



## Career Abridgment

I am a Technical Project Manager with more than four years of experience, specializing in CRM-SaaS. I have a proven track record of managing complex projects, delivering results on time, optimizing resources, and driving Agile initiatives and automation to refine processes and engage stakeholders. My contributions have helped drive success in both consumer and enterprise markets.

With a multicultural and multilingual background, I am committed to servant leadership, defining clear objectives, and effectively managing resources while anticipating risks. My focus lies in aligning tech with business goals, fostering positive team dynamics, and driving productivity by infusing fun and excitement into my work.

## Core Beliefs

I believe in the importance of active engagement in technical conversations and implementations, alongside effective facilitation and management. As a servant leader, I pursue continuous learning in SDLC, STLC, Product, and Project Management cycle to add value without boundaries when addressing challenges.

Technical and product expertise is essential for identifying gaps and delivering solutions or facilitation that resonate with both technical and non-technical stakeholders. For a successful Program Increment, I believe the Technical Project Manager must remain neutral, facilitating solutions that align all teams with business objectives.

Clarity, flexibility, empathy, and creativity are essential for overcoming blockers and achieving shared goals. I prioritize providing metrics-driven dashboards for informed decision-making, highlighting gaps, issues, and risks. I focus on innovation by exploring new tools and frameworks that reduce manual efforts and improve processes, saving time and boosting team efficiency.

## Key Skills & Tools Expertise

### Project Management Skills :

- **Business Analysis & Hypercare** : Expertise in operational excellence for both Business as Usual (BAU) and Hypercare mode.
- **Team Backlog Development** : Collaborate with the product owner to prioritize and manage the team backlog.
- **Project Oversight & Management** : Plan projects and coordinate cross-functional teams to achieve objectives.
- **Effective Communication**: Skilled in top-down and bottom-up communication for enhanced alignment and transparency.
- **Change Management & Agile Objectives** : Drive Agile team objectives & Oversee ETAs and manage change initiatives, ensuring project timelines and end-to-end testing are met.
- **SLA Monitoring & Improvement**: Monitor both tech and PMO metrics, including SLAs, to enhance NPS & Company initiatives.
- **Stakeholder Management**: Manage stakeholder relationships, client communication, and negotiations.
- **Visibility Provision**: Provide insights into gaps, issues, risks, and opportunities across Agile teams using internal tech dashboards and reports, along with weekly cadence updates.

### Proficient and Familiar Tools

Programming Languages	JavaScript, HTML, Python
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Query Languages	postgresql, MongoDB query, BigQuery, mysql
API Interfaces	JSON, XML
Tools	Postman, JIRA, Confluence, Site24x7, New Relic, AppScripts, MS-Office, LookerDataStudio, HevoData, Superset, BigQuery, PMA, Figma, Wetty, PowerBI, Swagger, Databricks, git, cloudflare, AWSLambda, Elastic-workplace search.

## Work Experience

### Capillary Technologies Technical Project Manager

Bengaluru, India  
April 24 - Present

**Clientele** : Shell, TATA, Nascar, Hertz, Optum, Purina, AI-Futtaim, Petron, Metro

**Projects & Products Managed** : OTA-Payments, Apps-Infra, Customer Data Platforms & PMO Tooling

#### Key Responsibilities

- Collaborated with entity leaders to define business objectives and key results.
- Worked with cross-functional teams (engineering, CSM, solutions, product, compliance, business) to align and execute product visions with company goals.
- Defined and monitored critical success metrics (e.g SLAs for P0/P1, 100% delivery of product/business roadmap, uptime, dependency & RCA management).
- Assisted in developing a risk assessment framework to identify and evaluate risks, create contingency plans, and continuously monitor for potential issues.
- Applied Agile/Scrum practices to drive development, execution, and improvement of project plans.
- Provided mentoring and training to PMO interns, focusing on tools and process implementation.
- Ensuring business needs are being met by evaluating the ongoing effectiveness of current plans, programs, and initiatives and consulting with leadership, managers, co-workers and other key stakeholders.

#### Key Projects

- Collaborated with the infrastructure and development teams on migrating the platform's datacenter from Singapore to Mumbai, reducing infrastructure costs by 10% per month, improving API P90 latency by 100 ms, and ensuring on-time completion. Developed and executed a comprehensive risk management plan, addressing potential migration challenges and mitigating risks proactively. Coordinated with stakeholders for approvals, testing, and checkpoints, ensuring a smooth migration with zero P0 issues.
- Implemented Brand Wise Proactive Alerting & Monitoring (Stark) to detect issues early, differentiating between client and server-side errors in an automated, self-service manner. This approach significantly reduced the impact of issues through early detection and bolstered customer trust in issue resolution. It also contributed to a reduction in change management issues from 21% to 9%. Additionally, ensured timely reverts on 4xx issue queries from clients, improving responsiveness, and assisted the tech team in planning technical items, setting clear expectations, which reduced As-designed/Invalid bugs inflow.

### Capillary Technologies : 1 year and 10 months Associate Technical Program Manager

Bengaluru, India  
May 22 - March 24

**Clientele** : Shell, TATA, Nascar, Hertz, Optum, Purina, AI-Futtaim, Petron, Metro

**Projects & Products Managed** : OTA-Payments, Apps-Infra & PMO Tooling

#### Key Responsibilities

- Worked with cross-functional teams to align and execute product visions with company goals.
- Monitored critical success metrics (e.g., SLAs for P0/P1, 100% delivery of product/business roadmap, uptime, dependency & RCA management).
- Applied Agile/Scrum practices to drive development, execution, and improvement of project plans.
- Responsible for PMO tooling and process implementation, conducting POCs, and integrating new tools that

help automate manual processes. Also created daily reports in Google Data Studio, including Sprint Velocity, Bug Stability & SLA, Alerts Details, API Metrics, Cost, Uptime, and RCA. These initiatives assisted leadership in decision-making and enabled the monitoring of critical metrics and operational efficiency tasks.

- Ensuring business needs are being met by evaluating the ongoing effectiveness of current plans, programs, and initiatives and consulting with leadership, managers, co-workers and other key stakeholders.

### Key Projects

- Launched the first [Over-the-Air Digital Loyalty-enabled Payment app for Shell Malaysia \(B2C\) and Shell Singapore \(B2B\)](#). Collaborated closely with the payments backend, PSP, integration, and app teams to define scope, execute plans, and facilitated cross-POD collaboration. Additionally, established an Agile framework with all Scrum ceremonies in place, achieving 82% of releases as planned with zero P0 issues during both pilot and go-live phases. This initiative resulted in the proliferation of digital acceptance at over 1,000 sites in Malaysia, with more than 50,000 app downloads in a single day and over 68,000 registered users!
- Led the **Mission Sanity** initiative to address bugs and eliminate duplicate or irrelevant alerts, optimizing on-call time and resource efficiency through timely updates and metrics.
- **Led the POC and implementation of Capillary Workplace Search**, launching a custom search domain that syncs data from tools like Spreadsheet, Slack, MongoDB, Confluence, Google Drive, and GitHub. The project increased Daily Active Users (DAU) by 14% and achieved an N-day retention of 71%. Additionally, the average click position improved to 1.7, optimizing resource usage, time efficiency, and automation rates.
- Responsible for migrating the internal metrics/business data ETL from custom code to the no-code Data platform to streamline data processes. Created pipelines and updated data sources for various reports, including bug SLA, stability, sprint velocity, dependencies, progress, API metrics, weekly digest, and outage and uptime reports.
- Created a Status Page Subscriber Glossary and automated email notifications for API issues and performance, facilitating a self-service approach for client-side issues without the need for technical team intervention for Customer Success Management (CSM) and Incident Management (IM) Teams.

**Capillary Technologies** : 1 year

**Software Quality Engineer - I**

**Projects** : Customer Data Platforms, Org Settings, Sharingan & Connect +

Bengaluru, India

May 21 - May 22

### Key Responsibilities

- Analyzed PRDs, Drafted test scenarios, Test Cases, and maintained a Traceability Matrix for all api modules(v1.1, v2, v3).
- Conducted Integration, Regression, Sanity, and UAT Testing to ensure product quality and enhance test case coverage for each release.
- Migrated automatable test cases from the API Tester framework to the PyApps framework, maintaining a unified API automation framework for the Capillary Tech Team.
- Streamlined use case-based test cases by removing redundant tests.
- Actively participated in stand-ups, sprint planning, metrics meetings, and retrospectives to address testing-related issues.
- Managed sprint releases & Infra maintenance. for web, microsites, UI, functional, and E2E testing, and promoted builds in the deployer.
- Debugged bugs using logs and dashboards in Wetty, Kibana, Grafana, and New Relic.
- Generated QA reports on bug status and types, investigated pending bugs, and conducted weekly reviews and quarterly stability analysis via Redash dashboards.
- Conducted load testing with JMeter and K6, publishing performance metrics and API benchmarking details.
- Created onboarding documents, mentored new joiners, and maintained the test case repository.
- Debugged and triaged on-call bugs, created product gap tickets with detailed reports, and followed up with development and product teams for resolution and planning.
- Automated Postman scripts, worked on org settings, rate limits, data imports, Configs & Exports(Connect + , SFTP, webhook)
- Synced with clients for UAT and pilot testing.

**Tools & Technologies** : Teslink, Aptester, Bitbucket, qareportportal, Postman, New-relic, Grafana, Mangodb, PMA, Redash, Kibana, Wetty, swagger, pyCharm, linux, JMeter and K6

**BeQisoft Technologies (Disney ESPN) : 1 year and 3 months**  
**Quality Analyst**  
**Projects : Cricinfo, ABC, ESPN**

Bengaluru, India  
Feb 20 - May 21

### Key Responsibilities

- Implementing testing processes following the Agile Model, including creating User Stories and sprints.
- Analyzing PRD and preparing comprehensive Test Scenarios and Test Cases based on the functional & E2E requirement document & Traceability Matrix.
- Executing Test Cases for Regression Testing, Usability Testing, Monkey Testing, Sanity Testing, and User Acceptance Testing to verify the product's functionality.
- Conducting Mobile Application Testing on different iOS and Android mobile devices to ensure compatibility.
- Managing defect characterization, submission, and tracking using JIRA until resolution & Documentation.
- Playing a key role in creating a quality-focused culture by understanding and addressing customers' needs end to end and suggesting improvements to enhance performance and reduce errors.
- I have worked on User Flow Analysis, Black Order, Custom Pages and Charles Proxy debugging.

### Awards and Recognition

- **Capillary Rockstar Award - August 2024**  
Recognized for outstanding yearly performance and achievement of goals by the CEO of Capillary.
- **Capillary Star Award - March 2024**  
Awarded for exceptional performance by the CTO of Capillary.
- **Shell App's Malaysia Launch Award - August 2023**  
Acknowledged for significant contributions to the app's launch by the Vice President of Customer Success.
- **Spot Award - October 2021**  
Received for exceptional performance as a software tester, demonstrating accountability, from the SVP of Capillary.

### Personal Details

**Date of Birth** : 5<sup>th</sup> October 1996  
**Mother's Name** : Suneetha K  
**Father's Name** : Ravi B M  
**Current** : **Bangalore, India**  
**Passport Details** : T7753097  
**Nationality** : INDIAN  
**Languages Known** : **English, Hindi, Deutsch**

### Declaration

I hereby declare that the information and facts are true to the best of my knowledge.

Date:

Sagar B R