Yamuna Devi P

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Professional Summary:

Experienced Program Manager who is a self-motivated individual contributor with a preference for teamwork. Demonstrated work history in e-Commerce & e-Governance industries. Skilled in Business Process Improvement, Team Mentoring, People Management, streamlining the project with precise forecasting, planning, monitoring and preparing metrics thereby controlling the outcome of the project. Strong Project Management skills, with the ability to engage and communicate with the team clearly to motivate and inspire team members to meet the organizational goals and support business with their best efforts willingly.

💼 Work Experience

Overall Experience – 7 years 11 months
Experience in – Project and People Management, Operations & Testing

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Program Manager
Vaya India, Chennai
Duration: Nov 2020 – till date
Team size: 55

Responsibilities:

- ✓ *Worked with multiple project teams in order to identify areas of growth and improve conversion through the new projects*
- ✓ *Measure and optimize new projects*
- ✓ *Planned, created, tested and deployed system life cycle methodology to produce high quality systems to meet and exceed customers' expectations and making the website user friendly on both laptop and mobile version*
- ✓ *Designed and implemented various tests around website and various marketing touchpoints, verifying their significance and impact based on the campaign effectiveness*
- ✓ *Helped optimize website, marketing touchpoints by continuously conducting buyer journey research*
- ✓ *Assigned project responsibilities for different teams, identified appropriate resources as needed, and developed schedules to ensure timely resolution of escalations on both national and international marketplaces*
- ✓ *Was responsible for analysing the product pricing on both national and international marketplaces and worked with the Operations team on finalising the appropriate selling price which is feasible for both the company and the customers*
- ✓ *Created Affiliates program and promoted the same through Online Mailer Campaigns and various promotions*
- ✓ *Checked the quality of the releases and updates made to the e-commerce website and analysed the customer traffic and user responses to the changes made*
- ✓ *Worked with customers in order to improve customer lifetime value by crafting customer surveys online and offline to gather insights and help acquisition team members*
- ✓ *Responsible for testing the latest projects and improvements made in the e-commerce website starting from requirement analysis, design, estimation, creating strategy, planning, execution and test closure*
- ✓ *Provided strategic direction and vision for various teams and lead them in the right direction to work smarter and more efficient*
- ✓ *Evaluated and recommended new technologies to enhance process efficiency and increase communication between critical technological areas and to complete the projects within deadline*
- ✓ *Designed, tested, and implemented disaster contingency plans to preserve mission critical data, minimizing non-productive, or downtime due to power disruptions*

Assistant Manager (Project Management Operations)
CMS Computers, *Aavin e-Governance Project (IDMS)*
Duration: Mar 2018 – Sep 2019
Team size: 45

Responsibilities:
- ✓ *Created and structured the overall e-Governance project in order to analyse the project progress and team's performance*
- ✓ *Structured and managed the weekly and monthly reports of the team's as well as the project's performance and ensured that the project was on track with the timeline/road-map created*

- ✓ Reinvented a new approach on the service delivery standards by initiating a 24x7 Customer Support helpline and creating an SOP to handle the client's issues; this helped in reducing the time take for resolution
- ✓ Closely interacted with the client leadership team to collect and analyse the user data in order to streamline the product (IDMS Software) as per the client's requirement & easy accessibility
- ✓ Was responsible for hiring team members from defining job description, determining CTC allocation based on the project budget and also not limited to, hiring from associate level to manager level, for my project and several other projects throughout India
- ✓ Restructured the data produced by the Marketing department and created the MIS Dashboard using Tableau for Data Visualization of the client's product and worked with the Dev team for integrating it with the software
- ✓ Created a metric system to analyse the project's progress and to access the team's individual performances which will be reviewed bi-weekly with the leadership team
- ✓ Created a training plan for new recruits and for the team on improving process efficiency and for the team's career development; mentored employees on subject matter and training
- ✓ Strategically design, develop and implement efficient information systems and operations systems in support of core organizational functions of the product based on client's software requirement specification
- ✓ Worked with the QA/Developers in order to brainstorm the client requirements & added the real-time customers issues in the QA team testing scope to test the application end-to-end
- ✓ Closely monitored the team's performance on UAT testing at client's workplace and ensured that the client's feedbacks are logged by having them documented with precision
- ✓ Created road-map for the implementation of the application & delivery to the client with timeline tracking
- ✓ Structured the resource allocation according to the project requirements and deployed resources to the client site
- ✓ Analysed and organized the overall project system with regards to employee and project progress which includes the teams' performance as well as the web portal on daily basis and created weekly and monthly reports
- ✓ Read, understood, and interpreted the compliance mentioned in the RFP between the client and vendor and created reports and guidelines related to those specifications and employee rules/policies
- ✓ Worked on the team's yearly appraisal by analysing their individual performance data with regards to their organisational goals and achievements and projected it in the leadership review meeting

Senior Device Associate (Testing Team Lead)
Amazon, *Goodreads*
Duration: Jun 2016 – Mar 2018
Team size: 7

Responsibilities:
- ✓ Came up with strategies to enhance the team's efficiency by analysing the team's work and capacity consecutively which increased the team's performance by 50% more than previous quarters
- ✓ Tracked the team's and individual progress and made them aware of the same through 1-on-1 on their performances and places where they should increase efficiency
- ✓ Planned yearly road-maps on projects and monitored the team's performance on goals and achievements
- ✓ Managed multiple projects simultaneously without once exceeding budgeted costs or allowed time
- ✓ Frequently audited team's work to ensure error-free product delivery
- ✓ Was part of the hiring team; designed first line of screening tests and interviewed candidates with regards to technical use cases
- ✓ Coordinated in sprint planning with project manager and QA team to design the test plan and test cases for user acceptance testing (UAT) and sign off, deployment into production
- ✓ Successfully planned, designed and executed the creation and implementation of a customized report that tracks the projects progress from start to completion, tracks timesheets and performs project analysis which improved the overall operational efficiency
- ✓ Interact with Developers and Business Analysts to perform various types of testing throughout Software Testing Life Cycle (STLC) and Bug Life Cycle (BLC)
- ✓ Organized Test Plan during initial phase of project, prepared test scripts, created Release note in Application Lifecycle Management (ALM), setup/link Test Lab with release cycle, executed test cases and recorded results in ALM
- ✓ Actively participated in all QA and testing activities during UAT and PROD SDLC
- ✓ Used TestRail to store all testing results, metrics, created Test Cases, and Reporting
- ✓ Prepared Test Reports and submitted the bug findings to the Bugzilla defect tracking system
- ✓ Reviewed Business requirements, IT Design documents and prepared Test Plans which involved various Test Cases for all assigned module/projects; Review Test Requirements, Creating Test Plans and Test Strategy documents
- ✓ Involved in UAT testing, System Integration Testing, Regression Testing and Functional testing

KDP Senior Customer Issue Analyzer
Amazon, *Kindle Direct Publishing (KDP)*
Duration: Oct 2012 – Jun 2016

Responsibilities:
- ✓ *Interacted with other teams and stake holders to obtain more information on their process and for escalation purposes*
- ✓ *Worked on languishing tickets from KDP side*
- ✓ *Demonstrated the impact of initiatives from a publisher perspective and communicated with counterparts located around world and helped them drive changes in guidelines in conjunction with the same*
- ✓ *Was an expert in the Standard Operating Procedures, having followed them without deviation*
- ✓ *Often reviewed existing documentation and processes, and analysed improvement opportunities and worked on developing canned responses/blurbs for common questions*

Awards & Achievements:
- ✓ Created training system for new hires thereby reducing the time taken for the new associates to start innovating using proven Amazon software development best practices and technologies. At the training, new associates get practical hands-on experience using Amazon's developer tools
- ✓ Received Team Spot Award for excellent performance, on-time delivery & bug free releases
- ✓ Received certificates for excelling in process and achieving more than the set metrics
- ✓ Hands-on experience in improving Knowledge Centre by modifying and creating new blurbs for assisting unique publisher issues
- ✓ Updated the Help pages with regards to categorizing of the e-books in Kindle Direct Publishing
- ✓ Organized Rewards & Recognitions program along with multiple events including Trip to Goa, Christmas bay decoration contests and family day event

Education

2016 – 2017	Post Graduate in **Business Analytics & Business Intelligence**
	Great Lakes Institute of Management, Chennai, Tamil Nadu
2008 – 2012	Bachelor of Engineering in **Electrical and Electronics Engineering**
	Anna University, Chennai, India

Key Skills & Areas of Interest

- Team Management
- Project Management
- People Management
- Time Management
- Agile Methodology
- Strategic Thinking
- Research & Troubleshooting
- Root Cause Analysis

- Functional Testing
- Acceptance & Integration Testing
- Testcase Planning
- Manual Testing
- Quality Assurance
- Regression Testing
- Ad-hoc testing

Technical Skills

- Analytical tools (Tableau)
- Database (SQL)
- Microsoft Office Essentials (MS Project, MS Word, Excel, PowerPoint, etc.)
- Other Software Tools (Jenkins, JIRA, TestRail, SharePoint)