Bentonville, Arkansas 72713
(608) 886-2652
perumalshyju@gmail.com

Driving Agile Delivery, Operational Excellence, and Strategic Program Execution in Tech Environments

PROFESSIONAL SUMMARY

Highly experienced and results-oriented Program Manager/Operations Manager, with experience in delivering complex projects on time and within budget. Skilled in leading engineering teams and managing the delivery of complex technical projects. Proven ability to lead cross-functional teams, manage project risks, and ensure client satisfaction. Skilled in Agile methodologies and proficient in project management tools like JIRA and Confluence.

PROFESSIONAL EXPERIENCE

Walmart Global Tech   **Bentonville, Arkansas**

Technical Program Manager   2020-Current

Program Manager overseeing three cross-functional product teams, driving Agile/Scrum best practices across all phases including sprint planning, daily stand-ups, reviews, and retrospectives. Led agile coaching initiatives to elevate team maturity and ensure adherence to iterative delivery principles. Demonstrated success in enhancing team performance, increasing transparency, and delivering measurable business outcomes through continuous improvement. Recognized for fostering a high-performance culture rooted in accountability, ownership, and collaborative execution. Partnered effectively with product owners and key stakeholders to align priorities, manage dependencies, and ensure timely, goal-driven delivery across programs.

- Gathered and analyzed data to identify trends, inefficiencies, and opportunities for continuous process improvement across multiple teams and programs.
- Provided timely and transparent project updates to internal and external stakeholders, ensuring alignment on scope, timeline, budget, and key milestones.
- Managed multiple concurrent projects, prioritizing tasks and resource allocation to meet strategic objectives and delivery deadlines.
- Created and maintained dashboards and reports to monitor project status and metrics; ensured confidentiality and security of sensitive data.
- Collaborated with stakeholders to define reporting needs and develop scalable tools and strategies for data management and communication.
- Applied strong organizational skills to manage competing priorities, maintain detailed documentation, and ensure consistent execution under pressure.
- Identified and implemented process efficiencies to reduce costs, eliminate redundancies, and enhance operational effectiveness.
- Utilized JIRA to track efforts and Confluence to document progress and status, ensuring clear communication and project transparency.

Software Engineer   2018-2020

Leading release and migration initiatives for Point-of-Sale (POS) applications, overseeing end-to-end software deployment processes to ensure smooth, reliable releases and minimal disruption to business operations. Successfully managed complex application and infrastructure migrations to new environments, prioritizing stability, scalability, and uptime. Collaborated closely with development, QA, and operations teams to streamline workflows, enhance cross-functional coordination, and drive continuous improvement in release and infrastructure performance.

- Provided strategic oversight as the lead, managing integrated schedules to track milestones, dependencies, and deliverables.
- Developed and executed risk management plans, proactively identifying, mitigating, and escalating issues in accordance with governance frameworks.
- Oversaw change control processes, ensuring scope, timeline, and budget alignment.
- Coordinated resolution of production issues and leveraged data-driven insights to guide teams toward effective issue resolution and risk mitigation.

- Delivered clear, actionable status updates and recommendations to senior leadership and stakeholders, enabling informed decision-making and continuous alignment with organizational priorities.
- Fostered a collaborative team environment, promoting knowledge sharing and a culture of accountability across departments.

Sentry Insurance   **Stevens Point, Wisconsin**

Release and Delivery Coordinator   2009-2018

Delivery coordinator for Policy Center, Billing Center & Sales Center applications, responsible for leading release planning, deployment, and process optimization. Demonstrates strong communication, collaboration, and problem-solving skills, with a proven ability to deliver high-quality releases on time and within budget.
- Provided Change Management and Build support for over 22 diverse applications, ensuring smooth integration and deployment processes
- Participated in periodic archiving and secure storage of source code to support disaster recovery and business continuity planning.
- Served as an Integrator responsible for performing merge, rebase, and baseline operations using Subversion and ClearCase version control tools.

Union Bank of Switzerland (UBS)   **London, United Kingdom**

Configuration and Release Lead   2006-2009

Release lead for 2 projects while working closely with product owner and developers with the focus on implementing and managing Configuration Management processes. Skilled in developing and maintaining Configuration Management (CM) databases, conducting compliance audits, and optimizing CM tools to enhance process efficiency and accuracy.
- Developed and implemented Software Configuration Management strategies aligned with Agile methodologies to support efficient and reliable application development.
- Experienced in using Cruise-Control as a Continuous Integration (CI) tool for automating the build and deployment of Java applications.
- Actively participated in the product release cycle across multiple environments, including Development, QA, UAT, and Production, ensuring smooth transitions and deployment readiness.

CERTIFICATION

PMP (Project Management Professional) - Project Management Institute (PMI) Cert No. 2911644
ITIL V3 - Examination Institute for Information Science (EXIN)
Scrum Master Certification - Learn Quest
Agile Planning for Software Products - University of Alberta
Agile Project Management - University of Colorado Boulder

SKILLS

JIRA, Confluence, ServiceNow, HP Service Manager, Draw.IO, SQL, Power BI

EDUCATION

Master of Science, Computer Application (MCA)