

Anusha Behara

Technical Manager



Visakhapatnam, India 530016



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Competent Technical Consultant offering wealth of experience in project management, web application development, Responsive web pages, cloud contact centers implementation and Robotic Process Automation. Over 10-years background in application development. Experienced software developer and project manager. Ready to help team achieve organization goals. Pursuing AI-ML in IIM



Skills

Project Management



Application development and Integration



Training and Mentorship



Responsive web design



Work History

2022-10 - Current

Technical Manager

Cognizant, Vishakhapatnam

- Developed suggestions for technical process improvements to optimize resources.
- Liaised between business and technology units to manage delivery schedules for applications.
- Evaluated customer impact risk, reputation risk and regulatory risk.
- Analyzed project-related information and made recommendations based on discoveries.
- Increased employee productivity by 70% through training and mentorship.
- Guided, coached and lead project teams, delegating tasks and evaluating performance and progression of project pace.
- Gathered requirements and maintained communication between project teams, internal clients and external stakeholders.
- Prepared status charts for daily management meetings in Excel and PowerPoint.
- Worked closely with customers to evaluate various types of risks such as impact, reputation and regulatory.

- Met with clients to gather and understand requirements and coordinated with system administrators and directors to plan and schedule project activities.
- Managed deliverable estimates, negotiated resource conflicts and allocated resources.
- Reviewed codes of developers and the test scenarios and test cases prepared by Testers
- Participated in Retrospectives, Sprint Planning and Sprint Review meetings to demo the changes brought into the application to Product Owner and Client Delivery Head
- Conducted Technical Quality Review session with Architects to review the code changes made by the team every sprint
- Executed Resource management as per project plan
- Owned Delivery Management following Agile methodology
- Supported in RFPs, vendor comparison document and scoring features of technologies for prospected projects

2018-04 - 2022-09

Senior Technical Lead

Hinduja Global Solutions, Vishakhapatnam, India

- Single Page Applications development using React JS and integration into AWS using Amplify
- Leading the team of developers in Robotic Process Automation using Automation Anywhere (A360)
- Responsible for integrations and client demos, discussions with client for clarifications and confirmations
- Cloud Contact Centers implementation using Amazon Connect, Lambda, s3, DynamoDB and API Gateway
- Agent Desktop customization using Twilio Flex
- Assessed project milestones and team performance to keep staff on-task.
- Developed technical solutions to diverse operational problems.
- Researched and adopted new technologies to add value to existing offerings.

2013-03 - 2018-04

Software Engineer

Element Solutions, Visakhapatnam, India

- Worked as a technical support agent responsible for fixing production bugs in web applications
- Worked as a web application developer using Oracle Web Center Sites(WCS), Java, Springboot, Javascript, HTML and CSS
- Worked as Front end developer responsible for developing protoypes using jQuery, SAAS, Node, Gulp, HTML, CSS and Bootstrap
- Worked with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability, and performance.
- Maintained existing software systems by identifying and correcting software defects.
- Collaborated with clients to define solution requirements.
- Collaborated with management, internal and development partners regarding software application design status and project progress.

- Analyzed proposed technical solutions based on customer requirements.



Education

Bachelor of Technology: Electronics And Communications Engineering

AI-Ameer College of Engineering And I.T - Visakhapatna

Scored 70.00%

Higher Secondary Education: MPC

Sri Chaitanya Junior College - Visakhapatnam

Scored 92%

Senior Secondary School

Pollocks School - Visakhapatnam

Scored 80.33%

2023-11 - Current

Continuing Education: Artificial Intelligence And Machine Learning

Indian Institute of Management - Visakhapatnam



Personal Details

Date of Birth: 06/08/1991

Nationality: Indian

Marital Status: Married

Gender: Female



Languages

English



Hindi



Telugu



Certifications

2022-08

1. Automation Anywhere Certified Master RPA Professional (A2019)

2022-07

1. Automation Anywhere Certified Advanced RPA Professional (A2019)



Interests

Artificial Intelligence and Machine Learning