

Krishna Chaitanya Pabolu Venkata

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A result oriented & high Impact professional with **14 years** of rich multi-cultural IT Industry experience in leading, executing & managing Agile & DevOps accounts, IT Operations, Application Transitions, Mergers and Acquisitions of IT integrations, Database & Application Support & Services in the deployment of leading edge technologies.

- Experience in IT roles as Engagement Manager, Technical program/project manager, Scrum Master, Agile/DevOps coach, IT Transition Manager, Onshore/offshore Technical Architect, Environment specialist & Business analyst.
- Hands-on in Global Delivery Management & Governance across diverse platforms, Planning & execution of strategy, programs and projects in a highly demanding environment within functional or matrix organizations in ITIL & ITSM framework - Across Industry Verticals – BFSI, Healthcare, Manufacturing, IT - Across Geographies: US, UK, Europe and Asia Pacific.
- Expertise in managing large and complex projects teams with 8+millions USD multi-year deals of 150+ members in an account or a group of accounts & mentoring teams for high performance.
- Very adept in creating effective Program governance setup, Estimation & Planning, Project plans, Project tracking, Risk management and Stakeholder communications.



Education Qualification

- Master of Computer Applications (**MCA-2006**) in First class with distinction (**85%**) from Acharya Nagarjuna University.
- Bachelor of Computer Applications (**BCA-2003**) in First class (**75%**) from Andhra Loyola College – Acharya Nagarjuna University.
- Diploma in Advertising and Public Relations (**Diploma-2002**) in First class (**70%**) from Indian Institute of Management & Technology.

Professional Experience Summary

- **Oracle India Pvt Ltd** from 24-Aug-2020 to present
- **Capgemini Technology Services India Limited** [IGATE Global solutions] from 01-Dec-2014 to 21-Aug-2020.
- **Tata Consultancy Services Limited** from 12-MAR-2007 to 25-NOV-2014.

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Professional Certifications

- **Certified Scrum Master** – Scrum Alliance.
 - **ITIL V3** Foundation Certification Program.
 - **Connected Manager** Certification - **Harvard** Manage Mentor.
 - **Six Sigma** and the Organization (Advanced) – Kennesaw State University.
 - **Agile Software Development** – University of Minnesota.
 - **Digital Product Management** Modern Fundamentals – University of Virginia.
 - **Continuous Delivery & DevOps** – University of Virginia.
 - **Competitive Strategy** - Ludwig-Maximilians-Universitat Munchen (LMU).
 - FTC Certification: Banking, Telecom, Insurance, Payment cards Competency.
 - AWS Certified Solutions Architect Professional.
 - AWS Certified Solutions Architect Associate.
 - AWS Certified DevOps Engineer - Professional
 - Oracle Cloud Infrastructure 2020 Certified Architect Professional.
 - Oracle Cloud Infrastructure 2020 Certified Architect Associate.
 - Oracle Cloud Infrastructure Foundations 2020 Certified Associate.
 - Oracle Cloud Infrastructure Developer 2020 Certified Associate.
 - Informatica Business 360 Foundation Level Certification.
 - Informatica Cloud Integration for Application Modernization.
 - Informatica Data Governance & Privacy Foundation Certification.
 - Informatica Cloud Lakehouse Data Management Foundation Certification
 - Teradata certified programmer.
 - IBM Certified Database Associate DB2 Universal Database V8.1 Family.
 - Harvard Manage Mentor –Leading people, Negotiating, Customer Focus, Budgeting, Developing employees, Process Improvement, Project management, Strategic planning, Team management & Time management.
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Achievements & Awards

- Awarded “**People Leader Award**” in Insights & Data Baker Hughes account for successful execution of BH D&A DevOps Program in the year Dec’2019.
 - Awarded “**Best Engagement Leader**” in Bayer Hughes account in winning **8+ Million** USD’s account renewal for multi-year deal in the year Sep’2018.
 - Awarded “**Delivery Excellence**” in Bayer Hughes account for successful execution of large program team in the year Sep’2017.
 - Received “**People Leader Award**” in GE Healthcare account for successful execution of PQW team in the year Jan’2015.
 - Received “**Out of Box Award**” in Bank of America account for implementing Digital cock-pit in the year Jul’2013.
 - Received “**Out of Box Award**” in Bank of America account for executing 45+ application integrations in the year Jul’2012.
 - Received “**Phoenix of the Quarter**” in Toyota Financial Services account for automating the status reports in the year Mar’2008.
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Client Management

- **Oracle ERP Cloud – Fusion Financials (Aug’2020 – To date)** roles performed as Product Manager, Scrum Master, ERP Receivables Consultant.
- **Baker Hughes a GE Company - Oil & Gas (May’ 2015 – Aug’2020)** roles performed as DevOps Delivery Manager, Engagement Manager, Technical Architect, IT Transition Manager and Agile Scrum master, Agile/DevOps coach.
- **General Electronic – Healthcare (Dec’ 2014 – May’ 2015)** roles performed as Engagement manager, IT Transition manager, Data Architect, Agile Scrum master/DevOps Coach.

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- **British Airways (Nov' 2013 – Nov' 2014)** roles performed as IT Transition manager and Agile Scrum master/ DevOps Coach.
- **Bank of America (Apr' 2008 – Oct' 2013)** roles performed as Project Manager, Migration lead, IT Transition Manager, Off-shore project lead, data modeler, onsite data architect and Scrum master.
- **Toyota Financial Services (Mar' 2007 – Mar' 2008)** roles performed as Production support & Technical lead.

Technical Skill Profile

- **Cloud:** Amazon Web Services(AWS), Oracle Cloud Infrastructure (OCI) , Microsoft Azure
- **Software Development Methodologies:** Waterfall, Agile(Scrum, Kanban, Feature Driven Development), DevOps
- **Soft Skills:** Program governance setup, Estimation & Planning, Stakeholder & Contract Mgmt., Resource & Risk Mgmt., Negotiation & conflict resolution.
- **PM Tools:** MS Project plan, Rally, JIRA, Confluence, SOW, RFQ, RFP, Resource forecasting, finance and budgeting.
- **Database:** Greenplum, Teradata, Vertica, DB2, PL/SQL, VSAM, DB2, IMS DB/DC, Oracle
- **Reporting Tools:** OBIEE, SAS, Tableau, and BIP.
- **Languages:** Teradata SQL, Vertica SQL, Shell Scripting, COBOL, Easytrieve and JCL.
- **ETL Tools:** Informatica, ODI, Talend
- **Low Code: Oracle APEX**
- **Environment:** IBM S390 Mainframes, Linux, DWBI Systems and Web applications.
- **Other:** ServiceNow, WinSCV, WinSCP, Putty, File-Aid, Xpedito, Change Man, SPUFI, ISPF, HPSD, HPSM, Maximo, Autosys, Teradata SQL Assistant, Cornicle, SVN, Support Central, HP Quality center, HP ALM,Version-one, GIT Hub, Query surge, GIT Lab, Jenkins, ADE.

Experience Summary

Delivery Manager/Engagement Manager – 9 Years

- Hand's on experience in handling client RPP's, RFQ's and converting them to multi-dollar, multi-year deals.
- Handling an 8+ million USD multi-year program with large team's presence in multiple geographies.
- Expertise in handling DevOps/Agile accounts with new trending technologies.
- Responsible for bringing in technical trends and vendor practices in Program/Project Management and Application Development to ensure successful delivery of the program.
- Assisted the Client in choosing the right Methodology for the enhancement / new development.
- Requirement elicitation, translating and simplifying requirements and assisting with the business cases.
- Maintained documents like Issue log, Resource Utilization, Monthly Leave / rotation plan etc.,
- Tracking of Metrics and Defects for all the deployments, Risks/Issues identification with Mitigation planning. Escalation management by working with distributed teams.
- Ensure timely billing of all activities. SLA tracking as per defined and agreed timelines.
- Trend analysis and Root cause analysis for Defects induced in Production. Share the analysis with all stakeholders and come with action plan on how it can be avoided in future releases.
- Track weekly status for Support and Project activities. Track team utilization and achievement of Team KPI's.

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- Identify Business Value addition and propose to the respective stakeholders.

Scrum Master / Agile/DevOps Coach – 9 Years

- Facilitated Scrum ceremonies such as Product backlog/grooming, Sprint Planning, Daily scrum meetings, Stakeholder meetings, Sprint review for software demonstrations and Sprint Retrospective.
- Co-ordinated with product Owner on Artifacts such as Product Backlog, Sprint Backlog, Sprint Burndown and Release Burndown.
- Facilitating the Product Owner and Team on using Rally/Jira/Version One – Agile Project Management Software & Scrum Tool.
- Managing and facilitating offshore teams in different geographical locations.
- Coaches and Mentors Agile Scrum Teams and successfully transformed **25+** teams from traditional Waterfall model to Agile Scrum in multiple accounts.
- Publishing metrics like Sprint Burndown, Release Burndown, Velocity to Product Owner and to interested Stakeholders on team's performance and ROI they are getting.
- Protect the team from outside distractions, impediments or team conflicts, and maintain focus on product & Sprint backlog and project timeline.
- Educate and reinforce scrum methodology and agile framework to team members and key stakeholders.
- Enact change and focusing on continuous improvement by increasing the productivity of Scrum teams by 15% and the quality of deliverables by 25% each sprint.
- Empowered teams to self-organize and grow cross-functionality.
- Assisted team with making appropriate commitments through story selection, sizing and task definition.
- Brought in **Agile best practices** such as time-boxing, continuous integration, code/design reviews, transparency, accountability, rally tracking, product visioning, technical debt reduction, self-management, empowerment and role training resulting in realized velocity improvement of more than 100%.
- Facilitated Scrum of Scrum calls for 5 different development teams following Agile framework.

IT Transition Manager – 8 Years

- Develop, implement, and manage comprehensive project plan and insure completion of milestones within the triple constraints of time, cost and scope
- Managed project issue log and risk plan with increased focus on cost, schedule, scope, business and technical risk
- Provided Weekly Status and Monthly Metrics to the client. Attending weekly audio meetings and monthly Video Conference with client manager to review the task status, weekly Plan (current & previous week) and metrics, to prioritize the tasks and to address the issues related to work/team.
- Mitigated risk by defining processes and procedures to ensure audit and internal compliance with all guidelines.
- Conducted pre-transition workshops to gain further insights and fine tune the transformation solution to meet client stated/unstated needs.
- Maintained connects with internal networks to identify relevant ideas or customize existing transformation solution to accordance to client's expectations.

Data warehouse Modeler/Architect – 9 Years

- Providing data warehousing solutions that meet business expectations in content, usability, accuracy, reliability, scalability and performance.

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- Facilitating in data Modeling, System/Data Analysis, Design and Development for both OLTP, Data & Analytics, Datalake and Data warehousing environments.
- Understand & Proposing of Data modeling (Dimensional & Relational) concepts like Star-Schema Modeling, Snowflake Schema Modeling, Fact and Dimension tables.
- Comprehensive knowledge in process improvement, normalization/de-normalization, data extraction, data cleansing, data manipulation.
- Developed mapping spreadsheets/model/practice for (ETL) team with source to target data mapping with physical naming standards, data types, volumetric, domain definitions, and corporate meta-data definitions.
- Created, documented and maintained logical and physical database models in compliance with enterprise standards and maintained corporate metadata definitions for enterprise data stores within a metadata repository.
- Worked with Business owners, ETL/Report developers to conduct design reviews and validate the developed models Identified, formulated.
- Facilitated in developing testing procedures, test cases and User Acceptance Testing (UAT) integrated the work tasks with relevant teams for smooth transition from testing to implementation.
- Good communication and presentation skills and established record of accomplishment of client interactions.
- Exhaustively collected business and technical metadata and maintained naming standards.