

## AMUDHA M

Strategic Planner & Visionary with a flair for adopting modern project execution methodologies in compliance with pre-defined standards. Diligent in providing technology vision and publishing technology business plans in support of corporate objectives to grow revenue base and improve margins. Excellence in conceptualizing the business vision and translating them into business goals; established practices in order to deliver innovative solutions to complex business problems

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### Core Competencies



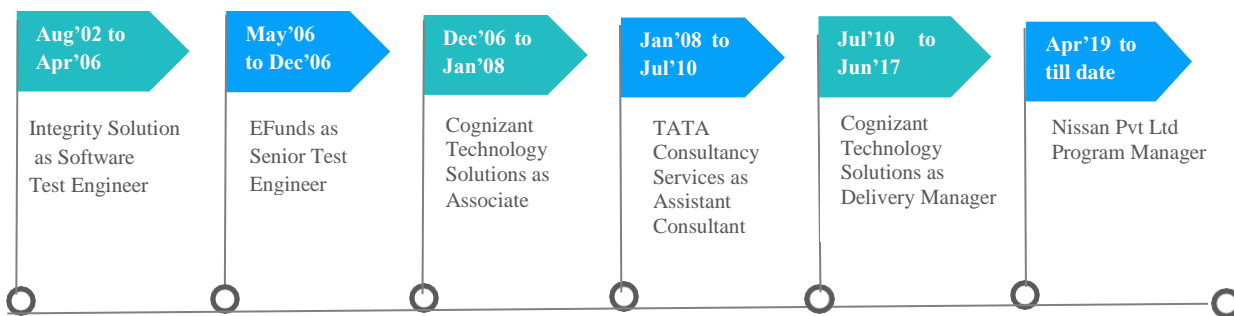
Program/Project Management  
Product Manager  
Scrum Master  
Strategic Leadership  
Delivery Management  
Lean/Six Sigma Initiatives  
Process Re-engineering  
QA Management  
Cost & Budgeting

### Soft Skills

Communicator  
Collaborator  
Intuitive  
Innovator  
Leader  
Motivator  
Analytical  
Team Builder



### Career Timeline



### Executive Profile

- **Certified Scrum Master and Six Sigma Black Belt professional** with 17+ years of experience in **Program/Project Management, Delivery Management, QA Management and Business Consulting** across IT industry
- Skilled in managing complete **Project/Product Life Cycle Management (PLC)** which includes defining the Road Maps fulfilling key requirements entailing features, specifications & cost, product conceptualization, prototype development, patch management, validation, testing, approval and development as per client specifications & documentation
- Excellent track record of **designing customized IT products** for high profile clients; capabilities to interface with clients, suggest viable software solutions, cultivate relations with them for **securing repeat business & attaining maximum CSAT**
- Excellence in Project Management activities including scoping, estimation, planning, finalization of technical/functional specification, resource administration and quality control; skills to identify risks/issues affecting projects and putting in place effective solutions
- Expert in enhancing profitability, monitoring P & L, developing strategic operational initiatives and expanding each segment of a **high-quality client management portfolio**
- Tactful & articulate in driving program / delivery vision and championing advanced process initiatives; professional excellence in identifying business opportunities & working on ventures demanding unique skill set & distinct experience
- **Gained international exposure**; worked as part of Barclay's Bank, UK for digitalization and re-engineering
- Tactful & articulate in **driving project / program / delivery vision** and championing advanced process initiatives; professional excellence in identifying business opportunities and working on ventures demanding unique skill set & distinct experience
- Effectively collaborates across geographies and cultures

### Notable Accomplishments across the Career

Bagged multiple awards across the tenure including:

- o The Nielsen Honors Award
- o Above and Beyond Award
- o Spot Award
- o Outstanding Award
- o Star Performer Award

- Championed successful explorations for new products in emerging technologies like IoT, IIoT, VR and AR
- Conducted successful implementation of RPA tools like Blueprism and UiPath
- Transformed the way of managing projects through STQM practices for the world's largest healthcare company with (\$ 2M) savings for the year
- Managed the setup and delivery of the platform through automation driven delivery; managed capacity investment initiatives by attaining cost savings, thereby resulting in profits worth ETD \$ 1,231,801 for the customer
- Acted as a key stakeholder in implementation of "Best in Class" Quality, QA to QE Transformation, TCoE setup, Resource Modelling, Continuous Improvement & Innovation and Shift Left initiatives, which helped the business to improve the compliance percentage by 20% within a span of 6 months and decreased the cost of ownership by predictive analytics
- Assisted as part of Go-To Market Approach Thought Leadership - Mindshare sessions with the client leadership on next-gen solutions- BPA, Digital and Proactive Pursuits; analyzed the current-state, presented a proactive proposal, expanded footprint and leveraged current expertise to penetrate in newer areas- E2E testing, digital and TDM
- Gained International exposure, worked as part of Barclay's Bank, UK for digitalization and re-engineering
- Acted as PMO and Point of Contact for one of the Insurance BU and monitored SO Creation, Resource Forecast , On-boarding/Off-boarding, Utilization Prediction, Revenue, Margin Optimization, CP and Invoice Generation
- Slashed the cost to the customer by 15% YoY by delivering more via pioneering automation;
- Played vital role as Delivery Manager, PMO, Billing Manager and Auditor and drove cost efficiency by defining the right mix and developing best in class team

## Certifications

- Six Sigma Black Belt from Indian Statistical Institute
- Scrum alliance CSM Certified
- HP Certified QC & QTP Professional from HP
- AHM 250 from Academy of Healthcare

## Professional Experience

Apr'19 to Till Date

### Nissan Private Ltd, Trivandrum as Program Manager/Scrum Master

- Collaborating with Management / Delivery Heads / Project Managers / Product Managers/ Engineering Managers / Scrum Masters/ Architects/ SMEs to develop program/project roadmap, development plan, and implementation plan and keep all the team members informed of project plans for smooth & qualitative development and implementation.
- Oversee multiple projects teams, ensure goal reached, utilization of budget, ROI etc.,
- Resolving operational and delivery challenges by providing strategic & tactical direction; participated extensively in strategic and tactical decision-making
- Improving the overall PM practices at working level of SBUs by instituting process improvement initiatives such as developing a mechanism to meet and reduce cycle time through phase compliance
- Identifying the needs of the cross-functional, vendors staffing and work with the HR team to manage staff and resources for programs
- Analyze, evaluate, and overcome program risks, and produce program reports for management and stakeholders on a weekly and monthly basis
- Identifying opportunities for continual improvement
- Establishing best support practice models and methodologies to delivery services at 24x7.
- Handling projects as a Scrum Master
- PMO for the overall Engineering department
- Spearheaded a team of 76 associates across multiple teams

Jul'10 to Jun'17

### Cognizant Technology Solutions, Coimbatore as Delivery Manager – Delivery Services

#### Program / Project Master Highlights:

- Drove overall offshore delivery wherein managing Agile, Iterative and strategic projects; monitored P&L of existing accounts.
- Managed delivery of multiple projects while meeting the key performance objectives; controlled various other operations such as budgeting, forecasting, variance analysis, business planning and business forecasting Implemented Lean initiative and ensured continuous improvement by providing intelligence on possible opportunities Controlled various operations including Project Management, Stakeholder Management, Demand Management, Risk Management, Resource Planning, Allocation, Billing Updates & Issue Handling while ensuring adherence to SLOs Alignment.
- Driving end-to-end Product Management Function which includes Product Acceptance, Rollout and Customer Satisfaction
- Facilitating implementation of the product along with managing documentation and execution of various size of customizations, implementation of standard processes and maintenance & up gradation of existing products
- Spearheading the set-up & operationalization of Global Support, Product Implementation, Development and Product Quality Assurance by establishing high performing teams; controlling a team of 92 members
- Resolving operational and delivery challenges by providing strategic & tactical direction; participated extensively in strategic and tactical decision-making
- Improving the overall PM practices at working level of SBUs by instituting process improvement initiatives such as developing a mechanism to meet and reduce cycle time through phase compliance
- Gathering business/system requirements, driving detailed business requirements, and directing the testing of new product designs within the defined development process as well as post development phase
- Establishing best support practice models and methodologies to delivery services at 24x7

- Managing business sales process which includes exploring new customers, renewing expiring contracts, generating estimation (using Fixed and T&M approach based on the needs), ensuring new business and renewals are complete, maintaining customer satisfaction and communicating with the customers throughout the year
- Coordinating with the multiple vertical, horizontal and various LOB's; conducting gap analysis and formulating variation reports and sharing the same with the leadership team and other stakeholders on a weekly and monthly basis
- Pioneered implementation of PATA, PQT, RBT and Regression Optimization in the project
- Acted as the first line escalation point for resolving any significant issues and worked as a People Manager for the entire team
- Made significant efforts for reducing the testing cycle time, which resulted in 15% savings
- Acted as a Point of Contact/Core Member for various organization initiatives like implementing Lean Six Sigma, Learning & Development, Our School Program, Outreach Activities, Cognizant Foundation and Panel list

#### Senior Consultant Highlights:

- Drove high impact projects for creating business impacts that lead to high degree of customer satisfaction
- Executed VSM & identified NVA's along with implementing lean methodology to work towards future state
- Designed and Deployed complete E2E mapping for Customer On boarding, Payments, Additional Cards, Compliance and KYC across operations to assess the design and operating effectiveness
- Conducted due diligence on the fraud processes to identify gaps, strengthen process documentation, optimize process architecture , identify process re-designing opportunities, reduce waste, improve efficiencies and optimize processes

**Jan'08 to Jul'10 - Tata Consultancy Services, Chennai as Assistant Consultant**

**Dec'06 to Jan'08 – Cognizant Technology Solutions, Coimbatore as Associate**

**May'06 to Dec'06 – Efunds, Chennai as Senior Test Engineer**

**Aug'02 to Apr'06 - Integrity Solution, Trichy as Software Test Engineer**

#### Academic Details

- ✓ Masters in Human Resource Management from Pondicherry University, Pondicherry
- ✓ Masters in Computer Application from Bharathidasan University, Tamil Nadu
- ✓ B.Sc. (Computer Science) from Bharathidasan University, Tamil Nadu

#### Personal Details

**Languages Known:** English, Tamil, Telugu & Malayalam

**Interest & Activities:**

- Reading, Farming, Soft Music
- Pursuing Japanese