SUKANYAA PADMANABHAN

Technical Lead –Delivery and Scrum Master

Address : Virugambakkam Chennai, TN (600092)

PROFILE SUMMARY

- A certified scrum master and delivery lead with over 17.1 years of experience in Project management and Agile Scrum methodologies, who thrive on ensuring that complex projects are delivered seamlessly and efficiently. Currently enhancing my skill set with a course in Analysing and Visualizing Data with Microsoft Power BI, which will enable me to deliver even more data-driven insights and visualizations for my clients. My deep understanding of Agile values and principles allows me to implement proven business methods under any circumstances, delivering exceptional results for my clients. Proven history of improving team collaboration and productivity through agile frameworks.

EDUCATION

Bachelor of Engineering: Computer Science (June-2003 – June-2007)
- **Meenakshi Sundararajan Engineering College - Anna University – Tamilnadu**

MBA in Human Resource Management (Aug-2008 – Aug-2010)
- **Symbiosis Centre for Distance Learning - Pune**

CERTIFICATIONS

- **Certified SAFe® 6 Agilist** – Issued on: 17 JUN 2024 | Expires on: 17 JUN 2025 | Issued by: Scaled Agile In
- **Certified in Analyzing and Visualizing Data with Microsoft Power BI** – July 2024
- **PMP Certification** – Issued By: PMI | August 2024 (Expected)
- **Data Analytics & Science using AI Mastery** – August 2024 (Expected)
- **Certified Python Mastery** – August 2024 (Expected)

ACHIEVEMENTS

- **Pat on the Back award** – Q4 2023- 2024.
- **Outstanding performer in** 2021-2022 and 2022-2023.
- **Top Performer Award** - FY2010-2011 – British Telecom.
- **Dream Team Award** – Q2 2022-2023 and Q4 2022-2023.
- **Improved reporting efficiency and clarity for stakeholders using Power BI, resulting in a 20% increase in actionable insights.**

COMPETENCIES

- Project Delivery Management
- Advanced Scrum Tools Proficiency (JIRA, Confluence)
- Scrum Methodology
- Oracle– SQL / Pl-SQL
- Mongo DB
- Data Analysis
- Data Visualization
- Microsoft Power BI
- Cross-functional Team Leadership
- Application and Database Migration Lead
- Agile Planning and Estimation Techniques
- Sprint Planning and Task Breakdown
- Agile Metrics and strong knowledge on Agile Manifesto and Principles
- Backlog Grooming and Prioritization
- Continuous Integration/Continuous Deployment (CI/CD) Practices
- Process Improvement
- Risk Management and Mitigation
- Scrum, Kanban, and Lean Methodologies
- Backlog Management and Prioritization
- Advanced User Story Mapping
- Test-Driven Development (TDD) and Automated Testing (Playwright tool)
- Agile Coaching and Team Facilitation
- Stakeholder Management and Communication

WORK EXPERIENCE

Tech Mahindra Ltd, Chennai (2023 Aug – Till Date)
Designation: Technical Lead –Delivery and Scrum Master
Project: BUSINESS_CPQ_MyApps_FP
Client: British Telecom

- Demonstrated a strong focus on collaboration, process improvement, and effective project management. Clear communication and timely updates led to a 25% improvement in client satisfaction and on-time project delivery. As a delivery Manager I am responsible for:

Project/ Schedule Management
- Identify and plan the end-end activities required to meet the project acceptance criteria.
- Plan and manage multiple small/ medium size projects/ modules as defined.
- Identify risks and mitigation strategies and implement the same to manage simple small or medium size projects/ modules.
- Anticipate items that cause schedule delays schedule dependencies and manage them following the proper risk management plan.
- Estimate the work plan and track the activities closely and report the progress on a regular basis.

Data Visualization with Power BI:
- Utilized data visualization techniques from Power BI training to enhance reporting efficiency and clarity for stakeholders. This resulted in a 20% increase in actionable insights.

Agile Coaching and Practices:
- As an Agile Coach, I trained the team on different Agile practices, particularly Scrum.
- Managed team capacity and velocity proactively before planning with the Product Owner.
- Conducting scrum ceremonies (Daily stand-up, grooming, iteration planning, retrospection) was part of my responsibilities.

Stakeholder Engagement:
- Collaborated cross-functionally with engineering groups, fostering teamwork and information sharing.
- Setting up calendar invites and conducting sprint reviews and planning ceremonies were essential.

Risk Management and Reporting:
- Proactively identify any dependencies that might impact the project KPIs facilitate agreement with dependency owners and closely track them on the plan.
- Identify and closely track the risks in the project and follow escalation path.
- Document the risks and issues in the project communicate them to all relevant stakeholders and closely track the impact.

Test And Defect Management
- Ensure the test approach is defined and agreed for the project.
- Support system integration testing (functional / technical)
- Review/mentor team during test execution.
- Understand the business impact of defects.
- Prioritize the defects based on their criticality and severity.

- Participate in defect triage meetings.
- Identify and analyze root cause of defects.

Virtusa Consulting Services Pvt Ltd, Chennai (Apr 2022 to Mar 2023)
Designation: Delivery Lead
Project: BT Global Sales Tools
- Leading a team of 37 people across the USS system I was responsible for

Project Planning:
- Plan project scope and objectives, involving relevant internal stakeholders and ensuring technical feasibility.
- Additionally, involved in estimating project effort and costing for new requirements in the USS area.

Execution and Coordination:
- Coordinating internal resources and third-party vendors ensuring flawless project execution.
- Managing changes to scope, schedule, and costs using verification techniques.

Oracle Database Migration and Application Migration:
- Successfully headed the completion of the Oracle Migration from DB 12C to 19C demonstrating my expertise in database management.
- Migrating applications to AWS and Azure AD.
- Headed the migration for Four Applications and completed them without any escalations or issues.

JIRA Dashboard Management:
- Handling JIRA dashboards for defects and new requirements helped streamline project tracking.
- Responsible for Sprint planning and delivery.

Knowledge Management (KM)
- Establish a KM plan and platform that can be leveraged by new joiners to the project.
- Establish a platform to enable knowledge sharing among the project team members.
- Ensure that the learnings from the project are contributed to the KM repository.
- Ensure that the organization level KM Platforms (platform and content) is enabled for consumption by the project.

Virtusa Consulting Services Pvt Ltd, Chennai (Feb 2014 to April 2022)
Designation: Lead Consultant and a Project Lead
Client: BT Javelin
Project: BT- GST - PMF & PPSR MDM
Process Improvements and SLA Compliance:
- Directed the Production support team to implement process improvements, resulting in a 90% increase in SLA compliance.
- Led to a significant reduction in customer escalations by 40%.

Oracle Database Migration and Application Migration:
- Successfully headed the completion of the Oracle Migration from DB 12C to 19C demonstrating my expertise in database management.
- Headed the migration for Four Applications and completed them without any escalations or issues.

Proactive Problem-Solving:
- Proactive in catching problems before they negatively impact production is crucial for maintaining system stability.

Technical Expertise:
- Investigated and addressed system issues to enhance usability and improve functionality.
- Resolved diverse technical issues across multiple systems and applications demonstrating versatility.

Collaboration and Root Cause Analysis:
- Worked closely with cross-functional teams to analyze and resolve critical issues.
- Identified root causes of recurring problems and recommended solutions contributing to system reliability.

Optimizing Performance:
- Recommended scheduling enhancements and analyzing applications for necessary upgrades and patches.
- Reduced processing time through job schedule analysis.

Code Development and Documentation:
- Authoring code fixes and enhancements for future releases.
- Documented software development methodologies ensuring knowledge transfer within the team.

Program Development:
- Designing, developing, modifying, and debugging programs was core part of my role.

Tech Mahindra Limited, CMP, UK (Aug 2009 to Feb 2014)
Designation: Team Lead – Sales Tool Applications
As a team lead of the Sales Tool application:
- Analyze new change requests raised by the customer.
- Attend CFT calls to understand and raise concerns on the impact in the application due to the new change.
- Prepare HLD/LLD documents for any new changes raised.
- Implemented the VDC migration of the application.
- Involved in the implementation of the interface build for the application.
- Provided support for LIVE deployments.
- Responsible for the application analysis and preparation of the pre-transition activities to be carried forward for the transition to start.
- Gather sufficient knowledge of application/ role.
- Preparing documentation for existing applications, as part of the changeover process.
- Analysis of the change requests raised by the customer.
- Involved in the development of the change requests raised by the customers.
- Preparation of test cases required for testing the developed CR's.
- Understanding the ASM activities and provided deployment support for the releases.
- Preparation of release documents and other necessary documents required for the release or LIVE deployments.

Tech Mahindra Limited (Oct 2008 to Aug 2009)
Designation: Senior Technical Associate
Project: Andes Data Migration program

As a, (with a team size of 28) of Data Migration, I was responsible for the following:

- Prepare design documents (high and low level) for the migration process proposed.
- Capturing requirements and documenting Functional Specification Design and approach of Migration for the CLASSIC/BOSS system.
- Preparing Data/Column level Mappings between the source and the target system for the Wizard Application / Database migration.
- Performed gap Analysis between the Source and the Target System and documented the same.
- Preparation and execution of the EIM jobs for the Data Migration POC of the BOSS application.
- Involved in the development of UNIX scripts for the EIM job invocation.
- Prepared the ADM level data models for all the entities of the target system.

Tech Mahindra Limited, Pune (Jun 2007 to Sep 2008).
Designation: OneView Business Analyst, Team Member
Project: One View - Siebel

As a, (with a team size of 6) of OneView Business Analyst (In-Life) I was responsible for the following:

- Analyzing the In-life requirements regarding the impact, benefit and new processes/changes needs to be put in for the change.
- Co-ordinating with designers, developers and ASG to deliver the change as required and on time.
- Handling all Consumer and Business Change Request's, BT Consumer Mobility CR's, Queue Creation, Renaming and Closure CR's.
- Monitoring the change right from the requirement phase to delivery.
- Working for seed data maintenance to help the site/admin team and business to update/create new profiles as per the demand.
- Quality of CR analysis and Solution summary - Assignment ownership and effective initiation of CR.
- Follow effective communication with customer with up-to-date information and guide them through the CR development process.
- Managing the In-life team as and when needed avoiding any escalation, representing on the calls, supporting the development team/E2E team etc.
- In-life OCR delivery process - Internal Application/CR/Query Demos.
- Documenting the critical OCRs worked on, and helpful for the other team members to get the better visibility of typical requirements.