

# Tejaswini S

## Technical Project Manager | VMware (Cloud ERP Services)

A Result Oriented **AWS Cloud, CSM & PMP** certified hands-on **Technical Project Manager** with **16+ years** of overall IT experience out of which **8+ years** of experience into technical program/project management roles. Responsible for building **Cloud based ERP, BPM and CRM** solutions for **B2B/B2C customers** using **Java/J2ee, Golang, React JS, Microservices** on **AWS, Azure, VMware, SAP S/4HANA cloud**. Made my teams from Doing Agile to Being Agile.



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### WORK EXPERIENCE

#### Technical Project Manager, VMware Tanzu Cloud ERP Services - VMware

05/2021 – Present

Bangalore

**VMware Tanzu** is World's first multi-cloud SaaS portfolio helps customers to build/run/manage their clusters and workloads on 9 different clouds through TMC, built on open source platforms like **Kubernetes, Istio** for security, **Dynatrace** for monitoring / logging / optimizations.

**Helping ERP, BPM and CRM customers in digital & cloud transformation and application modernization in building and customizing pure SaaS solutions run on public clouds such as AWS / Azure / GCP and ERP based clouds such as SAP S/4 HANA Public/Private cloud, Oracle Cloud, Workday. Experience in customizing the business processes such as "Hire to Retire", "Lead to Quote", "Quote to Order", "Record to Report".**

**At VMware, Currently Tejaswini is a Technical Project Manager for "VMware Tanzu Cloud ERP Services" Business Unit.** I work closely with ERP, BPM and CRM customers, R&D engineering, product management, sales, support, field engineers and marketing to ensure that while we reach our vision, we provide a great customer experience in using the products.

- Ensuring the Program meets schedules, specifications, Customer requirements, expectations and profitability targets
- Plan the programs from start to completion involving deadlines, milestones, and processes
- Manage multiple engineering scrum teams consist of Dev & QA engineers, Managers, Architects
- Hands on experience in using, Jira, confluence, Miro, Github, Hubspot, Statuspage. Salesforce CRM, Freshdesk
- Testing the product on staging and pr-prod environment for both web application and mobile apps before the feature release for seamless customer experience
- Coordinating with payment processors such as stripe, Digital River to ensure frictionless customer onboarding
- Ability to gather requirements, defining the scope, vision, strategy, resource allocation and establishing schedules meetings and weekly status reports to stakeholders for successful product delivery on time and cost
- Utilized work breakdown structure (WBS) to ensure appropriate allocation of resources based on cost estimates and develop manageable scheduling for completion
- Managed E2E project budgeting, risk management and team management to deliver the project within timelines.
- Working with the scrum teams to ensure to follow engineering best practices such as code reviews, code/test coverage, automated build and deployment with Jenkins CI/CD process
- Manage Offshore/Onshore development teams. Manage the development of a given feature from the start of development to delivery and acceptance of the product release

### CAREER SYNOPSIS

16+ years of hands-on E2E Program/Project management experience in working with multiple ERP, BPM, CRM microservices SaaS products & services deployed on AWS/Azure/GCP and VMware cloud with 8+ years into program & project management roles in product development organizations such as VMware and Cisco.

Currently at VMware, I'm a **Technical Project Manager for VMware Cloud ERP Services (AWS, Azure, SAP S/4HANA cloud)**.

Demonstrated ability to motivate, organize, lead and coach scrum teams across multiple locations with strong track record of managing complex projects while delivering on time under budget and above expectations. Skilled in providing effective leadership in fast-paced, deadline driven environments, with oral and written presentation and communication skills. Strong experience in working with building and managing the applications on Desktop/Mobile web, Android & IOS platforms.

**Chosen as one of the Top-20 successful Technical Project Managers at VMware for FY2021-22**

### PROFESSIONAL HIGHLIGHTS

- Diligent & AWS Cloud Certified Technical Project Manager offering a proven record of success leading all phases of technology projects
- Evangelist of agile/scrum principles & methodology
- Certified Scrum Master (Credential ID-001107407) and Scrum professional
- Proven ability to work creatively and analytically in a problem-solving environment
- Proliferating agile style among the development team – agile estimating and planning, continuous integration, unit testing, pair programming, open communication.
- Good at identifying and mitigating the risks to ensure smooth and quality delivery. Ability to identify, understand and anticipate a client's most important needs and their unique situation and most importantly deliver problem-solving capabilities that create peace of mind.
- Experience in working with Agile / Scrum based teams that leverages Continuous Integration/Continuous Delivery tools like Jenkins.

### SKILLS

Empathy Tenacity Relational Intelligence Team Management

Salesforce CRM Continuous Improvement CARE

Troubleshooting/Resolution Resource Management

Cross-functional Leadership Change Management Agile Methodology

Customer Relationship Management (CRM) Project Management

Performance Improvement Scrum ceremonies Capacity planning

Stakeholders Management Client Relationship Management

Customer Focus Consumption Obsession Innovation. Adaptability

Collaboration Drive for results Platform thinking.

Security/Privacy/Compliance

## WORK EXPERIENCE

**Technical Project Manager – Cloud Services - Enquero, a Genpact company**

**07/2018 – 05/2021**

**Bangalore**

Projects:

Cisco – 12/2020 – 05/2021

Worked with Cisco on AWS, Azure, SAP S/4HANA Cloud, ERP, Salesforce CRM projects. Involved in requirements gathering, defining the scope, vision, strategy, resource allocation and establishing schedules meetings and weekly status reports to stakeholders for successful product delivery on time and cost  
Langoor Digital – 03/2020 – 10/2020

Worked on e-commerce web application projects. Planned the project from start to completion involving deadlines, milestones, and processes

Ology Mavens – 07/2018 – 03/2020

Worked on conferencing application projects. Involved in the project budgeting, risk management and team management to ensure the project deliverables aligned within the timelines  
Helped teams to solve problems rather than provide solutions.  
Managing multiple agile scrum teams to work on Desktop/Mobile web, Android & IOS platforms.

**Project Manager, Salesforce CRM - Omics Pvt Ltd**

**05/2016 – 06/2018**

**Hyderabad**

Managed end-to-end project delivery. Developed project plans with forecasts, estimates, and resource assignments Worked with engineering and product teams in defining the DOD and DOR and as user stories sliced based on INVEST model. Hands-on experience in using JIRA and Confluence in managing the sprint backlog, sprints for multiple teams, burn down chart generation and sharing with management. Worked on AWS, Azure, SAP S/4HANA Cloud.

Coached Product Owners in creation and maintenance of Product Backlog. Coached team members on Agile principles and providing general guidance on the methodology in Boot camps through interactive Agile games

**Scrum Master - CIMAP**

**03/2014 – 03/2016**

**Hyderabad**

Facilitate scrum ceremonies (grooming, sprint planning, retrospectives, daily stand-ups, etc.) Taught the team to create clear and concise epics/stories. Performed QA Smoke, Acceptance, Regression, Function, Integration and Compatibility Testing.

Worked with the engineering managers to identify cross-team dependencies and manage inter-team tasks. Managing Defect Life Cycle and Identified bugs in systems by regular tests and resolved all issues and defects.

**Senior Engineer / Scrum Master - Acacia India Pvt Ltd**

**07/2007 – 02/2014**

**Hyderabad**

Worked on building the web applications using Java/J2ee technologies. Worked with various customers such as AT&T, Verizon and Walmart. Moved to project management in 2010. Facilitate all scrum ceremonies.

**Intern - XchangeTechs**

**01/2007 – 06/2007**

**Hyderabad**

Worked as an intern in testing the web applications developed on Java/J2EE.

## KEY STRENGTHS

- Strong attention to detail in a highly dynamic and changing environment
- Strong people management skills; Ability to coach, guide and mentor the team; Ability to energize and excite a team to change and prepare for the future
- Review and influence the SaaS products and documentation for usability and serviceability
- Lead efforts to ensure reliable, quality, delivery of services for current and new customers
- Ability to solve problems with good initiative and judgment and make decisions in an independent manner with minimal guidance
- Demonstrated achievement in being highly motivated, self-directed, organized; able to develop, demonstrate and stick to customer action plans
- Highly organized strong oral and written communication skills
- Strong professional verbal, written, and interpersonal communication skills
- Understanding the needs and challenges, negotiating for resolutions with stakeholders involved in projects.
- Effective planning and resource management to accomplish both immediate and long-term goals

## EDUCATION

M.E from JNT University

B.E from JNT University

## CERTIFICATIONS

AWS Cloud Certified

PMP - Project Management Professional

CSM - Certified Scrum Master

## TRAININGS

Trained Agile Scrum Professional from LinkedIn Learning

Trained SAFe Professional from LinkedIn Learning

Certified Scaled Agile Professional from DreamsPlus

Certified Agile Scrum Framework and Agile Testing professional from Quality Thought

Project Management from eLearning College

## PRESENTATIONS

Represented TMC in VMworld 2021 and the led the Global Customer Session with TMC customers along with product and engineering leaders

Agile Practices and its implementation challenges & solutions

Presented innovation ideas in VMware Borathon (VMware innovation forum)