**Sarita SaiBhusan**

**Email : naga@koyaconsult.com**

**PROFILE SUMMARY:**

* 21 years of IT industry experience with 11 years of Product Manager experience and 10 years of prior technical experience.Experienced in executing large-scale projectscovering end-to-end delivery life cycle, governanceand transition. Successfully executed complex projects infinancial, telecommunications and retaildomains.
* Highly self-motivated, organized,pro-active team player and detail-oriented with excellent interpersonal,analytical, communication and presentation skillsto handle multiple projects simultaneously and suffice modern needs of business users and external customers with new and fast-changing technologies.

**Achievements:**

**Staples:**

* Successfully worked across 21 teams to explore and facilitate stakeholders to identify the best fee/variable or combination to move the markup marginto be able to offer 0-3 markup % to healthcare customers and not lose bids against its competitors.
* Achieved DBDP consistency rate of 93% to 99% for Dotcom and 92% to 98.85% for SA orders.
* Identified 2 top cost-efficient vendor systems for replacement of the current forecasting and replenishment system with extensive features and the least implementation LOE.

**Infosys:**

* Successfully re-engineered and enhanced the VISA system of Infosys to meet 80% adherence to all country VISA processes and rules.
* As application maintenance manager achieved 85% support ticket reduction in 2 quarter span for VISA application.
* Achieved world-class maintenance and support with 100 % customer satisfaction and SLA adherencewith no escalations, no outages, downtime, and cost savings for 84 applications with only 32 members. Backend updates decreased by 83% and Ticket inflow decreased by 18%.

**Soft Skills:**

* Managed meeting milestones, program and team objectives and provided reasons for deviations.
* Ensured all details of AS-IS to support stakeholders in working through various potential strategies and options to identify the best solution for the problem and project objective.
* Aided detailed understanding of scope, requirements, and goals to all cross-functional teams with detailed documentation to achieve a common goal.
* Achieved project benefits without compromising user experience and comfort.
* Negotiated with stakeholders and cross-functional teams to ensure deployments and rollouts to achieve business benefits.
* Effectively managed conflict resolution so they could deal with unexpected tension between teammates and keep product development moving smoothly.

**TECHNICAL SKILLS:**

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| **Languages:** | React Js, node Js;C#, VB.NET, ASP.net, Python, VB, ASP,Typescript, JavaScript,HTML5, XML. |
| **Technologies:** | ASP.NET MVC, ASP.NET 4.5, AJAX, WCF, Web Services, API, Microservices, XML, XSLT, T-SQL, IIS, Office 365, REST API, Web API, mocking, Continuous Integration, service-oriented / micro-service-based architecture, Domain Driven Design, Microservices, serverless, AWS Lambda, Azure |
| **Data visualization:** | Tableau |
| **Data Science:** | model creation [XGBoot, LGBM Regressor; Random Forest, Linear regression],modeldeployment |
| **Software Configuration Management:** | Rational Clear Case, Microsoft Visual SourceSafe, Github, BitBucket |
| **Databases:** | MYSQL, SQL Server 2019 (PL/SQL). |
| **Testing Tools:** | Jest, Enzyme. |
| **Change Management Tools:** | Service Now. |
| **Methodologies**: | Agile – Scrum, Kanban; Waterfall |
| **Tools**: | JIRA, Rally, Confluence, and MS Project 2013. |

**EDUCATION:**

* Master’s in Business Administration in Information Systems from Sikkim Manipal University, India. Year: 2011
* Master of Computer Application, Kalinga Institute of Industrial Technology, Bhubaneshwar, Orissa. Year: 2003
* Bachelor of Science, Sri Satya Sai Institute of Higher Learning (SSSIHL), Anantapur Campus, AP. Year: 1999

**CERTIFICATIONS:**

* SAFeProduct Owner/Product Manager certified (5.1)
* SAFe for Teams (5.1)
* Certified (PSM) Professional Scrum Master I
* Pursuing AWS cloud practitioner Exam
* Pursuing IBM data science certification

**PROFESSIONAL EXPERIENCE:**

**Client: Staples, Framingham, Massachusetts Nov 2021 –Till Date**

**Role: Product Manager**

**Project: *EVS Healthcare*, June 2024– till date**

EVS-Environmental services.Staples has been losing bids against its competitors in the healthcare domain offering SKU’s price with 0-3% markup. The sales and pricing team strategized to also offer similar SKU prices by moving/converting the markup margin into newactivity-based variables or existing fee(s) available in Staples or both. To achieve a benefit of $28 million.Worked across 21 teams to explore and facilitate stakeholders to identify the best fee/variable or combination to move the markup margin into by providing

* + AS-IS of all Staples fees
  + Break up of all Delivery & Distribution components baked into mark-up% of healthcare customer SKUs.
  + AS-IS of activity-based variables, which could be potential fee candidates.

**Project: *Delivery By Date Promised (DBDP) metric*, June 2022 - Feb 2023**

To track, analyze and fix the discrepancy in Expected Delivery Date (EDD) i.e., to reduce the discrepancy between Date promised date (cart checkout date) and the Confirmation date (email order confirmation delivery date). Achieved 98.85% consistency for SA orders and 99% consistency for dotcom orders.

* Designed, and monitored consistency to create trend analytics reports& projected consistency rates.

**Project: *JDA E3 replacement(inventory & replenishment management)***, **Nov 2021 – June 2022**

To explore and identify vendor products to meet the requirements of Staples forecasting & replenishment system that is inherently interoperable, serviceable, modular, and scalable to enable top and bottom-line growth. Additionally, the solution ROI is a key consideration.

* Worked with vendors for Preliminary screening, NDA signing, tech questionnaire, alignment on extensibility requirements, describing AS-IS and final vendor functional demonstration with stakeholders.
* Summarized, and mapped vendor product features with requirements for stakeholders’ alignment.
* Defined vendor scorecards and published consolidated stakeholder vendor reviews.
* Collaborated, created& published budgetary quotes& quote matrix of all potential vendors to stakeholders.
* Collaborated with the data science team to define data science models to predict inventory and merchandise.
* Worked with the compliance team to meet inventory & merchandise compliance.
* Worked with system architects to integrate across to build data pipelines.

**Responsibilities:**

* Established & defined scope, requirements, and RACI with stakeholders & project sponsorsto establish Go to market strategy and plan.
* Planned, executed, defined roadmap, quarterly commitments, R.A.I.D and prioritization.
* Managed achieving milestones and program objectives.
* Planned and executed weekly, and bi-weekly roadmap reviews, and KPI updates to stakeholders.
* Associated with ServiceNow, CPQ/CPI, Finance -MicroStrategy, Contract data management, and QTC(Quote to cash)to carve out the most effective Go to market plan.
* Ensurea comprehensive understanding of requirements, goals, dependencies, issues, risks across all cross-functional teams to ensure successful implementation.
* Worked closely with Stakeholders to understand their needs and expectations.
* Provided detailed understanding of AS-IS and potential solution options to facilitate stakeholders to define & refine solution options.
* Worked with Sales, Pricing, and legal teamsfor establishing contracts on Salsesforce-Prospective customer; CPQ/CPI; Nexus (Customer Onboardingsystem); Contract account managing system (CAMS- Billing & invoicing); Vendor invoice Interface (VII)system (Wholesaler billing & invoicing)healthcare customers.
* Collaborated with businessesto understand SAP BRIM– Product modelling and Convergent charging as a solution option to not loose healthcare customer bids against their competitors.
* Facilitated & executed discussions and sessions to probe through proposed solution options to identify the pros & cons of each to be able to finalize the best solution and detailed requirements.
* Worked closely with stakeholders to definefunctional requirements.
* Lead cross-functional team designers in the creation and development of high-level design.
* Managed application entitlement to ensure security and limited access.
* Planned subscriptions to ensure growth in revenue.

**Client: Staples, Framingham, Massachusetts**

**Role: Product owner**

**Project*Order Fulfillment Logic Modernization*:Feb 2023– till date**

The project aims to order fulfilment cost by reducing the number of cartons per shipment. To achieve $ 2.5 millionbenefit.

**Project: Forecast, June 2022 – Sep 2022**

The MOQ CNN Model is trained with the current SKU historical demand data such that it generates the predictions for the chosen future horizon. That will be needed for the benchmarking views viz., compare forecast each week out, compare forecast in aggregate across all weeks, compare lead time-based cumulative ordering frequency forecast.

**Responsibilities:**

* Established scope & requirements with product manager & stakeholder sponsors to establish market strategy and plan.
* Ensured successful integration withContract data managementto enable BI and finance MicroStrategy reports generation for strategic analysis and planning.
* Managed integration with billing & invoicing to help customers opt for periodic billing.
* Planned, executed, defined PI planning, readouts, commitments, R.A.I.D and prioritized stories.
* Managed achieving milestones and team objectives.
* Executed &participated scrum ceremonies.
* Provided weekly, bi-weekly updatesto stakeholders.
* Act as the key support to Core Team members.
* Ensured comprehensive understanding of requirements, goals, dependencies,issues, risksinternally &with cross functional teams.
* Managed application entitlement to ensure security and limited access.
* Oversaw and managed all aspects of a customer's subscription,including the initial signup, billing cycles, upgrades, downgrades, renewals, and cancellations, ensuring a smooth customer experience while maximizing revenue for the company through effective subscription management practices.
* Planned deployment of API’s on Azure.

**Client: American Express, Phoenix, AZ Oct 2020 – Oct 2021**

**Role: Senior Technical Project Manager/Scrum Master**

**Project:*Computer Vision and Language services***: aims to develop API’s and services, which can be used by consumers to build cognitive features into their applications. The API’s will help business teams and developers create applications that can see, hear speak, understand etc.

**Responsibilities:**

* Successfully delivered multi- million-dollar global Data Science programproject with offshore & inshore resources.
* Executed project kickoff, Created & maintained roadmap, roadmap reviews, R.A.I.D, KPI’s, team objectives, milestones, post-installation project post-mortem meetings, meeting deadlines.
* Defined scope& requirementswith cross functional teams(internal and external vendor contract teams), meeting milestones & high-quality deliverables, user feedback, acceptance, sign-off, and project closure.
* Operated in Scrum/Kanban Agile framework, decomposed project requirements into prioritized stories.
* Participated & executed all scrum ceremonies.
* Effectively navigated changes, removed barriers, coordinated across cross-functional teams, managed reviews & quality assurance procedures.
* Managed applicationentitlement to ensure security and limited access.

**Environment:** Scrum**,** Kanban, agile, Rally, GitHub, API, Jenkins, UDeploy, DevOps, AWS S3, Confluence, React js, jest,enzyme, Python, Dbeaver, postgresql.

**Client: Infosys Ltd, India Sep 2012 – Sep 2018**

**Role:Sr. Technical Project Manager/Scrum Master**

**Project: Global Immigration and Compliance System**is developed in the MVC architecture and rolled out for Infosys. This is to automate the employee VISA application process across all countries and further define & manage their onsite salary and benefits.

**Responsibilities:**

* Alignment with business for scope & requirements, Roadmap reviews, milestones update, and team objectives.
* Defining & prioritizing stories while participating & executing all scrum ceremonies.
* Mediate, arbitrate, mitigate, and facilitate impediments with the team members and the organizational hierarchy.
* Creating & maintaining R.A.I.D, KPI’s, team objectives, milestones, roadmap reviews, status reports.
* Managed application entitlement to ensure security and limited access.
* Worked with legal teams to make SURF contracts.
* Ensured successful integration with SAP HANA (finance)and SAP BRIM to ensure employee salary,benefits,periodic customer billing and invoicing.

**Environment:**Agile methodology, MySQL, Oracle, HP Quality center, Windows XP (OS), SQL Server 2010, PL SQL, Microsoft C#.Net, (.Net framework 3.5 MVC) Web Services, IIS 5.0, skelta-workflow engine Angular 4, TypeScript, HTML 5, CSS 3, SSIS, AWS S3, AWS EC2, AMI.

**Client: Infosys Ltd, India Sep 2007 – Sep 2012**

**Role: Technical Team Lead - Project Manager**

**Project: All IZ WELL**was formed to provide world-class maintenance and support with 100 % Customer Satisfaction and SLA adherence andwith no Escalations and no outages and downtime. On-time, high-quality deliverables for Cost savings (84 applications with only 32 members); Backend updates decreased by 83%;Ticket inflow decreased by 18%.

**Responsibilities:**

* Developed tools/ utility/ documentation/RCA analysis to resolve tickets at the first level of support for permanent fixesreduce redundant activities, and decommission redundant objects.
* Capability improvement – Higher SLA adherence, improved quality of ticket closures, satisfaction coverage, reduced critical releases,release issues,improvement in MU productivity,Ticket reduction
* Alignment with business for scope & requirements, Roadmap reviews, milestones updates, and team objectives.
* Defining & prioritizing stories while participating & executing all scrum ceremonies.
* Managed application entitlement to ensure security and limited access.

**Environment:**Windows XP (OS), SQL Server 2008, PL SQL, Microsoft, Python, C#.Net, (.Net framework 2.0; 3.0), ASP.Net, Web Services, IIS 5.0, Skelta-workflow engine, ASP, HTML.

**Client: Target Corporation India Pvt Ltd, India Oct 2006 – Sep 2007**

**Role: Developer**

**Project: CAFM-RQC Integration** is aimedat designing&revisingthe current system to capture all Request Centermoves, for the CSM fulfillment team to receive all space fulfilment requests.

* Evaluate and developa new user web interface for CSM move managers, floor administrators, TTS move managers, CSM Designers, and CSM Admin to update Move Information.

**Environment:**Windows XP (OS) SQL Server 2005, PL SQL, Microsoft C#.Net (.Net framework 2.0) DotNet Charting Tool IIS 5.0 Team Foundation Server

**Client: Infosys Technologies Ltd, Bangalore, India Nov 2003 –Oct 2006**

**Role: Developer**

**Project: Maintenance of applications and components**

**Responsibilities**:

* Development, enhancements, bug fixes

**Environment:**Windows XP (OS) SQL Server 2005, PL SQL, Microsoft C#.Net (.Net framework 1.1) IIS 5.0 Team Foundation Server