

## HARIHARASUDAN SETHUMADHAVAN

---



**Program Delivery Manager -CSM, SPC6**

### **Professional Summary**

**SPC6** certified (Safe Practice Consultant) who has a good understanding of Business and Technology and acts as a Lean-Agile Change agent. Hands on experience in agile Practices & Processes and has managed large cross-functional teams across geographies. Experience managing both waterfall and Agile Programs.

### **Work Experience Details**

**Organization: Maverick Systems**  
**Client: Standard Chartered Bank -Singapore**  
**Role: Program Delivery Manager**  
**Duration: Jul 2021 – Aug 2023**

#### **Responsibilities-**

- Prepare strategic plans and co-ordinate all tasks in the project and deliver within budgets and time.
- Work with the Enterprise within the context of specific coaching engagements to support all agile teams on product goals KPI's & OKR's (Objective & Key results) for identified Products/Portfolios/Programs.
- Scale up team's on Product development areas like MVP, Prototyping, and User-Centric Design.
- Manage Scope in Programs and limit scope-creep by using effective backlog prioritization Methods.
- Articulate and manage engagement commercial metrics including client outcomes, leakage, burn rate, revenue and margins to support account- level planning.
- Maintain RAID logs to track Risks, Dependencies and Issues and monitor the log regularly and create effective risk mitigation plans.
- Ensure development team understands intent and requirements of feature and user-story definitions and the team is aligned on all acceptance criteria.
- Participate and facilitate all Scrum ceremonies including daily stand-ups, Sprint planning, Reviews and Retro's.
- Identify all gaps in the technology processes and work with teams to close these gaps and process improves.
- Manage infra & test teams and monitor all test automation related areas and implement CI/CD practices to quicken deployments into the production.
- Prepare dashboards to reflect metrics ,and monitor progress of teams with relevant KPI's
- Generate balance score-cards for the engagement reflecting measure of financial performance and customer satisfaction
- Collaborate with Product Managers and stakeholders to drive milestones setting and key decision making process.
- Implement Change Management practices and focus on robust Stakeholder management, critical metrics, and KPI's and success factors.
- Maintain clean backlogs and governance dashboards reflecting accurate metrics and KPI

- Prepare a solid tracking mechanism towards all project milestones and schedule tasks appropriately for teams
- Collaborate with the Engineering ,Product and Program teams and ensure communication flow happens between all these teams
- Convince business stakeholders on the technical aspects of the Program .
- Promote continuous process improvements and refine governance process to perform data-driven decision making.
- Drive and follow up with appropriate owners for understanding status of defects and also bring them to a early closure
- Resolve team level conflicts and promote a collaborated and integrated environment.
- Focus to enhance predictability in the delivery process and optimize time to market.

**Organization: Capgemini**  
**Client: Credit Suisse -Switzerland**  
**Role: Program Manager**  
**Duration: Feb 2021–Jul 2021**

#### **Responsibilities-**

- Prepare project plans and track progress of tasks on a daily basis and bring in value delivery.
- Regularly assess and calibrate the team's Agile fluency, leveraging the Enterprise Framework including direct support of work mobilization activities(e. g roadmap development, functional decomposition)
- Remove all team impediments and protect teams from outside interferences.
- Define review checkpoints and manage the project gates with proper exit criteria's.
- Apply design thinking concepts and improve product development processes.
- Manage program level co-ordination such as creating Timelines, Milestones, and Cadence of Increments & Releases.
- Identify and improve go-to-markets processes including product integration area.
- Proactively identify risks and issues in advance and also identify the respective owners of these risks and issues
- Monitor and report all Scrum metrics like velocity, predictability ,cycle time and defect density.
- Perform Product discovery and implement prototyping techniques and validate MVPs
- Understand and support implementation of metrics to optimize delivery of KPIs through the assessment of responsiveness ,quality ,productivity and customer and business value
- Lead and coach scrum masters, product owners and cross-functional teams to build sustain and strengthen agile values, providing them with necessary tools and guidance to successfully implement across programs.
- Actively raise observed issues and remove impediments; resolve conflicts within and across teams .Anticipate challenges, identify risks, and recommend mitigations and solutions.
- Use techniques that increase collaboration, predictability ,transparency and promote a culture of innovation and experimentation.
- Implement engineering practices and take a deep-dive into the overall product with a holistic view including front-end ,back-end cloud applicability and APIS and interfaces
- Lead Agile teams through product framing and discovery,including defining business KPI's,product vision,user story mapping and other framing activities.

**Organization: Capgemini**  
**Client: Barclays Bank London**  
**Role : Program Manager**  
**Duration: Apr 2019 -Feb 2021**

#### **Responsibilities-**

- Help and support teams to mature their agile mindset and improve predictability, productivity and quality.
- Assist the ART (Agile Release Trains) in communication and co-ordination with stakeholders and customers during feature definition and delivery across multiple initiatives.
- Coach Release Train engineers, Product owners and Scrum masters in Lean-Agile Principles
- Focus on improving KPI's for the Program like Cycle time (Productivity), Escaped Defect rates (Quality) and Planned to Done ratio (Predictability).
- Facilitate the ART team's refinement of features to be considered in the next PI planning cycle to meet the Feature Definition of Ready
- Apply Lean principles to eliminate non-value adding activities in programs and projects
- Standing up teams including initial planning and facilitating product visioning, epic creation, backlog creation, estimation, release planning and iteration planning
- Providing targeted workshops on subjects such as: user story writing, backlog management and shippable iterations
- Implement XP practices and encourage teams to use CI and pair programming practices
- Collaborate with Product Management teams to size Epics into Stories
- Facilitated scrum ceremonies -Grooming, Sprint planning, Retrospectives, Daily stand ups for Scrum Teams
- Facilitate teams to practice BDD,TDD, ATDD, Code Refactoring techniques and use XP engineering practices widely in Programs
- Manage and maintain scorecards and productivity metrics consistent with governance standards.
- Managed the process to migrate from Waterfall to Agile and ensured project was aligned with Scrum methodologies
- Mentored and worked with Product owners closely to prioritize the Product backlog
- Develop and evaluate team metrics and make recommendations to teams and management for improvements.
- Capture feedback and continuously improve agile guidance, training materials and content.

### **Earlier Career-Synopsis**

Feb 18 –Jan 19-Shell India Markets-Project Manager

Jan 10-Jan 18 -Bank of America -Infosys Limited -Scrum Master

Aug '05 –Sep '09 Barclays Bank – UK Accenture-Delivery Manager

Feb '00–Aug '05 General Electric-Australia -Satyam Computer Services as Developer/Systems Analyst

April 1991-Feb 2000 Lecturer in Computer Sciences at GRD Arts & Science College -Coimbatore -India

### **Education**

Degree	Name of institution	CGPA
M Sc. Computer Science-1991 passout	Bharathidasan University, Tiruchirappalli, Tamil Nādu	7.82/10.0

### **Skillsets**

Business Process Modeling : Provision, Visio  
CoProgramming Languages : JAVA, JavaScript.Cobol

Project Management/Agile :Microsoft Project Planner(MPP), JIRA, Version One, CA Clarity PPM, Confluence, Microsoft TFS, Hip chat, Rally, Hp \_ALM, Azure Dev Ops, Sonar cube, VSTS ,JIRA Align  
Requirements Management: Borland Caliber, Quality Center.GITLAB,JENKINS ,Bamboo  
Project Methodology: Scrum/Agile Development  
Trained in: Oracle Advanced Supply Chain Planner (ASCP),  
Reference Models/Techniques-: Supply Chain Operation Reference (SCOR), Six Sigma, Lean Manufacturing, Design Thinking

## **Certifications**

---

- Certified **Software Quality Analyst** (CSQA) -**Mar 2006**
- Certified in **Project Management** (PMP) by Project Management Institute, US-**Nov 2005**
- Certified **Scrum Master** (CSM) -**Sep 2014**
- Certified **Scaled Agile Program Consultant** (SPC6) -**Mar 2023.**