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Rajkumar Ranganathan
Program Manager I Scrum Master I Project Manager



OBJECTIVE:

Seeking an efficient position to prove, utilize my skills and experience to improve operations, increase profitability; enhance growth in the areas of IT, ITES and BPS sector

SUMMARY: Been a Technical Program Manager I Project Manager I Scrum Master and been on operations with strong Customer interactive management skills, widespread knowledge in Agile Principles, Scrum Techniques , Project Management activities , Relationship Management and team building with 12 + years in TCS

WORKEXPRIENCE:



Program Manager/Scrum Master

10/2017- Present

- Ensures project teams to follow the agile values and principles and followed client required process and Practices.
- Managed project team from start to finish consisting of Developers/Desktop/Network Resources.
- Sprint Planning, Daily stand up, Retrospectives, story refinement and release planning,
- Coordinated estimation and planning for change requests and new features with offshore dev and test team.
- Tracked and communicated projects progress to stakeholders and management.
- Managed risks and Removing issues and to enable team efficiency and effectiveness.
- Ensured 100% of Scrum Activities were tracked, kept up- to-date and reported Acted as liaison between businesses, external Vendor and IT teams to refine the product and incorporate features based on program demands.
- Translated features into user stories within the team's backlog while managing, ranking, and prioritizing the backlog to reflect business team's requirements.
- Provide accurate reporting on project status to the senior management throughout the program lifecycle.
- Worked in the Data Privacy Space by identifying the right product to cater the Data Privacy Rights.
- Leveraged the Data Subject Rights management using the 3rd party tool to cater the needs of the Data Subjects (Data Subjects can be an Employer/Client/Vendor dealing with the Data Controller)
- Acted as liaison between businesses, external Vendor and IT teams to refine the product and incorporate features based on program demands.
- Translated features into user stories within the team's backlog while managing, ranking, and prioritizing the backlog to reflect business team's requirements.
- Provide accurate reporting on project status to the senior management throughout the program lifecycle.

Notable Accomplishments:

- Leader with extensive experience in Product/Project Management using Agile methodologies and Scrum framework.
- Guided product owners in backlog improvement, feature creation and user stories decomposition, release planning and these cross teams planning – Agile coach for the product management team
- Performed an in-depth agile health assessment on agile transformation, gathered metrics on the client's agile maturity and created recommended course of action for improvements
- As an agile coach, Coached portfolio management about agile best practices and helped resolve numerous, problems

regarding predictability, transparency, estimation accuracy and deployments

- Established and supported communities of practices – Agile COE
 - Worked with Product Owner on establishing product strategy, product roadmap, creating release plans and making the release/product backlog in good shape
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Project Manager- (Technology & Innovation)



09/2014-10/2017

Projects: Grainger - CPG, Sears – Retail

Project Manager - The customer lead is the individual responsible for delivering the project. The individual leads and manage the project team, with authority and responsibility from the project board, to run the project on a day to day basis.

Job Responsibilities:

- Planning and monitoring the project and control the project
 - Designing and applying appropriate project management standards
 - Adopting any delegation and use of the project assurance roles within agreed reporting structures
 - Preparing and maintaining project, stage and exception plans as required and follow up action
 - Managing production of the required deliverables, project risks, including the development of contingency plans
 - Liaison with program management (if the project is part of a program) and related projects to ensure that work is neither overlooked not duplicated
 - Monitoring overall progress and use of resources, initiating corrective action where necessary
 - Applying change control and configuration management processes
 - Adopting and applying appropriate technical and quality strategies and standards
 - Reporting through agreed lines on project progress through highlight reports and end stage assessments
 - Liaison with appointed project assurance representatives to assure the overall direction and integrity of the project
 - Maintaining and awareness of potential interdependencies with other projects and their impact
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Business Process Lead



03/2010-09/2014

Projects: The Home Depot - Retail - Electronic data interchange (EDI)

Tools Handled ▪ CRM Tool, IBM Mainframe Gentran, Sterling Web support, SAP640, 710,720 – Limited access Service Now.

Key Deliverables : B2B EDI- Production Support

- Spearheading efforts for conducting system study and coordinating with team members for Application Maintenance, Root Cause Analysis etc.
 - Responsible for addressing queries regarding EDI (Production Support) & SCM Documents support to customers and clients while handling six members of team and reporting to the Managers.
 - Provided the Shift basis and Product category Coder mapping improvement document to manage the time and quality.
 - Generated reports like Error reports from IBM Mainframe, new vendors, etc. using MS- Excel.
 - Prepared reports to specify which vendor need to be approved & then approved vendors migrated to next level from Mainframe, Service Now. Then only the vendor can able transmit the documents via EDI.
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(Sutherland provides technical support services)

Teach Support Executive: Team Member: Project: Nortan Antivirus –Symantec

Key Deliverables:

- Handling calls for Symantec, Norton software
 - Assisting the Customer by Technical and resolving the issue
 - To deliver 100% quality, and adapt quickly to any change in policies and procedure
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External Certifications:

- **PSM1 Professional scrum Master**
- **Microsoft Azure 104 - Microsoft Azure Administrator Associate certification.** Microsoft Certification ID: [993103591](#)

Internal Certifications/Courses:

- **Lean Six Sigma Green Belt Certification ,**
 - **Ascent Leadership Program Certification**
 - **ITIL Foundation 2011 Certification,**
 - **Assure cloud computing Essential**
 - **PMP foundation ,Agile E0,E1,**
 - **Program Manager internal Certification**
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Education Qualification:

- **Bachelor of Science (B.sc Physics) from university of Madras**
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