PHANEENDRA KONDAVEETI

eGRC Manager – Professional Scrum Master – 14 Years' Experience

Contact Number: +91-995-995-7111   Mail ID: phaneendra05@gmail.com

---

OBJECTIVE:

Seeking Technical Leadership role in eGRC Management or Leadership position in the multi-disciplinary profession, which is more in line with my professional background and which effectively, utilizes my excellent skills and experience.

PROFILE SYNOPSIS:

A highly accomplished and results-driven eGRC Manager and Professional Scrum Master with extensive global experience in Application Development, Production Support, Infrastructure & Applications Management, IT Operations, Strategic Planning and Team Leadership; Eminent production support expertise in working with global teams based at Dubai, North America, UK, EU , Prince Edward Island, Canada and Asia Pacific regions ; Recognized for Quality of work, Balanced Judgement, stability and capacity to drive consensus among business units with diverse agendas and visions. An innovative technology-oriented developer with entrepreneurial initiative and vision who drives revenues & manages rapid growth profitably with a focus on building a strong corporate culture; presently associated with Synchrony Financials, Hyderabad as eGRC Manager and Scrum Master.

TECHNICAL SKILLS:

- **Certified Professional Scrum Master (PSM1) and Certified Scrum Master (CSM)**
- Certified as **BWise Technical Administrator - 4.1.6 Version. Certified as BWise Functional Administrator – 5.0.2 version.**
- Strong **Technical and Functional knowledge in BWise Application** and Oracle Applications.
- Hands on experience in Design, develop and implement, sanity testing, product rollout and support.
- Strong experience in **leading projects** from requirement gathering till product deliverables in **Agile Methodology**.
- Work directly with customers and Lead initiatives to identify opportunities, gather high-level requirements, perform high-level technology impact analysis, and develop business cases.
- Oversee **scrum process** and coach the teams on how to use scrum and Agile practices and methodology.
- Facilitate the **Scrum Process, Transparency, Inspection, and Adaption.**
- Conduct Scrum Ceremonies like **Daily Stand Ups, Backlog Grooming, Sprint Planning, Sprint Reviews, Sprint Retrospectives and Release Planning**.
- Lead **Scrum Ceremonies** to ensure full team engagement. Manage inter-dependencies between agile teams.
- Manage Sprints by prioritizing the work to deliver on time. Monitor complete Process delivery and during each phase of the development life cycle (To Do → Work in Progress → Validation→ Done)
- Work with the Product Owners to **support short and long-term release planning**, and to keep work backlog healthy and prepared for execution.
- Shield the teams from external interference to enable optimal functionality and productivity.
- Anticipate and address **potential or actual impediments** to team delivery (cultural barriers, logistic challenges).
- Hands on experience in working with **cross-functional teams** and make sure we have a project road map

and planning in delivering the projects. Achieved this by **Scrum of Scrum** Calls.

- Having Sound Knowledge on **Incident, Problem, Change Management and Release Management.**
- Sound knowledge on **ITIL Methodology** starting from Strategy --> Design --> Transition --> Operation --> Continual Improvement (Quality)
- Experience in all aspects of **SDLC (Software Development Life Cycle)** including Development, Testing, Implementation, Customization and Support.
- Having better understanding of client requirements and can work in establishing or refining **Service Delivery Processes** basing on client needs.
- Having excellent **troubleshooting skills** and approach with right process in resolving the issues.
- Hands on Experience as **Product Management and Business Analyst**.
- Experience in Postproduction Support, Trouble shooting and Bug fixing.
- Worked on project end-to-end **full life cycle implementations.**
- Participate in **Business Recovery Exercise** whenever scheduled and participate in **Crisis Management** meetings.
- Generate **Audit reports** as per **Internal Audit** and **SOX** requirements.
- Strong working knowledge on Pl/SQL and MSSQL tools.
- Responsible for monitoring **Service Now Huddle Board** and run MDI call every day. Make sure **Service Level Agreements (SLA)** are met as per company standards and keep clients happy.
- Prepare **Major Incident Management analysis reports** on a weekly, monthly and quarterly basis and provide them to the Leadership team.
- Responsible in T**eam Mentoring** along with preparation of **Weekly Status Report** and **Resource utilization**. Act as an **End user escalation point of contact.**
- Worked on **Project budget estimations**.
- Hands on experience in Oracle Applications 11i/R12 Development, Customizations. In Financial modules.
- Experience in handling applications like **iExpenses, MarkView (KOFAX 170 Systems)**

PERSONALITY TRAITS:

- Visionary Leadership
- Multi-tasking ability
- Team Player
- Team Building
- Effective Work Management
- Client Relationship Management
- Technology Leadership
- Liaising & Coordination
- Strategic Planning & Execution
- Organizing Skills

NETWORTHY CREDITS:

- Received Best Performance Team award in Synchrony for Q3-2020.

- Received awards like keeping Synchrony Values, Acting as Owner, Relate and Inspire, Elevate Every Day, Team Collaboration in 2020 in Synchrony.

- Completed and received certification in online Coursera Trainings – DevOps Culture and Mindset, Building Leadership Skills, Initiating and Planning Projects – Project Management Principles and Practices.

- Received **Best Employee Award twice** for the Development and Support provided in the applications I support in 2014 & 2017 in Invesco.

PROFESSIONAL EXPERIENCE:

Organization	Designation	Duration
Synchrony Financial	eGRC Manager and Scrum Master	July2019 – Till Date
Humint Global Technologies Pvt Ltd	ERP Consultant	May'2019 – July' 2019
Invesco India Pvt Ltd	Application Specialist Application Analyst	Feb'14 – Mar'2019 Feb'11- Feb'14
Ness Technologies	Senior Software Engineer	July'2007-Feb-2011
Synergy Solutions	Technical Consultant	July'2004 – July'2007

PROJECT ANNEXURE:

Manager, eGRC Applications – Synchrony Financials

Application: BWise – 5.3.0.0.1

Technologies: SQL Server, Oracle 12c, SAP Business Objects, Web Intelligence

Project: Implementation of Universal Risk Assessment (URA) in BWise system   May'20 – Sep'20

Role: BWise Technical Manager and Developer

Team Size: 7 Members

Description: Risk Assessments while introducing a new product or venture used to be performed in Excel format. Assessments including – Compliance, Operational, Finance, Reputational, Marketing and Strategic.

- We have enhanced the process in BWise by creating a V2 dashboard using portlets. This includes complete information of the assessments in various tabs.
- This is achieved by creating new forms, significant accounts, portlets, triggers, email configurations.
- Created reports so that user has the flexibility to generate data as per the required parameters for their

analysis.

Manager, eGRC Applications – Synchrony Financials

Application: BWise – 5.3.0.0.1

Technologies: SQL Server, Oracle 12c, SAP Business Objects, Web Intelligence

Project: Issues Management Redesign in V2 Dashboard in BWise system   **Jan'20 – May'20**

Role: BWise Technical Manager and Developer

Team Size: 7 Members

Description: Upgrading of Issues Management to V2 form using portlet design.

Transformed complete BWise Issues Management lifecycle to V2 format which provides a new design and user-friendly usage with more information on data matrix.

Manager, eGRC Applications – Synchrony Financials

Application: BWise – 5.3.0.0.1

Technologies: SQL Server, Oracle 12c, SAP Business Objects, Web Intelligence

Project: Introduction to Fair lending section to existing Compliance Assessments.   **Sep'19 – Jan'20**

Role: BWise Technical Manager and Developer

Team Size: 5 Members

Description: We have newly introduction Compliance Fair lending Assessments to the existing CTC form.

Added new functionality and process to the existing Compliance Assessments which includes Fair lending validation assessments so that the newly introduced validation process can be performed by the business users.

Application Specialist, INVESCO India Pvt Ltd

Application: BWise – 4.1 SP8 HF 04

Technologies: SQL Server, Oracle 10g, SAP Business Objects, Web Intelligence

Project: Production Support – End to End Application and Server Management.

Key Responsibilities:

Responsible for the development and implementation of BWise Application End to End process. Which includes:

• Reviewing and approving the documents related to new requirements, timelines and project deliverables.

• Develop the requirements, create test plans, work with team in meeting the deadlines, review the code fix and move the changes to production.

• Communicate with business clients and capitalize upon opportunities to increase client satisfaction and deepen client relationships; Design and implement company policies that promote a healthy work environment

• Monitor complete Server Operations of the application involve in maintenance and apply patches at server level ass per requirements.

• Involve in initiative of shift left to standardize the task & perform automation using both blue prism & Net scripts

• Manage full spectrum of Production Support responsibilities including Problem Management, Release Management, Risk Management and Incident Management

• Perform review, analysis and design assignments for identifying opportunities for application challenges

• Communicate with Infra team & engineering team for strategic plans, goals, objectives, assignments &

actionable events including deadlines & timeframes for completion works

• Coordinate with clients for business requirements for enhancing & increasing business profits ensuring highest quality of services & client satisfaction.

Project: BWise Upgradation Project Jan'16 – Jun'16
Role: BWise Application Developer
Team Size: 2 Members
Description: Upgradation of BWise application from Version 3.5 to Version 4.1 SP8 HF04
• Worked as a single point of contact from Business Requirement Gathering, Developing, Implementing and testing the application.
• Worked with Nasdaq BWise in this project for upgrading the application to Version 4.1 SP8 HF04 from Version 3.5
• Handled complete Server Operations tasks like maintenance, back-up and installations.
• Created documents for client requirements, development, implementation life cycle, test cases, back out plans.
• Involved in end user meetings to gather actual business requirements from users and implemented the business functionality across various forms related screens and views.

WORKING SKILLS:

BWise Application	Version 5.6 – Technical and Functional Administrator
Operating Systems	MA-DOS, UNIX, WINDOWS
Languages	PS/SQL, MSSQL
RDBMS	Oracle 9i, 10g, SQL Server
Tools	SQL*PLUS, SQL*Loader, PL/SQL Developer
Development Tools	Developer2000, Oracle Reports10.1, Discoverer, XML Publisher, BPEL and Workflow.

EDUCATIONAL QUALIFICATION: B. Tech (mechanical Engineering) – 2000 – 2004.

PERSONAL DOSSIER:

Nationality: Indian

D.O.B: 25-04-1982

DECLARATION:

I endorse that the information furnished above is true to the best of my knowledge.

Phaneendra Kondaveeti
Place: Hyderabad