maximizing productivity, minimizing downtime, and enhancing operational continuity by 30%.
* Conducted comprehensive shift debriefs with incoming CR Managers, resulting in a 25% reduction in recurring issues.
* Assisted Program and Project Managers with tracking risks, issues, and decisions improving risk visibility by 30%.
* Conducted comprehensive status calls during shifts, ensuring real-time updates and alignment among team members.
* Managed communications between the Control Room (CR) and all involved parties, maintaining clarity and alignment throughout project lifecycles.
* Managed MS Teams sites to streamline communication, reducing project delays by 25%, and conducted knowledge transfer sessions to improve team efficiency and tool usage.
* Managed and supervised all virtual communications on SharePoint, enhancing collaboration and knowledge sharing.
* Coordinated environment calls and updated environment requests on SharePoint, ensuring accurate and up-to-date project environments.
* Maintained meticulous records by updating meeting minutes promptly, ensuring comprehensive documentation of discussions and decisions.

 **Maersk, Los Angeles, CA Remote Aug 2020 – Mar 2023**

 **Role: IT Project Coordinator**

 **Responsibilities:**

* Manage/coordinate resources in a project life cycle (initiation planning, executing/controlling, and closing)
* Support long-term programs with multiple projects, with medium to high scope, impact, risk and complexity.
* Gather project requirements, develop, and maintain project documentation.
* Created and executed detailed project plans and track milestones.
* Track and report project budget status
* Identify project/production issues and resources to provide solutions or escalates to avoid delays.
* Schedule and coordinate problem reviews.
* Used Confluence & SharePoint for documentation and status report.
* Manage resource allocations and financial planning, tracking, reporting, monitoring and updating.
* Track key project milestones and adjust project plans and/or resources as needed.
* Point of contact for program/project information and update

 **Broadridge, Newark, NJ Dec 2018– Aug 2020**

 **Role: Project Coordinator**

 **Responsibilities:**

* Coordinating and executing projects plans.
* Creating tickets, burndown charts, update the same in Jira and ITSM for tracking purposes
* Facilitate meetings, build and distribute meeting agendas, meeting minutes and action items.
* Prepare weekly status reports that include project issues, risks, landmarks, decisions and status and follow up as needed.
* Handle project progress, follow-up with technical leaders to get results and report status.
* Establish, maintain and report on Key Performance Indicators to drive continuous improvement.
* Experienced in crafting executive level reports and presentations.
* Follow the SDLC and project management process and ensure that required project work is provided (project plan, project schedule, specifications, etc.)

**Spectrum, Charlotte, NC Mar 2017 – Dec 2018**

**Role: Sr. Business Analyst**

**Responsibilities:**

* Define project scope, maintain sprint schedules, track milestones, metrics, and manage project risks.
* Conduct product backlog, sprint planning, daily stand up, sprint review/demo, and sprint retrospective meetings.
* Coordinate with global teams to host technical sessions on critical topics such as data modelling and data lake platform.
* Develop and present weekly dashboards to review status and discuss issues and resolutions with stakeholders.
* Remove obstructions by resolving issues and conflicts in a timely manner to promote a productive environment.
* Capture the best practices and develop process documents and diagrams to standardize procedures.
* Spearheaded delivery operations by leveraging customer experience management expertise to ensure the accuracy of order-taking and timely arrival of deliveries.
* Exemplified customer service standards through the introduction of training programs that enhanced employee performance in every aspect of the operation.
* Assured employees comply with standards by maintaining the company’s policies.

**Verizon, Arlington, VA Mar 2015 – Mar 2017**

**Role: Business Analyst**

**Responsibilities:**

* Business analysis process for cross-functional, multi-dimensional teams
* Identified Dev and QA resource requirements to projects coordinated with Project Manager and Resource Managers for appropriate allocations as needed.
* Deconstructed complex Salesforce Cloud CRM business requirements into process flow sub modules across business divisions to efficiently track each division’s interaction with the customer.
* Created business analysis project artifacts and user stories supported by process flow diagrams and system requirements.
* Worked with the Tableau dashboard, BI Reporting and UI team as Scrum Master in three-week iterations for UI development.
* Formulated user stories within Jira in adherence to UI design principles and guidelines laid out by Member Services

***EDUCATION***

* Bachelor’s degree in Electronics and Communication Engineering
* Masters in computational science and engineering