

## Customer Testimonials for Sreeraj Menon

- I. (Principal TPM, Alexa Devices) acknowledged in his feedback that “He raises the technical bar for a PM understanding of requirements (**technically fearless**); so easily that I was surprised after working with him for a few months to find he was not a TPM”. Thanks to his **persistence, leadership, and his effective partnership** with teams, he has been able to influence domains to reduce UPFs across Alexa by 56+% in every region (6,892 UPFs per Million (UPM) utterances to 3,244 (56%) in NA, 8,375 UPM to 2,731 (68%) in EU, and 9,571 UPM to 3,624 (62%) in FE) demonstrating not only impressive deliver results, but also influence without authority.
- II. On a different occasion, one of the BRs who moved out of Alexa into the Books org, volunteered to help her new org, quoted this in the launch email “**Inspiration and Mentorship: Sreeraj Menon** (Senior Program Manager, Alexa Excellence / Alexa COE BR Program Lead)”. Sreeraj has also been reached out by **Prime Video, Robotics, Alexa Shopping and Smart home orgs** to help them setup their own BR programs.
- III. Principal Engineer, Alexa AI – Web Information, “I think Sreeraj has been doing a great job in the COE **Bar Raiser** program. Since he joined, he brought order to chaos. I remember the times where COE bar raising was a pain for both customers and BRs; it was super hard to track which COE should be picked by who and because of that SLAs were constantly missed. The program wiki was not as informative as before. On top of that, he is super approachable and super customer obsessed which I believe made the program more efficient and customer focused.”
- IV. Unsolicited Feedback from Sr. Mgr PM-T, Alexa AI – Knowledge on the new automated COE report - “I just saw the new email. Very exciting. Thank you for your partnership on this!”
- V. Unsolicited feedback from Director Alexa Devices after Sreeraj presented UPF at VP’s OE review meeting, “It was a good overview and thanks, Sreeraj for providing context into the value of having **dedicated VP level goals**”
- VI. Larry Cross>Agile Coach | Agile Transformation Leader | Lean-Agile Leader | SAFe SPC | SAFe RTE Agile Coach | Larry worked with Sreeraj but on different teams I worked with Sreeraj at Amdocs for nearly a decade. He is detail oriented and conscientious who has valuable expertise in managing priorities, developing working relationships between many organizations, and excelling at any responsibility he takes on. I **saw him progress from a QA manager to helping adopt agile practices by being a scrum master, and eventually leading agile transformations** in many areas such as support, services, and operations. He has demonstrated leadership in every endeavor whether it was internal to the organization or in partnership with some of the largest customers. I highly recommend Sreeraj.
- VII. Rhishikesh Mapara· Program Manager | | Product Owner at Mercedes Benz R&D Rhishikesh reported directly to Sreeraj. Sreeraj is an outstanding thought leader. At work - he makes

significant impact by strategic vision and clarity of thought. One attribute that stands out - be it during internal team meetings or customer negotiations - is his **ability to maintain calm to weather out the storm**. At Amdocs - his contribution was instrumental in designing and implementing Kanban across unit. He also was architect behind implementing multiple ITIL processes.

- VIII. Mohan Thomas· 1stFirst degree connection - Version Release Manager at Amdocs Mobile Financial Services Version Release Manager at Amdocs Mobile Financial Services - It's not often that one gets the good fortune to work with excellent persons. Sreeraj has always been of the utmost professional caliber and an outstanding manager in the 6 years we have worked together in Amdocs for Tier 1 telecom operators in North America.
- IX. Bridget Haddad IT Consultant, Bridget worked with Sreeraj on the same team - Sreeraj is a top performer, technically solid, and a quick problem-solver. I worked with him at PacifiCorp on a team with other QA Engineers from 2005-2006. Even though he had only started with PacifiCorp a few months before me, he had quickly come up to speed on all their operations and acquired an impressive amount of knowledge in such a short amount of time. I could always come to him with technical questions or for help with a problem and he knew what to do. Among his peers at PacifiCorp, he was very highly regarded and a wonderful person to work with.
- X. Tom Holman, Tom was senior to Sreeraj but didn't manage Sreeraj directly - Sreeraj is a highly detail-oriented manager - Sreeraj was extremely helpful in moving the Ongoing Support team to a more agile approach to their work. I was a pleasure working with Sreeraj on this "impossible" mission to see how an agile approach would impact a support team. I in fact was a great success due to team members like Sreeraj. It was my pleasure to work with him and pass the baton to him to continue the work at Amdocs.
- XI. Rich Gilpin, Rich was Sreeraj's client - Sreeraj was very professional and astutely technical during the time he contracted for me at PacifiCorp. He engenders the utmost trust amongst management and peers, delivering above expectations and ahead of schedule continually. His observations and suggestions were timely, cost effective, and gained the respect of all who worked with him.
- XII. Nagendra Gopalrao SAFe POPM, CSM, PMP· Product Management // Cloud Integration & Adoption @SAPProduct Management - Sreeraj is one of the best QA Leads that I have seen in my career as a project manager. He has an in-depth understanding of QA methods and has delivered results by implementing them. He also has great leadership skills that he demonstrated by effectively managing an off-shore QA team. I have no hesitation in recommending Sreeraj to any organization that requires a dynamic QA Lead/Manager.