SREERAJ MENON My Website/Blogs

PRINCIPAL PROGRAM MANGER

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(405) 880. 3817. Seattle, WA 98115

Innovative Agile Program Manager with 15+ years of success in delivering **large scale** programs (15K+ size orgs like Amazon Alexa, Shopping, and more), **cross-functionally** influencing numerous domains like Engineering (Dev / Data Architecture/ Operational Excellence). Collaborative communicator focused on understanding and **mitigating risks** to drive positive change by setting and aligning mechanisms.

CORE COMPETENCIES

✓ Engineering Excellence (Software OE)	✓ Program Management (PMP)	✓ Stakeholder Management
✓ IT Service & Release Management (ITIL)	✓ Data Analysis (SQL / Excel – Pivots)	✓ Risk Management
✓ Agile Coach (CSPO)	✓ Product Dev & Management	✓ KPI (Metrics&Mechanisms)

EXPERIENCE & NOTABLE CONTRIBUTIONS

Amazon • Seattle, WA

PRINCIPAL PROGRAM MANAGER FOR AMAZON STORES (eCOMMERCE) FOUNDATIONS& AMAZON ALEXA (AI) EXCELLENCE (JULY 2019 –PRESENT)

- Led 40+ VP-level goals, achieving 90% of them on time and budget via rigorous inspection for solving problems for 300MM / week customer base, driving standardized status updates, monthly KPIs reporting, and risk mitigation.
- Scale program by regularly assessing for de-duping, or other efficiency areas like reducing overhead, while eliminating single point of failures which cut down the executive reviews by 25%.
- Improved Alexa's Availability by 55% Year-over-Year by implementing robust error correction and User Perceived Fatal reduction (terminal crashes, Friction, customer impacting defects).
- Drove integrity adoption across verticals like Alexa, Amazon Music, Prime Video, AWS Premium Support via standard operating procedures (SOPs), and playbooks (templates) that I authored and evangelized.
- Optimized Operational Integrity SLA compliance improvement by 30% for 4 years in a row via mechanisms like auto-assignment tool to prevent repeat of High Severity Incidents (HSEs).

T-Mobile • Bothell, WA

SR. MANAGER, QUALITY & RELEASE MANAGEMENT TEAM (MAY 2018 – JULY 2019)

- Delivered $10M cost reductions by developing guidelines for database modernization, open-source adoption, shift left strategy and building a center of excellence.
- Reduced Monthly downtime by 50% by driving blue-green deployments for critical systems for New Product Launches (including Enterprise-wide Billing Releases / Apple, Samsung Devices Launches).

Sterling Check • Bellevue, WA

DIRECTOR, TECH PROGRAM MANAGEMENT (PMO) (DEC 2016 – MAR 2018)

- Successfully enabled sales for 1000s of large enterprise customers with frequent hiring and onboarding needs (like ABM, Lyft, various staffing firms) by delivering Globalization (i10n) of Sterling's Background Check Platform (APIs) to conduct civil, criminal, credit, drug screen and driving records checks.

Amdocs • Seattle, WA

MANAGER, CUSTOMER SERVICE & PRODUCT OWNERS (2006 –2016)

- Achieved 100% SLA Commitments on Cloud, On-Premises, Dedicated and Multi-Tenant Managed Services. Engaged in writing SOWs, Negotiate Contracts and Customer Agile Training.
- Reduced time to market by 40% for Top 3 Customers (AT&T, America Movil and Telenor) by setting KPIs to measure self-organization, improving transparency, with agile demos and retrospectives.

Technical Consulting Roles • Microsoft, AT&T, PACIFICORP • SEPT 2003 – JULY 2006

- Architected the Performance testing plan for AT&T's Customer Care Portal. Led the team in building the QA Plan, test cases to validate the Power Delivery & SOX Compliance for a major Utility Company, PacifiCorp.
- Developed the UX scripts/technology to successfully migrate 1M+ subscribers, the first of the kind in the industry at Western Wireless (Currently Verizon).

EDUCATION & TRAINING

M.S, Electrical Engineering, Oklahoma State University **| B. Tech, Electronics Engineering,** India