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| Project Management Professional (PMP)® - Credly |  |  | ITIL v3 Foundation - Training Partners | Certified Scrum Product Owner (CSPO) - Intellectual Point | 08/05/2019 – Certified ScrumMaster® (CSM®) Training Class in Washington DC  – Kaizenko | AWS Certified Cloud Practitioner - Credly | Amazon Web Services Training and Certification - Badges - Credly |

**SAIKUMAR TUGGUDEM** | **Sr Project Manager**

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**Highlights**

* PMP Certified Engineering Project and Program Manager with over 12 years of experience.
* Extensive experience in end-to-end project and program delivery, covering all project phases.
* Proficient in Agile, Waterfall, Hybrid, Onsite/offshore model and multiple domains.
* Expertise in delivering Applications, Infrastructure and Artificial Intelligence (AI) projects.
* Executive responsibility for the Start-up organization Swayam Infologic that grew from 10 to 400 associates contributing 70% of company’s revenue while improving innovation, product quality and on-time delivery.
* Managed and delivered 10+ American Credit Acceptance’s most significant projects with cross functional teams.
* Successfully delivered multimillion-dollar projects that drive business process improvements, competitive advantage, bottom-line gains, enhancing User Experience, work flow automation, operational excellence, cost reduction, value addition, business continuity, digital transformation, system modernization, Resource Optimization and Inventory Optimization.
* Analyzed many business challenges and delivered workable solutions for operational excellence.

**Roles and Professional Certifications**

* Program Manager, Project Manager, Digital Project Manager
* PMP Certified (*#3019308*)
* Artificial Intelligence Project Manager
* Gen AI Project Management certification from PMI ([Verify](https://www.credly.com/go/Kl5ci6kM))
* Salesforce Project Manager
* Salesforce Certified Associate (*#4533060*) and Salesforce Certified AI Associate (*#4544501*)
* Cloud Project Manager and Cloud Migrations (AWS and Azure)
* AWS Certified Cloud Practitioner (*#9WSEG0FD1244QLKY*) and SysOps Admin (*#BTFG1JZLCFV1QWKN*)
* Release Manager and Infrastructure Project Manager
* ITIL Certified (*#GR67125447RC*) and Certification in Software Release and Configuration Management
* Product Owner and Scrum Master
* CSPO (*#389701*) and CSM (*#389701*) Certified from ScrumAlliance.org

**Skills**

* Application Project Management and Infrastructure Project Management.
* Jira, Confluence, SharePoint, MS Project, ServiceNow, Wrike, Balsamiq.
* Managing dual-shore projects (US/India, Europe/India) | Agile Methodologies Scrum, SAFe, Kanban, XP & Lean.
* Deep understanding of project technology and business objectives | Leading Cross-Functional Teams
* Project Initiation |Project Planning and Execution | Resource Management | Risk and Dependency Management
* Stakeholder Management and Communication | Resource Allocation and Budget Management
* Integrations | Data Analysis and Reporting | Monitor and Performance Tracking | Client Focus and Communication
* Process Improvement | Quality Management | Change Management | DevOps and Configuration Management
* Production Deployment and Release Management | post-deployment support.
* Agile/Scrum Ceremonies | Excellent problem-solving skills, innovation, and process automation.

**Education**

* Bachelors of Engineering (Computer Science).

**Technology**

* Frontend: HTML5, CSS3, JavaScript, Bootstrap | Backend: ASP.NET, Java, Python, PHP
* Frameworks: React and Angular | Databases: SQL Server, MySQL, DB2, Oracle
* Project Management: Jira, Rally, Confluence, SharePoint, Wrike (AI), ServiceNow, Smartsheet.
* DevOps: Bitbucket, Bamboo, Selenium, Microsoft SCCM, SolarWinds
* ERP/CRM: Oracle SCM, Salesforce (Marketing, Sales, Financial Services, Health).
* SAP: Supply Chain and Logistics
* Data Science / Datawarehouse / ETL: Microsoft SSIS, PowerBI, Python
* Methodologies: ITIL V3, TDD, Agile (Scrum, Iterative), SAFe, Waterfall, Hybrid
* Other Tools: Visio, MS Project, MuleSoft, API, RPA - UI Path, SharePoint, SSRS, Microsoft Dynamics 365

**Artificial Intelligence**

* Language Models: Large Language Models (LLM), Prompt Engineering, Generative AI
* Integrations: LangChain, Llama API
* Advanced Techniques: PE Techniques, Embeddings (text classifications and Translations) and Vector DB for storing
* Data science and Analysis: Amazon Redshift, Tableau, BigML, Amazon SageMaker and DataRobot.
* AI Platforms: ChatGPT (UI and API) and Gemini

**Domain**

* Industries: Retirement, Health Insurance, Retail, Healthcare, Supply Chain, Logistics, Financial Services (Banking, Auto Finance), Manufacturing, Transportation and Health and Wellness
* CRM: Salesforce, Microsoft Dynamics 365
* Business Functions: Digital Transformation, E-commerce, Infrastructure, Telecommunications, Call Center Operations, Mainframe migration to Cloud, Infrastructure Upgrades, SharePoint Migration, Disaster Recovery.
* Digital Modernization: COTS, System Upgrade, Cloud Migration, Bots and Production Patch Updates

**Experience**

**Sr Project Manager @ Synechron, Jan 2024 – Present**

Client**: Transamerica, NY (Insurance, Investments and Retirement Planning)**

At Synechron, I am currently managing multiple projects focusing on implementing API connections using microservices architecture with major payroll companies. My role encompasses overseeing the entire projects lifecycle, ensuring seamless integration, and achieving key deliverables on time, in scope and within budget.

**Selected Achievements**:

* Successfully integrated over 10 API connections, resulting in a 30% increase in data processing efficiency.
* Received appreciation from management for exceeding client expectations with high client satisfaction

Implementation Technology/Software – Java Microservices, AWS API gateway, API Integrations, Jenkins, Bitbucket, DB2, Maven, SonarQube, Fortify, Microsoft Dynamics CRM and salesforce, Jira, Confluence, MS Project, ServiceNow PPM.

**Sr Project Manager @ Infosys Ltd, Feb 2022 – Jan 2024**

Clients**: LittelFuse, Inc. (Manufacturing and Retail) and Golden Rule (Health Care & Insurance)**

Drove multiple Agile Teams for AI-Powered Digital Transformation System Development (Website Redesign)

Delivered AI-powered Website Redesign for tailored content, product recommendations, targeted marketing messages via emails thus increasing user engagement and increasing the operational efficiency (B2B and B2C). By modernization the system, we are also future-proofing the organization's technology stack, enhancing scalability, and improving overall customer experience. Implemented marketing automation strategies, content management, and analytics for enhanced segmentation, data management, digital advertising, and online engagement. Streamlined B2C campaign management by leveraging Salesforce, seamlessly integrating with legacy systems through API Gateway and MuleSoft. This approach enabled Real time data synchronization to drive Business objectives.

**Selected Achievements:**

* Reduced campaign management time by 20% through the integration of Salesforce and automation tools.
* Successfully integrated legacy systems with modern platforms and improving overall system efficiency
* Received an internal award for excellence in project delivery and innovation in digital transformation.
* Improved operational efficiency by 30% through targeted marketing messages and automated workflows.

Implementation Technology/Software: Salesforce, MuleSoft, Sitecore, OKTA, Coveo, WebDAM, inRiver, ASP.NET, Java, React, JavaScript, Angular 9, Python, PowerBI, Microservices, EPIC, AWS API Gateway, Azure, Fortify, Jenkins, Bitbucket, DB2 and SonarQube, Large Language Models (LLM), Prompt Engineering, Generative AI, Predictive, Canva, LangChain and Llama API, Salesforce Einstein, Jira, Confluence, Wrike, ServiceNow PPM, API Integration, Agile and waterfall.

**Project Manager (Applications and Infrastructure) @ American Credit Acceptance & TD Bank, SC.**

**May 2016 – Feb 2022**

At ACA supporting TD Bank, I have successfully led and delivered a wide range of projects, encompassing both infrastructure and application development, within Consumer Banking Products including Auto Loans and online/mobile banking. Delivered below projects to support operational excellence -

Applications: Digital Banking Transformation, Banking Technology Solutions, Loan Origination System, RPA, Salesforce Integrations (with NetSuite ERP), SSO and Cloud Integrations projects

Selected Achievements –

* Reduced loan processing time by 40% and increased approval rates by 20%.
* Automated 50+ manual processes, resulting in a 35% reduction in operational costs.

Infrastructure: AWS migrations, disaster recovery, Infrastructure Enhancements, system upgrades, information security solutions, decommissioning, server upgrades and monthly patches, SharePoint Migrations, virtualization, inventory optimization, server migrations for both Mainframe and Windows environment, Data Center (DC) Upgrades (Hardware, Software, Networking...etc.), auditing, Data Masking, telecommunications, cloud migrations (private to AWS).

**Selected Achievements**:

* Successfully migrated 70+ applications to AWS, reducing infrastructure costs by 25%
* Decommissioned obsolete systems, reducing maintenance costs by 20%.
* Reduced operational costs by 25% through efficient server migrations.
* Achieved 100% compliance in audits and enhanced data security through masking.

Implementation Technology/Software: AWS, Azure, Redshift, SQL Server, .NET, JAVA, Salesforce, MuleSoft, API, Microsoft CRM Dynamics, Go Anywhere, Aspect Dialer, Telecommunications, Microsoft SSIS, Bamboo, JIRA, Zerto

**Project Manager/Scrum Master @ IBM, NC**

**Jan 2015 - May 2016**

Spearheaded a high-performing Digital Optimization team to revolutionize UX and UI experiences for IBM, leveraging responsive templates for business site management without development intervention.

**Selected Achievements:**

* Reduced the time required for business site updates by 50% by enabling non-technical staff to manage content through responsive templates.
* Saved approximately $200,000 annually by eliminating the need for ongoing development intervention for routine site management tasks.

Implementation Technology/Software: Content management tool (IBM WCM), programming languages (JavaScript, jQuery), web development (HTML5, CSS), databases (DB2), design and modeling (Visio, Rational Rose), project management (MS Project, Jira), and version control (RTC).

**Project Manager/Solution Consultant/Business Analyst @ DHL (Supply Chain, Logistics), Germany**

**Jul 2007 - Jan 2015**

Delivered innovative solutions for DHL SCi team, leveraging Microsoft and Java to drive business excellence. Implemented value-added solutions, visibility tools with Seamless integrations with Oracle SCM for pulling the data for:

* Customer Service: Enhanced customer experience through streamlined processes and intuitive interfaces.
* Business Intelligence: Developed data-driven insights to inform strategic decision-making.
* Sales/Quotations: Optimized sales workflows and quotation management for improved efficiency
* Also working experience with Oracle SCM Modules such as Order Management, Logistics and Reporting.
* Increased quotation processing speed by 40%, leading to a 20% increase in sales closure rates.
* Developed real-time dashboards that provided instant visibility into key metrics, reducing decision-making time by 40%.
* Implementation Technology/Software: Microsoft .Net, C#, Java, Android SDK and iOS SDK, Angular, JavaScript, React, Ajax, CSS, HTML, Java web services (for integrating legacy apps, APIs), SQL Server, SAP (Logistics and Supply Chain Management), Oracle, Visio, MS Project, Rational Rose, TFS, Rally, Jira, DHL proprietary tools.

**Technical Analyst, SITEL, India**

**May 2006 - Jun 2007**

Designed and developed in-house web applications for efficiently managing support staff performance.

* Gathered and understood the requirements by coordinating with senior management team.
* Closely worked with the development team for ensuring the defined releases.
* Worked on Functional Testing, User training, demos and documentation
* Provided production support after project goes live.
* Implementation Technology/Software: Microsoft .NET and SQL Server

**Web Developer, ProKarma Inc, India**

**April 2005 - May 2006**

Was part of In-house web application development to retrieve the information from Scanned OPDF documents.

* Designed and developed Web Applications using Microsoft Technologies.
* Implementation Technology/Software: ASP.NET, C#, HTML, CSS, JavaScript and SQL Server