SWETHA SUNKAVALLI

Senior Project Manager |Agile |
DevOps |Pega |RPA| Test Management|
Infra Management| Service Management

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SUMMARY

❖ Demonstrated leadership in delivering value to global business in various roles (Delivery Manager, Sr Project Manager, Client Engagement manager, Onshore coordinator) of increasing responsibility spanning 13.3 years with ~5.1 years in Project and Program management managing portfolios like **RPA, Pega, Lotus Notes, BST and testing**

❖ Responsible for end to end delivery of the projects, right from proposal, contracting (SOW), Budgeting, planning requirement gathering, delivery, testing and Launch activities (GO Live),

❖ Expert in stakeholder management and managing client relationship. Have been a focal point for business to deliver The Value & communicate and articulate requirement related to IT Service availability, capacity, continuity. Have good experienced to work directly at client site on rotation basis from past 5 years

❖ Define Roadmap, plan, governance model, transition planning, project implementation

❖ **Strong experience in managing Development, Maintenance and SLA bound production support projects, Infra management projects in SDLC and SAFe Agile methodologies.**

❖ Exposure to Pega 7.3.1. Worked in upgrades and has good knowledge on various Pega frameworks.

❖ Involved in the Key transformations like **Waterfall to Agile and from Agile Transformation to DevOps .**

❖ Worked on Key initiatives like Lotus notes migration to Pega, CI/CD set up, Platform upgrades etc, experience in requirements gathering and conducting client demos for Pre-Sales, build POCs and new projects

❖ Played a Key role in providing the necessary data for RFP's and RFI's on Testing projects and RPA projects. Worked on building case studies which are showcased during multiple client visits.

❖ Capable of identifying "mission critical" tasks to keep people accountable for achieving and progressing.

❖ Strong experience in Project Management activities such as Project Scoping, Planning, Estimation, Scheduling, Organizing, Directing, Controlling, Change Management, Budgeting, Monitoring, Release documentation, facilitation of Customer communication, steering meetings, identification of cross-project dependencies, assumptions, risks, CR and drafting remedy procedures.

❖ Responsible for P&L of 3-5M€ contract spread out across geography and locations, Managing about 50 FTE in my overall portfolio.

❖ Client Feedback (OTACE) 4.8 out of 5 for consistently from last 4 years

❖ Delivering the projects with highest quality within budget making high contribution margin by effective resource utilization & pyramid optimization

❖ Analyze business process and identifying automation opportunities and assess automation feasibility, identifying automation enablers and blockers and take corrective actions.

❖ Works to remove all impediments and obstructions to the team's progress.

❖ Endeavors to build a safe environment and promote a productive culture for work.

❖ Implement change management and maintenance of the various applications by implementing best practices as per ITIL- IT service management process

➢ Business & IT Alignment	➢ Agility and speed to market, DevOps
➢ IT cost reduction	➢ IT reliability and efficiency
➢ Revenue generating IT initiatives	➢ Security and Privacy
➢ Strategy Definition & Product Delivery	➢ Solution Delivery & Growth Management
➢ Account & Expectation Management	➢ Application Development & Support
➢ Business Process Re-engineering	➢ Product, Process & Program Excellence
➢ IT Strategy Planning	➢ Team Leadership & People Management

EXPERIENCE

CLIENT NAME: Euroclear Belgium, Capgemini   **Aug 2018 – Till date**
Role: Senior Manager
ENGAGEMENT NAME : GPA – Pega -Development, Maintenance and Production Support

Client Specific Euroclear, Belgium based financial services company, specializes in the settlement of securities transactions as well as the safekeeping and asset servicing of these securities, Euroclear is CE BU based account existing since last 13.9 years in Capgemini. Strengthninig and widening its wings, Euroclear Belgium account is taking more work to offshore in terms of Mainframe and Disrtributed testing in Agile and waterfall models. Having its critical applications and clients with technical strong abilities, has many challenging to deal with.

Engagement Specific : Mail goal of this engagement is to develop the applications using Pega (Workflow management),Maintenance of ECR's, Production Suport (SLA bound support for P1 applications), Service management, Change/Release management , Platform Support/Sys admin and also to provide value add services to the Clients.

Along with project development and maintenance I have also worked on Workspace/Workgroup implementations, Pega Upgrade to V8, CI/CD set up, Implementation of Automation using Selenium and C#.

Project specific : Euroclear Due Diligence criteria is to eliminate the risks that might arise from Corporate Clients. The Participants meet these admission criteria on an on-going basis. Admission criteria are transparent, objective, and non-discriminatory. They are publicly disclosed, the decision to admit or refuse an application is taken by the Senior Management composed first by the Euroclear Group Admission Committee (GAC) and then by the Management committee

RESPONSIBILITIES:

- Strong Experience in leading all phases of a project right from Proposal till Go Live.
- Involved in Contract creation, Budgeting, planning, Estimations (Using Pega specific estimation model), Risk management, financial management, Resource management, Stake holder management
- Managing a budget of 2M Euros for Pega Factory alone with 30 FTE team, involved in all types of contracting like FP, FC and TnM, all teams sprinting together in Agile way of working.
- Involved in Pega Workspace/Workgroup set up, Working on Pega Upgrade to Version 8 and CI/CD where multiple external teams are involved.
- Worked on Lotus Notes migration to Pega, worked closely with Enterprise architecture team in performing the analysis of different applications and giving them the target application to be migrated. Successfully delivered the POC.
- Taking care of Service management, Release management and Platform Support (Sys Admin) for the Pega Factory
- Analyzing and understanding the business process.

- Developing scalable and efficient process automation and reusable components that can be leveraged across different applications.
- Understanding and analyzing project requirement and working on them to deliver timely results

- **Tool: Pega (7.3.1)**, SQL Server, TFS
- **Test Automation** – Selenium, C#
- **Incident Management** - SNOW

ENGAGEMENT NAME: Robotic Process Automation (RPA)- Maintenance and Production Support
ROLE: Senior Engagement Manager | **Feb 2018 to till date**

Mail goal of this engagement is to develop the Bots for each of the maintenance items (ECR's) requested by the client, Production Support and Provide Value add to the Customer

RESPONSIBILITIES:

- Managing all phases of a project right from Proposal till Bot launched in Production
- Involved in Contract creation, Budgeting, planning, Estimations, Risk management, financial management, Resource management, Stake holder management
- Managing a budget of 1M Euros for RPA Factory alone with 12 FTE team,
- Worked on Transformation from Water fall to Agile and now we are moving towards DEVOPS
- Involved in Complete Development life cycle
- Analyzing and understanding the business process.
- Understanding & analyzing project requirements and working on them to deliver timely results
- Developing scalable and efficient process automation and reusable components that can be leveraged across different processes
- Process Understanding and flow mapping
- Solution Design and Development
- Deployment of robots on VM's
- Orchestrator Setup

- **RPA Tool:** UI Path, VB.Net, C#, SQL Server ,TFS
- **Incident Management** - SNOW

PROJECT NAME : ASR Maintenance using DevOps - Agile to DevOps Transformation
ROLE : Test Manager/Project Manager
                                                              June 2018 – Aug 2018

Mail goal of this project is to implement P1 and P2 PMR's using DevOps methodology

Mail goal of this transformation is:

- Continuous Integration

- Continuous Deployment

- Continuous Delivery

- Fast Automated Tests

- Automatic Roll Back

RESPONSIBILITIES:

- Involved actively in setting up devops pipeline using Microsoft VSTS to ensure frequent deployments in pre-prod & production environment.

- Effectively configured Splunk to monitoring and reporting solutions across a range of environments and platforms.

- As team, evaluated on virtualization and containerization current product solutions.

- Project activities and tasks are tracked using Kanban board to visualize the end-to-end flow.

- Best practice : Automated Testing, Continuous Integration, Integrated Development planning, continuous feedback to spot gaps.
- Languages: PowerShell scripting, JSP, XPath & XSLT, and basic C/C++, Perl and Python
- Version Control Systems: Subversion, Git, Rational Team Concert, ClearCase.
- Automation/Build Tools: Jenkins, VSTS, Artifactory, TeamCity, Bamboo
- Testing tools: SonarQube,
- Languages: Java, Shell scripting, JSP, XPath & XSLT, and basic C/C++, Perl and Python

PROJECT NAME : Easyway Mailbox testing,

June 2018 – Dec 2018

ROLE : TEST MANAGER

The mailbox project aims at delivering a global solution to the clients for the requesting and exporting of all their reports, should they be transactional, inquiry results, audit, etc.

In a first phase, we aim at providing an EasyWay solution for clients to request certain Euclid reports with no size limit and in a performant way.

This will allow clients to run and download existing Euclid reports (60 Reports in total) with the same level of tailoring available today in Euclid.

RESPONSIBILITIES:

- Complete End to End project management and deliverable from offshore
- Managing financials and budgets of the project
- Managing annual appraisals for the team
- Various vendor management
- Internal CG initiative participations
- Managed various trackers as listed few
    - Daily effort tracker
    - WPSR
    - Release tracker
    - Document repository tracker
    - TEM/PID info Tracker
- Prepare SOW for the project and maintains it throughout the lifecycle of the project
- Prepare Test Strategy and give walkthrough for all countries involved
- Prepare necessary documentation on estimates and justification documents for the same
- Prepare project plan on testing and WBS and check the deviations and timelines all through the project
- Review TDs and Test cases that team has been prepared
- Maintain a team of 8- 17 members varying by time
- Question development team in case of any ambiguity observed in BRS, FS and developed projects
- Maintain Leave trackers and effort trackers for the team
- Works on query resolutions that team has been raised
- Prepare environment plan and test bed set up for the team to start on SIT

- Track Quality Center for the open defects and left over test cases
- Pull reports and share with management
- Involved in coordniating with different parties during the launch and preparation of Launch scenarios

PROJECT NAME : ETCMS (Euroclear Trade Capture and Matching System)

Sep 2018 – Dec 2018

ROLE : TEST MANAGER

Worked as a Test Manager, responsible for End to End testing, Maintaining the reports, Stake holder management, Planning and Budgeting.

PROJECT NAME : COTS Federation
ROLE : TEST MANAGER   **June 2018 – Sep 2018**
Worked on End to End Test Management

PROJECT NAME : Swift Browse
ROLE : TEST MANAGER   **Sep 2017 – June 2018**
Worked on End to End Test Management

PROJECT NAME : CSE6, Euroclear
ROLE : TEST LEAD   **Jan 2016 – Sep 2017**
Worked on End to End Test Management

PROJECT NAME : Easyway Proceeds , Euroclear
ROLE : TEST LEAD   **May 2013 – Jan 2016**
Worked on End to End Test Management

PROJECT NAME : E-statements for Euroclear
ROLE : SENIOR TEST ENGINEER   **Dec 2012 – May 2013**
Worked on Test preparation and Execution

PROJECT NAME : QA Services for Tickes.com

CLIENT : Online Ticketing Web based application , UST Global, Chennai

ROLE : SENIOR TEST ENGINEER   **May2009 – Nov 2012**

Worked as a Tester

PROJECT NAME : People Center Tibco Works QA

CLIENT : H&R Block, UST Global, Trivandrum

ROLE : TEST ENGINEER   **Feb 2008 – April 2009**

Worked as a Tester

EDUCATION

JNTU University – **Kakinada**
Bachelor of Technology(B-Tech),
CSE (Computer Science and Engg), **04/2007**

CERTIFICATIONS

- ❖ Prince 2 (Foundation and Practioner) Certified in 2017
- ❖ Engagement Manager certified – Level 2– CG Internal
- ❖ CAP (Career Acceleration Program) Training 2018
- ❖ Attended PMP Training and planning for Certification
- ❖ SAFe Devops(SDP) certified

DOMAIN EXPERIANCE

- ❖ Financial services, Capital Markets, Banking
- ❖ H&R Block (Taxation)
- ❖ Ticketing Domain