

# SATEESH KUMAR DARA

## Technical Program Manager | Certified Scrum Master (CSM)

Bangalore, India • Valid US B1/B2 visa (business travel) • Immediate joiner

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### PROFESSIONAL SUMMARY

Technical Program Manager with 15+ years in software delivery — 8+ years in engineering (development and test automation) and 7+ years in program and project leadership. Drives end-to-end delivery as Program Owner, Release Manager, Incident Manager, and Scrum Master across globally distributed teams. Translates roadmaps, OKRs, and risks into shipped outcomes across SaaS, web, mobile, chatbot, and Azure cloud platforms, and communicates fluently with both engineering and business stakeholders.

### CAREER HIGHLIGHTS

- Delivered a **90% on-time delivery** rate across all release trains spanning mobile (Android/iOS), web, chatbot, and Azure cloud platforms.
- Cut customer service call volume by **50%** by driving cross-functional delivery of an AI virtual-assistant chatbot.
- Improved production-incident **MTTR by 30%** and reduced program risks and delays by **50%** through proactive dependency and escalation management.
- 15+ years** across engineering and program leadership; retained leadership through **four acquisitions** (Iron Mountain → Autonomy → HPE → Micro Focus → SMARSH).

### CORE SKILLS

**Program Management:** Strategic Roadmapping, OKRs & KPIs, Cross-functional Leadership, Risk & Issue Management, Release Management, Change Management, Dependency Management, Stakeholder Engagement, Conflict Management, Negotiation, Budget/Cost Awareness

**Agile & Delivery:** Scrum, Kanban, SAFe, PI / Quarterly Planning, Sprint Planning, Backlog Management, RACI, Retrospectives, Continuous Improvement, Waterfall

**Technical:** SDLC, Microservices, System Design, CI/CD, Kubernetes (K8s), SaaS, APIs, Java, Node.js, React, SQL, Elasticsearch, Selenium, Postman

**Tools & Platforms:** JIRA (JQL + AI automation), Confluence, Azure DevOps, Power BI, Jenkins, Git, Bitbucket

**Environments:** Azure Cloud, Mobile (Android/iOS), Web, Unix/Linux, Windows, Chatbots

### PROFESSIONAL EXPERIENCE

#### Technical Program Manager (Scrum Master & Program Lead)

UEI — Smart Home Technology | Bangalore, India | Oct 2023 – Present

Programs: MyNevo mobile app (Android/iOS) · VA Chatbot (Node.js/React) · Nevo.ai Azure OTA platform (C#) · Service Desk

- Defined program goals, OKRs, and strategic priorities, aligning delivery roadmaps with key stakeholder needs across business, engineering, and product.
- Ran end-to-end program and release management for Android, iOS, Chatbot, and Azure cloud applications, achieving a 90% on-time delivery rate across all release trains.
- Owned escalation and incident management for real-user production issues, improving mean time to resolution (MTTR) by 30%.
- Built advanced JIRA automation (JQL + AI rules), cutting manual effort by 30% across 3 departments; led PI planning and change control, reducing program blockers by 20% per quarter.
- Aligned 15+ stakeholders and governed SLAs for 3 globally distributed teams, lifting milestone adherence by 10% and sprint velocity by 15%; drove the VA Chatbot that cut customer service calls by 50%.

#### Technical Program Manager (Program Lead) — Engineering Delivery

SMARSH (Archiving & Compliance) | Bangalore, India | Oct 2018 – Aug 2023

Products: Digital Safe (archiving & storage, Linux) · Supervisor (compliance management web app)

- Owned end-to-end release planning across competing stakeholder priorities, ensuring 100% alignment on critical product roadmaps.
- Translated business needs into technical solutions using WSJF and RICE, prioritizing 50+ features to maximize ROI.
- Reduced program risks and delays by 50% through proactive dependency management; delivered executive-level KPI reporting on quality, performance, and milestones.

- Directed Agile delivery for a 25-member global team across 3 time zones.

### **Lead Software QA Engineer / SDET — Engineering Quality**

*SMARSH (via Iron Mountain → Autonomy → HPE → Micro Focus) | Bangalore, India | Nov 2010 – Sep 2018*

- Built end-to-end automation frameworks (Selenium, Java, Maven, Rest Assured), increasing test coverage by 40% and supporting 500+ daily test executions (POM, DDI).
- Automated 85% of critical web modules, reducing regression testing time by 50%; developed 250+ automation scripts in one month, cutting QA turnaround by 30%.
- Configured Jenkins CI for nightly builds and deployments, reducing deployment failure rate by 20%.
- Contributed features and fixes to a SaaS application (React, Node.js, microservices). Recognized with multiple “Best Performer” and “Making a Difference” awards at HPE R&D.

### **Early Career — Family Retail Business**

*Family retail venture (with early operations & customer-support exposure) | Aug 2005 – Oct 2010*

- Helped run a family retail business — hands-on grounding in running a business and serving customers directly before moving into software engineering.

### **CERTIFICATIONS**

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- Certified Scrum Master (CSM) — Scrum Alliance (Cert ID: 001462163)
- Project Management Certificate — Mangtas
- Generative AI Fundamentals — Google Cloud Skills Boost

### **EDUCATION**

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**B.Tech, Electronics & Communications Engineering** — JNTU (MITS) | 2001 – 2005