Dr. John C. Thuruthickara
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CAREER SUMMARY

A system professional with engineering experience in the specification/design/test and field support of business solutions in multiple business domains seeking challenging opportunities.

Prior engagements include:

E2E software integration/SRE manager for Smart-Internet/IOT/Data Platforms for HSD services at a Cable MSO, Enterprise/CMMI level business metrics/analytics infrastructure lead at a Defense firm, senior architect for UX design, performance management, algorithm design for flight/crew resource scheduling, manpower planning, and work distribution/management - all at a large telecom firm.

Held lead roles in these areas of SDLC:

Systems engineering-requirements/design, Agile/DevOps development, Quality mgmt., Project/process engineering, Subcontract oversight, and Site Reliability Eng. I have brought about visionary changes to complex business situations.

- As a software/SRE manager: direct testing (with advanced automation frameworks), E2E Integration, and deployment for config and data platforms built under SOA architecture, Also, coordinate production support activities.
- As a Principal Engineer (IPT lead): Designed/established an enterprise-wide measurements/analytics infrastructure to support Quantitative analysis and Process control for a IPPD organization.
- As a Technical Manager (Bell Labs): Led requirements engineering, program & project management roles (planning, implementing and deploying releases, making staffing, budgeting, and resource development decisions)
- As a Software Development Manager (Bell Labs): Managed a product-engineering group that developed the Performance Management (PM) application for Data Networks (integrating COTS products and tools for Verizon).
- As a Lead Systems Engineer (Bell Labs): Specified requirements, designed algorithms, and supervised test efforts for apps (manufacturing/shop floor control, work distribution/assignment and airline scheduling).
- As a Staff Manager: directed budgeting/staffing for projects, and conducted personnel development (recruiting, coaching/performance assessment and career advancement) for the technical staff.

EXPERIENCE

Manager, End (E2E) Integration and Analytics - IOT Config/Data Platform End, Cross platform Apps / Services Testing, Production Monitoring and Support. Responsible for:
- E2E Integration/Automation, performance/capacity management, deployment and SRE Support for HSD services and data analytics for business units, using AWS and Open Source tools, leading a globally distributed team.

IPT Lead, CMMI Measurements Infrastructure:
- Directed a multi-site multi-functional team and implemented an enterprise wide metrics infrastructure that achieved CMMI L5 cert. Leveraged best practices and GQM/DMAIC methods to drive common definitions and data analysis methods that served as the basis for an enterprise wide process management/data analytics architecture. Directed the development of reusable assets (db design, queries/equations, employing analytic thresholds, data mining methods)

Sr. Manager, Quality Assurance:
- Managed the quantitative management group overseeing the development and test processes (CMM & CMMI), engaged senior management in Software/Systems Engineering on product quality improvement initiatives,

Technical Manager/Project Manager:
- Directed the systems engineering, architecture, design, software development and integration functions and managed vendor relations. Led the Geographic Information based projects with resource planning and project management. Demonstrated exceptional skills in team coordination, management support, and risk management.

Lead Systems Engineer:
- Responsible for customer interface, end-user requirements and user interface (UX design) for a nationwide Work Management System (WMS), coordinating the provisioning and maintenance activities for a nationwide network (supporting 9000 techs). Led a task force and redesigned the UX resulting in a SALUTE (company recognition for outstanding customer service) award from care groups. This effort saved over $3M and extended project.

Asst. Professor: *University of Arizona, Tucson, Az.*
Conducted research under grants, guided graduate dissertations, published research papers, and taught graduate level courses in advanced production control, scheduling theory and engineering economics.

CERTIFICATION: Six-Sigma Greenbelt (LM); You are valued (Comcast)

AWARDS: Salute (Excellence in Customer Satisfaction) at AT&T Bell Labs, Customer SPOT award at LM (CMMI L5)

EDUCATION:
- Ph. D. Industrial Eng./Operations Research; Purdue University, W. Lafayette, Indiana
- M. Tech. Engineering Management; Indian Institute of Tech., Madras, India.
- B. Sc. Mechanical Engineering; University of Kerala, India.

Ref: Capt. Hank Hess, Delaware River Pilot over 50 years.