# KRITHY NANAIAH ATRANGADA

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## TECHNICAL PROGRAM MANAGER

###  CONTACT:

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[Krithy NA LinkedIn](https://www.linkedin.com/in/krithyna/)

 **STATUS – Green Card**

### EDUCATION:

MS (Information Systems) – California State University, Los Angeles, USA - 2019

### B.Tech. (CS) VTU - 2014

### GLOBAL SKILLSET:

1. VCP®
2. VCA®
3. CSPO®
4. CPM®
5. Prince2®
6. CSM®
7. ITIL V3®
8. FOCP®
9. Salesforce®
10. AWS®
11. CCNA®
12. MCSA®
13. Six Sigma – Yellow Belt®

### LANGUAGES KNOWN:

* English - •••••
* Hindi - •••••
* Kannada - •••••

###  PROFESSIONAL PROFILE:

Award winning, goal-oriented Product Manager of value-adding enterprise level SDDC & SaaS oriented products, with 8+ years of experience. Conceptualize & execute product roadmap vision from start to finish, managing complex milestones.

###  TECHNICAL (IT) SKILLS:

**Management:** Program & Product Management, R&D and Strategic-Partner Product Release, Agile-Scrum, Presenting demo to C-level executives, Partner & Business Advocate, Security Operations Business Use-cases & Persona Stories, Security Standards, Engineering Sprint & Product Backlog Management, Root-to-tip Product Lifecycle Management, Cross-team collaboration, SDLC, Confluence, Weekly Checkpoint, Network & Cyber Security, Agile & Waterfall Methodologies and JIRA.

**Computer Science:** VMware Virtualization, Network Security, Windows Server, CCNA, Salesforce, SDLC, SaaS, IT Infrastructure, Datacenter Operations, Cloud Programs - AWS

###  EXPERIENCE:

* 1. **FEPOC – BlueCross BlueShield** 2021 – Till Date
	+ Define & drive cohesive product roadmap, strategy & security requirements across physical & virtual appliance models, supporting private and public cloud.
	+ Work with Engineering, Marketing, Release, TAM & Support teams, driving decision on feature/cost trade-off, ROI & impact on customer experience.
	+ Active planning & prioritizing product feature backlog, based on specific business value and product requirements, for current & future product roadmap by conducting research supported by ongoing intimate knowledge of existing customers, partners, and competitors for superior product lifecycle.
	+ Leads planning of beta, customer evaluation programs, product release, collaborating with stakeholders for correction of bugs & product enhancements.
	+ Write User stories, Acceptance criteria & Business case on Security & SaaS.
	+ Works closely with the Engineering team to ensure stories in the upcoming sprint are fully understood and stories in future sprints are well groomed & estimated.
	+ Coordinates with multiple parties (Sales, Marketing, Strategic partners, Engineering managers, Business partners, etc.) to meet the customer’s priorities while being aware of the insights, needs and constraints of those stakeholders.
	+ Accountable for end-to-end management of vast cross-functional programs, involving versatile group of global Partners, Customers & Stakeholders for global software lifecycle, product releases & post release collaboration for operations/support, persistently driving towards improved user experience.
	+ Delivering webinars/demos ahead of releases to potential/existing partners on new/existing products, new partner onboarding, handholding for complete development & certification cycle throughout the planning to release stages.
	+ Manage, instrument & track the roadmap of On-Prem programs towards SaaS transformation & driving the global multi-team discussions towards the goal.
	+ Establish awareness, distribution, launch, release, posting, upgrade, support strategy with Pricing and packaging for each product category.
	+ Steer tactics to increase product magnetism in market through events, demos, social media presence, etc.

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## TECHNICAL PROGRAM MANAGER

### HOBBIES:

* + - Travelling
		- Writing Articles
		- Reading books
		- Philanthropy
		- Sudoku

### TICKETING TOOLS:

1. JIRA
2. SFDC
3. Confluence
4. Sharepoint
5. BMC REMEDY
6. ITSM
7. HPOV/HPOM
8. SMAX
9. Service Now

### SOCIAL CONTRIBUTION:

1. Active participation in Northern Virginia Family Service (NVFS)
2. Actively contributed to Arlington Food Assistance Center (AFAC) Open volunteering in upliftment through food supply.
3. Active Contributor – Capital Area Food Bank
	1. **Flexon Technologies** 2019 – 2021
* Through well-channelized problem management, reduced the overall monitoring incidents by 40%.
* Proactively analyzed the incident trend from the New Generation Delivery Model (NGDM), identified top polluting categories to create problem records & thus, eliminate such incidents by adding them to an automated self-triggering troubleshooting system. This increased the availability of servers from 98% to 99%, therefore reducing unplanned outages.
* Supervising high-severity incidents to ensure continuous service availability with minimal or no downtime.
* Managing, maintenance, & Patching of servers, within defined SLA.
* Handling a team to manage the Onshore accounts & thus responsible for getting the team to resolve and troubleshoot User and Auto logged incidents.
* Communicating with client/onshore team based on activity scope on incidents.
	1. **California State University** 2017 – 2019
* Responsible for assisting professors throughout the session of class delivery.
* Managed the class of master’s and corrected the papers submitted by the group of students.
* Handled a group of ~100 students end-to-end in their course for all the relevant master’s studies.
* Lead a class of ~100+ students in delivering the content and getting the students ready for their assignments and technical capability necessary for the success rate.
* Participated in reading the research papers for a group ~100+ students, share feedback and helped in modifying the papers to get the content industry ready for better success ratio.
	1. **Lince Soft Solutions Private Limited** 2014 - 2016
* Managed & tabulated 10+ UK based enterprise level accounts with end-to-end support for AppDynamics®, Nagios® and AWS®.
* Managed as lead for multi-client infrastructure management of 7500+ servers, positioned in different geographic locations.
* Articulated the automation of the ticketing system, which eliminated 30,000+ auto-generated tickets/month, which saved SLA, Revenue & Cost of 3 EFTs a month.

### ADDITIONAL INFORMATION:

* Awarded the “*certificate of significant contribution*” for root-to-tip alliance with delivery partners.
* Completed project, signifying Cross-team collaboration in completing project work for an On-prem to SaaS transition.
* Awarded “*Champion of Champions*” title for excellent channeling of critical high-profile customer issue & instrumenting the steps to resolution.
* Have created a predictive model that can accurately predict, the number of trips taken on a given day with San Francisco's bike sharing service using Microsoft Azure ML & Spark Machine Learning