

# SATEESH MUGGALLA

## SENIOR IT PROJECT & PROGRAM MANAGER | DIGITAL TRANSFORMATION | ENTERPRISE APPLICATIONS | SAAS & CLOUD | GLOBAL DELIVERY

Berlin, Germany | Open to relocation across Germany | Available immediately | **EU Blue Card holder** — no sponsorship required  
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### [My Professional Portfolio](#)

## PROFESSIONAL SUMMARY

Senior IT Project & Program Manager with 17+ years in enterprise IT and 10+ years leading complex programs, projects and service delivery. Client-facing trusted advisor experienced in digital transformation and enterprise commerce delivery across EMEA and global markets. Expertise in SaaS and cloud-enabled enterprise platforms, including Salesforce Commerce Cloud, Adobe Commerce, SAP Commerce Cloud, CRM, integrations and ITSM. Strong record in governance, financial and commercial management, program growth, stakeholder engagement, risk control, capacity planning and delivery excellence across Agile, SAFe, hybrid and Waterfall environments.

## SELECTED CAREER IMPACT

**€5M** portfolio managed | **75 FTE** team leadership | **€5.6M** revenue impact supported | **Global delivery** across Europe, UK, USA and APAC

## CORE COMPETENCIES & TECHNOLOGY

- **Program & Portfolio Management:** Program Management · Project Management · Portfolio Management · PMO · Governance · Roadmaps · Scope · RAID · Dependencies · Change Control · Capacity Management · Multi-workstream Delivery · Executive Reporting
- **Digital Transformation & AI:** Enterprise Transformation · Application Modernization · Process Optimization · Generative AI · Microsoft Copilot · ServiceNow Now Assist · Automation · Power BI Monitoring · Automated Testing
- **IT & Service Delivery:** Enterprise Applications · SaaS Delivery · Cloud-enabled Platforms · Digital Commerce · New Implementations · Rollouts · AMS/ADS · ITIL L1–L3 Support · SLA/KPI Management · Operational Excellence · Compliance Controls
- **Leadership & Client Engagement:** Trusted Advisor · Customer Satisfaction · Executive Stakeholders · Cross-functional Leadership · Global and Distributed Teams · People Management · Talent Development · Skills-Matrix Planning · Delivery-Pyramid Optimization · Client and Vendor Management
- **Enterprise Platforms & Integration:** SaaS · Cloud-enabled Enterprise Platforms · Salesforce Commerce Cloud · Adobe Commerce (Magento) · Shopify · SAP Commerce Cloud (Hybris) · ServiceNow · ERP · CRM · B2B · B2C · B2B2C · D2C · APIs · Integrations · Java/J2EE
- **Commercial & Financial Management:** P&L · Budgeting · Forecasting · Contribution Margin · SOW · Billing · Invoice and PO Governance · Contract Renewals · Resource and Demand Management · Pre-sales · RFPs · Business Cases · Account Growth
- **Methods, Commercial Models & Tools:** Agile · SAFe · Scrum · Kanban · Hybrid · Waterfall · Fixed Price · Time & Materials · Staff Augmentation · ITIL · ServiceNow · Jira · Confluence · Power BI · Microsoft 365 · Microsoft Project · Smartsheet

## PROFESSIONAL EXPERIENCE

**Capgemini | Program Manager / Senior Manager | Nov 2021 – Jul 2026** | L'Oréal Europe / Alstom Europe | EMEA delivery

- Owned delivery excellence for a €5M L'Oréal D2C/B2C digital-commerce application program across EMEA/Europe, leading 50+ FTE across multiple enterprise commerce streams.
- Directed program governance across scope, schedules, dependencies, RAID, change control, compliance, financials, resources and SLA/KPI performance; coordinated teams and consolidated weekly/monthly leadership reporting.
- Led development of a Power BI monitoring application for proactive health checks of orders and scheduled jobs, supporting the order-to-ship KPI across European applications.
- Established a centralized automated-testing team for the program, improving quality, reuse, delivery efficiency and client value.
- Drove ServiceNow AI initiatives using Now Assist and Copilot integration to improve development support and automate SLA reporting.
- Acted as a client-facing trusted advisor, owning customer satisfaction, executive governance, stakeholder communication and escalation management through WSR/MSR, steering committees and QBR/MBR.
- Led distributed teams across India, France and the USA; owned capacity, team growth, skills-matrix planning, delivery-pyramid optimization, and quarterly and annual roadmaps.
- Contributed €600K in final-year sales by establishing services for high-volume campaigns including Black Friday, Mother's Day and L'Oréal promotional events.
- Led Waterfall, Agile, Scrum, Kanban, SAFe and hybrid delivery across fixed-price, time-and-materials and staff-augmentation models; contributed to RFPs, client solutions and business cases.
- Expanded the program from €3M to €5M over three years, improved contribution margin, and managed contract renewals, billing, invoice governance and purchase-order tracking.

**Born Commerce (Tech Mahindra Company) | IT Project Manager / Service Delivery Manager | May 2019 – Nov 2021** | Nestlé North America, Orange UK, East India Company, Concentrix

- Served as the client-facing Service Delivery Manager for Nestlé North America, owning the delivery portfolio, scope and execution of B2C and B2B applications on Adobe Commerce (Magento), including implementation, production support, stakeholders and cross-functional teams.
- Managed parallel B2C application implementations for Orange UK and Concentrix on Adobe Commerce (Magento), and the East India Company application on Shopify, coordinating business, creative, engineering, testing, operations and integration delivery.

- Managed Scrum teams and facilitated ceremonies across fixed-price and time-and-materials engagements; coordinated multiple delivery teams, reported delivery outcomes and KPIs, and managed a US\$2M portfolio and approximately 25 team members, including people development, team growth and skills-matrix planning.

**PFSweb | IT Project Manager | Sep 2016 – May 2019** | Tumi, Drive Medical / Bliss, Wesco, MSA

- Managed multiple SAP Commerce Cloud (Hybris) streams spanning new implementations and AMS/ADS delivery for B2B, B2C and B2B2C applications across retail, manufacturing, pharmaceutical and medical-device industries.
- Led and grew a 25-member multi-shore Scrum organization across India, the USA and the UK; facilitated Scrum ceremonies, coordinated multiple application teams, reported delivery outcomes and KPIs, and managed capability planning, skills matrices, commercial models, billing and invoice governance.

**Weir Group | Software Engineer → Technical Lead → Technical Development Manager | Mar 2009 – Sep 2016** | Weir Minerals / Global IT Services

- Progressed from Software Engineer to Technical Lead and Manager, delivering Java-based enterprise applications, supporting SAP migrations and digitally transforming internal business processes.
- Led multiple projects implementing business tools for product selection, quotation generation, bills of materials (BOM), CRM modules, product-service support and intercompany sales systems; established a 10-member team supporting global applications.
- Owned people management, team growth, capability development and skills-matrix planning; managed Scrum teams, facilitated ceremonies, coordinated global business and technology stakeholders, and reported delivery outcomes and KPIs.

## **CERTIFICATIONS & EDUCATION**

- **Certifications:** PMP · Master Project Manager (MPM) · Certified ScrumMaster (CSM) · Certified Scrum Product Owner (CSPO) · ITIL Foundation · Certified Agile Leader (PMI-CAL)
- **Executive Education:** Global Senior Leadership Program (GSLP) — IIM Lucknow, Executive Virtual Format (in progress)
- **Education:** Bachelor of Technology (BTech), Mechanical Engineering — Acharya Nagarjuna University
- **Languages:** English — Full Professional Proficiency (C1/C2) · German — B2 (improving) · Hindi · Telugu · Kannada