

NAME SWAPNA SATHIYANARAYANA MURTHY

EMAIL SWAPNAS0119@GMAIL.COM

PHONE NUMBER 612-644-3417

PROFILE SUMMARY

- ❖ Technical Project Manager with more than 19 years of experience in Software development, Support & Infrastructure in various domains for multiple Supply Chain Management packages like IBM Sterling Order Management and IBM Sterling Warehouse Management, Ariba and Irista.
- ❖ Certified Scrum Master with more than 7 years of experience as Scrum Master handling the agile ceremonies from sprint planning, daily stand-up, sprint reviews, Jira updates, and sprint retrospectives.
- ❖ Experience in Build, Configuration, Release and Change Management for various applications using Hudson/Jenkins.
- ❖ Hands on Experience include Project Management, Incident Management, Problem Management, Change Management, Continuous Improvement, Risk Identification & Mitigation, Disaster Recovery and BCP.
- ❖ Designed and implemented CI/CD processes.
- ❖ Automated Jenkins Build Pipeline process from Code checkin to Production Deployment.
- ❖ Experience managing various Dev/QM/Performance/Support/Infrastructure/Devops Teams through the Development and Release Lifecycle for different OMS Systems.
- ❖ Excellent exposure to coordinating geographically dispersed teams in multiple locations onshore and offshore, including significant onshore-offshore team

Technical Skills

- Version Control: SVN, GIT/Bit Bucket, Starteam
- Continuous delivery with Hudson/Jenkins
- Technologies: Java/J2EE,.NET, HTML, XML, PL/SQL, ANT, Groovy, Shell scripting, Python, C, C++
- Tools and Utilities: Visual Studio 6.0/2003/05/08, MPP, Visio, MS Office , Crystal Reports
- Operating System: Linux, Unix, AIX, Windows
- Web Servers: IBM HTTP Server, IIS and BEA Weblogic
- Database: SQL Server and Oracle (database administration also)
- Applications Worked On: Sterling OMS and WMS, Ariba, Irista, Prologistics and Few internal web applications
- Service Now, Confluence, SharePoint, Jira, Splunk

Certifications

- *Microsoft Certified: Azure Solutions Architect Expert*
- *Microsoft Certified: Azure Administrator Associate certification*
- *Certified Scrum Master*
- *Scrum Fundamentals Certified*
- *Microsoft Certified Azure Fundamentals*
- *MIT Professional Education Cloud & Devops Continuous Transformation*

Type of Visa holding: H1-B (I-140 approved)

Professional Experience

Staples Inc (01/14/2013 – 06/07/2024)

Current Designation: Sr Software Engineer I - Manager (Jan 2023 – June 2024)

Previous Designation: Principal Software Engineer (Jan 2013 – Jan 2023)

- Leading release and build engineering for the Yantra (Sterling) application that is being used both as Staples' order management system and an integral part of Staples' supply chain and retail execution portfolio.
- Manage Multiple issues and deliverables in parallel and adapt to changing priorities.
- Manage and collaborate with teams to complete the project within the specified scope, timeline and budgets.
- Plan, determine, define and Manage roles and responsibilities for resources both at Offshore and onsite.
- Ensure the application development and Deployments are in SOX and FIM compliance.
- Define, automate and implement Build Process from Dev to PROD lifecycle
- Create and maintain build, deployment, monitoring and rollback scripts/tools using Hudson/Jenkins, SVN, GIT and Starteam.
- Lead and implement multiple Sterling Upgrade projects (Sterling Version 9, Sterling version 10 upgrades), Fix pack upgrades (including fix pack 27, 36 for Sterling 10 and Order Hub UI) and relevant technology stack (including Oracle, Linux, Websphere) upgrade.
- Identify, fix and Provide support for Sterling OMS application and environment build and configuration issues for each biweekly releases.
- Provide technical leadership for Coordinating with Dev, QA, perf and support teams to provide immediate support when needed for the Release Cycle
- Conducted various functional / technical trainings for the team members
- Work on PRIME initiatives to define and support continuous delivery.
- Work with various Infrastructure teams to schedule and plan regular maintenance/upgrade activities for various Systems majorly involving Database, Linux, Middleware and Security (including certificate renewals)
- As Scrum Master handled all the Scrum Ceremonies from PI Planning, Sprint Planning, daily Stand up calls, Sprint Reviews, Jira updates , Sprint Retrospective.

As Release Manager

- Responsible for creating and managing Release calendar for various applications. Communicate the Release calendar to the different teams
- Handle the Release Management lifecycle for Production Deployments, which includes scheduling, planning, coordinating and management of releases.
- Create change tickets for all releases, following up for approvals, presenting changes in CAB.
- Working with and supporting change management to ensure adherence to change management process, timelines and audits
- Generating and publishing release notes from JIRA, Generate, Publish and Maintain Release Schedules, Run Plans and Release notifications for all the applications
- Manage various status checkpoints with the various stakeholders for each application and perform the assessments for all releases
- Identify and define process improvements through the Release Lifecycle
- Coordinate and Lead different teams during the Pre Release, Release and Post go Live activities.
- Lead and coordinate with various teams for High priority incident management and root cause analysis.

Infosys Technologies Ltd

Technology Analyst

12/19/2005 – 01/13/2013

Clients Include: Goldman Sachs, Aetna, Novartis, Kraft Foods, NOL/APL Logistics, Target

PROJECTS

1. **Project Name:** Target Everest OMS Implementation (Apr 2011 – Jan 2013)
Role: Technology Lead **Client:** Target Technologies Services

As part of this multi-million Everest initiative, Target will have the ability to manage Target.com internally moving its Order Fulfillment functionality to Sterling Commerce Order Management System. Everest's OSI – Orders, Satisfaction, Service and Insight primarily focuses on Sterling's Multi Channel Customer Order

fulfillment, Order Sourcing and Scheduling, Inventory Management, Master Data Management, Returns Processing, Payment Processing, etc. that will allow Target to enhance the differentiated, branded experience for its guests, realize long-term financial benefits and ensure that the platform can support and be flexible to Target's evolving, integrated multi-channel strategy and growth.

As Onsite Lead my responsibilities include:

- Production Go Live Cut-Over and Deployment activities and Warranty support.
- Build and Release Management
- Implementation and maintenance of new hardware.
- Set up and configure Hudson/Jenkins.
- Setting up Ctrl M Jobs and Log/File/Process monitoring.
- Deployment Architectural Strategy
- Environment Readiness and Implementation
- Coordination between Business and the application development team
- Non Functional Requirements Management
- Designing the System to enable High Availability and Disaster Recovery
- Coordination with different team for Integration and Testing

The technologies she worked on are Sterling OMS, Java, JSP, XML, CTRL M, UNIX, IBM Websphere Application Server, Oracle, TFS, Hudson/Jenkins and HP Quality Center.

2. **Project Name:** Production Support and Maintenance of Yantra, Irista and suite of Web Applications (May 2009 – Apr 2011)

Role: Onsite Lead **Client:** APL Logistics Ltd

The client has implemented the WMS products Yantra and Irista for its customers. A suite of Web based applications are used to manage, track and report the freight movement from the source to the destination locations and also to provide container transportation services across the globe. The Project is about Production Support and Maintenance of the applications. Minor customizations are also being handled.

As Onsite Lead my responsibilities include:

- Resolution of all issues reported by the business users.
- Proactively simulating issues in the test environment whenever necessary for investigating the root cause and provide permanent fix.
- Coordination with the Development team for all development and support-related activities (e.g. bug fixes)
- Development of minor change requests and implementation in PROD.
- Developed Crystal Reports and implemented successfully.
- Vendor Interaction for resolving issues resulting from feature limitations of the current application configuration and installation of routine Hot Fixes and patches.
- Periodic education/ training of users on the right processes to be followed at the warehouse, and the correct usage of the application, to avoid errors and delays in their warehousing activities
- Ensuring the stability of the system and troubleshooting whenever the instance is down.
- Generating reports for the different requirements of the users and Business
- Preparing test scripts, performing Regression testing and co-coordinating with the users for UAT.
- Meetings and Status Reporting activities including meeting with Client managers, Vendors and providing regular updates to ensure that the team is updated on the status of all issues.
- Created many internal training documents to assist other team members.

3. **Project Name:** Solution Development – Leveraging Contract Management in Ariba (Feb 2009 – Apr 2009)

Role: Developer **Client:** Internal

As a Developer my Responsibilities included:-

- Developed the different functionalities for implementing the solution in Ariba Contract Management Module.
- Created Use cases for testing and also set up the test data.
- Presenting the results of the use cases to deploy the solution and use it effectively.

4. **Project Name:** Support and Maintenance of Ariba Buyer (Mar 2008 – Feb 2009)

Role: Offshore Lead (Developer) **Client:** Kraft Foods

This project involves support of Ariba Buyer application which was integrated with SAP through Tibco channel with Oracle as database. The application was used for all the procurement activities of the client supporting approximately around 28000 users and more than 150 suppliers enabled in the system.

As Offshore Lead my Responsibilities included:-

- Working on Change Requests for the customers.
- Uploading and managing Catalogs and resolving issues with catalogs in Ariba Buyer.
- Data management by uploading CSV files and running related tasks and events.
- Ensuring the stability of the system and troubleshooting whenever the instance is down.
- Generating reports for the different requirements, providing regular status updates, attending meetings with clients.
- Providing resolution of all the tickets that are created by the customer.
- Resolving issues with the Scheduled tasks and Integration Events.
- Performing testing on the various instances.
- Updating Client portal with reusable documents.

5. **Project Name:** Enhancements in Ariba Buyer (Oct 2007 – Mar 2008)

Role: Senior Developer **Client:** Novartis Pharma

Ariba Buyer e-Procurement tool is used for the client in the Europe region. The Project involved in developing and implementing enhancements for Buyer.

As Senior Developer my Responsibilities included:-

- Design and Developing the RFCs.
- Preparing detailed document for each of the RFCs.
- Creating test plans and performing the Unit testing for all the RFCs.

6. **Project Name:** Ariba Buyer Upgrade Activity (Jun 2007- Sep 2007)

Role: Developer **Client:** Aetna

This is an Ariba Buyer Migration project from Version 8.1 to 8.2.2 SP 25 Version. The Buyer was integrated with Oracle Financials through Tibco Channel with Oracle as database. This also involved migration of IIS 5.0 to IIS 6.0 and Weblogic 7 to Weblogic 8.1. The Instance existed on VM ware.

As Developer my Responsibilities included:-

- Implemented a vanilla 8.2.2 with IIS 6 and Weblogic 8.1 to understand the out of the box functionality.
- Performed the complete IVT and Migration.
- Researched and resolved all the Technical and Infrastructure related issues in pre and post migration.
- Implementation of Ariba Buyer for the client.
- Design and Development of all the Java, Aml and Tibco worksheet modifications.
- Created Detailed Documents to list down all the steps involved in the pre and post migration tasks.
- Created test plans and performed the Regression and Integration testing.

7. **Project Name:** Support and Maintenance of Ariba Buyer (Jun 2006- May 2007)

Role: Developer **Client:** Goldman Sachs

Ariba Buyer e-Procurement tool used for the client supports around 200 commodities with approximately 20000 users and more than 800 suppliers enabled in the system. Providing Support and Maintenance of Ariba Buyer application for the US, APAC and EMEA region. Also provide Support for technical issues that may arise and to ensure application environment availability and proper support.

As Developer my Responsibilities included:-

- Offshore Project Lead for the Production Support and Maintenance of the application. Also Single Point Contact for the Business Users in all regions.
- Design and Development of Approval Rules, UI customizations and Change Requests in Buyer
- Resolution of all issues raised by Customers.
- Creating test plans and performing the testing for all the CRs.
- Generating Reports to aid analysis for customers.

8. Dec 2005 – May 2006

Underwent Infosys training in SDLC, RDBMS, Java, Basics of Enterprise Solutions, Yantra 7.x

EDUCATION

B.Tech. –Chemical Engineering; St. Peter's Engineering College, Chennai, May 2005

People Skills

- Excellent interpersonal and leadership skills, experience on Leading/Managing a team
- Ability to Manage/Lead in a fast-paced, collaborative environment and take challenges.
- Ambitious and hardworking, with a commitment to excellence and an urge to learn.
- Team Building, Mentoring - People & Competency Building, Motivator, excellent communicator