**Sreeraj Menon** [**http://www.sreerajmenon.com/**](http://www.sreerajmenon.com/) **Principal Program Mgmt.**

*Sreeraj.menon@icloud.com*  <http://www.linkedin.com/in/menonsreeraj> *(405) 880. 3817.* *Seattle, WA 98115*

Innovative Agile Program Manager with 15+ years experience of success guiding teams globally, across numerous domains like engineering, DevOps, operational excellence, and customer support. Collaborative communicator continually focused on building relationships to drive positive change across business lines by setting and aligning mechanisms.

**Core Competencies**

|  |  |  |
| --- | --- | --- |
| * Software Operational Excellence
 | * Program Management (PMP)
 | * Effective Communication
 |
| * IT Service & Release Management (ITIL)
 | * Data Analysis (SQL / Excel – Pivots)
 | * Customer Engagement
 |
| * Agile Coach (CSPO)
 | * Staff Training & Leadership
 | * Availability Mechanisms
 |

**Experience & Notable Contributions**

**Amazon** • Seattle, WA

***Principal Program manager for Amazon Stores (eCommerce) Foundations (March 2024 – Present)***

* Chief of Staff Role: Led 40+ VP-level Amazon goals and delivered 90% of them on time and budget via Monthly Business and Operational metric reviews, to effectively drive the goal tracking, reporting and risk mitigation.

 ***Principal Program manager for Amazon Alexa Excellence (July 2019 – March 2024)***

* Reported to Director of Operational Excellence as Chief of Staff: Improved Alexa’s (AI Assistant) Availability by 55% Year-over-Year for top volume contributors by procuring commitment and reducing user perceived fatal (customer impacting defects and outages).
* Published standard operating procedures (SOPs), and guidance (wikis/ templates) toevangelize and adopt Bar Raiser program for correction of errors (COEs) beyond Alexa (Amazon Music, Prime Video, AWS Premium Support) that helps root cause, deep dive and identify corrective measures for prevention of recurring High Severity Incidents (HSEs).
* Optimized end-to-end SLA compliance improvement by 30%, for up to 15K (Gen AI org-wide) employee base via mechanisms like auto-assignment tool based on rotating On Call Calendars.
* Recruited, trained and promoted L7/L8 leaders in the org to volunteer as bar raisers, call leaders for resolving high severity events to ensure services can be returned to the customers in a healthy state.

**T-Mobile** • Bothell, WA

***Sr. Manager, Quality & Release Management Team*** *(May 2018 – July 2019)*

* Delivered $10M+ spend reductions for T-Mobile’s Architecture Strategy Team by generating and driving guidelines for DB modernization, open-source adoption, shift left strategy and building a center of excellence.
* Successfully reduced 50% of the monthly downtime for T-Mobile’s subscribers by driving the critical path systems to build / enable blue-green deployments.
* Saved approx. $3MM per year in post-production support savings by implementing release workback mechanism (automated change control) that reduced defects going to the business and enterprise users.
* Led and improved the experience of the Release managers and Delivery managers for monthly New Product Launches (including Enterprise-wide Billing Releases / Apple, Samsung Devices Launches) by Agile approaches like skill diversification, job rotation and cross-training.

**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.
* Bolstered the adoption of agile development practices by reducing pain points for engineers (e.g. time tracking efforts) through automations, and cross functional team collaborations.

**Amdocs** • Seattle, WA

***Manager, Customer Service & Product Owners (****2012 –2016) /* ***(Scrum Master/QA)*** *(2006 – 2012)*

* 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*** • *Sept 2003 – July 2006*

* Improved quality of the Business Intelligence Reports used by Microsoft’s Consulting Division that doubled their revenue. Designed performance test plan for AT&T’s Customer Care Web Portal.
* Architected the QA Plan, test cases and built the team to validate the Power Delivery, Revenue Assurance & SOX Compliance Regulatory requirements for a major Utility Company (PacifiCorp).
* Developed the technology to successfully migrate 1M+ telecom subscribers after an acquisition, the first of the kind in the industry (Western Wireless).

**Education & Training**

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

**Technical Proficiencies**

Past Hands-on experience in Data Warehouse, ETL Validations, Reporting systems like SQL SRS/SAS. Software Operational expertise across various enterprise Multi-Tier Architecture On-Premises or Cloud (AWS) Infrastructure based on Java / Microsoft / IBM zOS / Oracle. Project Management frameworks (PMP Certified, ITIL v3, CSPO, SDLC – Agile / Traditional), Expert level in SQL, Excel-Pivots, Documentation in Confluence, Wikis / Blogs, Atlassian Jira.

P&L/Budget Planning, Negotiate Contracts and Audit, Vendor Management, SLAs, SaaS

Customer Agile Training and Partnership Building.