

Deepa Selvaraj

SAFe® 6 Agilist

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Chennai, India

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Objective

Strategic and results-driven Lean-Agile coach with over 19 years of experience facilitating agile project management and driving delivery excellence. Certified SAFe® 6 Agilist with a proven track record of coaching cross-functional teams, streamlining complex documentation workflows, and aligning project execution with broader business strategy. Expert in leveraging technical enablement and data-driven insights to solve problems, generate innovative solutions, and deliver exceptional client value within highly regulated environments.

Key Skills & Expertise

- **Agile Coaching & Facilitation:** Expert in Scaled Agile Framework (SAFe), PI Planning, Scrum of Scrums, and empowering teams to take ownership of project goals.
- **Delivery Excellence:** Proven ability to use critical thinking to break down complex concepts and drive ongoing enhancements in process methodologies.
- **Tech Enablement & Tools:** Power user of **Jira, Confluence and Asana**; leveraging Gen-AI and Prompt Engineering to generate innovative workflows.
- **Professional Standards & Compliance:** Deep commitment to upholding technical standards (ISO/ITIL) and regulatory requirements (HIPAA, BREXIT, IVDR) with a focus on ethical leadership.
- **Strategic Thinking:** Strong understanding of business context and data interpretation to inform insights, recommendations, and long-term organizational strategy.

Work Experience

Thryve Digital, Chennai

Associate Manager (Aug 2022 to March 2025)

- **Agile Project Management:** Facilitate agile practices across multiple squads of 30+ resources, ensuring synchronized delivery and alignment with broader organizational strategy.
- **Team Coaching & Empowerment:** Actively coach team members to foster a culture of collaboration, self-awareness, and professional growth, addressing development areas through regular reflection and retrospectives.
- **Value Stream Mapping:** Oversaw the entire operations of the team, streamlining workflows to improve time-to-market for product version releases.
- **Strategic Collaboration:** Partnered with department heads to standardize Knowledge Management content and processes across the organization.
- **Domain Expertise:** Delivered deep expertise in Healthcare Payer/Provider industries, including claims processing and provider management.

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- **Continuous Improvement:** Led post-project reviews (Retrospectives) and implemented knowledge transfer plans to capture key learnings and drive operational efficiency.

Aegan Technologies Private Limited, Chennai (Deployed in Thryve Digital)

Senior Technical Lead (Oct 2021 to Aug 2022)

- Directly supervised 30+ resources, tracking performance against benchmarks and identifying gaps for improvement.
- Worked within Agile Sprints to deliver new features and updates, ensuring documentation kept pace with rapid software development cycles.
- Managed resource recruitment, performance evaluations, and training initiatives for the documentation wing.

Triyam Information Technology

Senior Technical Lead (May 2021 to Sep 2021)

- Created comprehensive technical manuals and user guides for EHR system migrations (on prem and cloud).
- Established standardized style guides to maintain documentation consistency.
- Mentored and trained technical writers, improving documentation quality.
- In-depth knowledge on healthcare regulations, EHRs, HIPAA, HITECH, etc

HCL Technologies Private Ltd., Chennai

Sr. Technical Lead (Dec 2011 – Jan 2021)

- **Project Governance:** Owned and managed 13+ concurrent projects from planning through rollout.
- **Compliance Leadership:** Led documentation efforts for BREXIT and IVDR compliance, ensuring all regulatory standards were met for global markets.
- **Global Engagement:** Collaborated with international teams during on-site engagements to align documentation strategies.

iNautix Technologies Private Ltd., Chennai

Sr. Technical Writer (Dec 2008 – Dec 2011)

- Created Standard Operating Procedures (SOPs), Desk Level Procedures (DLP's) for the Command Center executives
- Follow style guides and update them as and when needed.
- Perform peer review of the document before sending for review.

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Fidelity National Information Services (FIS), eFunds International, Chennai

Sr. Technical Writer (May 2006 – Dec 2008)

- Developed user guides, release notes, and troubleshooting guides for financial applications.
- Worked closely with developers, testers, and stakeholders to ensure document accuracy.
- Managed documentation updates and workflows using Jira.

ELLAAR Infotek Solutions, Chennai

Technical Writer (Jan 2005 – Apr 2006)

- Created technical manuals, user guides, and online help documentation for ERP products.
- Ensured proper document versioning and accuracy.

Education

M.Sc. (Comp Sci), Madurai Kamaraj University, Tamil Nadu	2004
B.Sc. (Comp Sci), St. Joseph's College of Arts and Science, Tamil Nadu	2002

Achievements and Awards

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- **Customer Satisfaction Excellence:** Consistently recognized for delivering high-quality documentation that meets diverse stakeholder needs.
 - **Best Performer Award:** For outstanding project execution and leadership in managing complex, high-budget global initiatives.
 - **Process Improvement Initiatives:** Successfully standardized practices across the Delivery Excellence team, resulting in reduced errors and enhanced strategic alignment.

Certifications and Trainings

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- SAFe® 6.0 Agilist Certification – *Scaled Agile Inc.*
 - Certified Global Project Manager (CGPM) – *The Knowledge Academy*
 - Scrum Master Certification – *The Knowledge Academy*
 - Artificial Intelligence for Project Managers – *The Knowledge Academy*
 - Introduction to Prompt Engineering for Generative AI

Others

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- **Visa Status:** Possess a valid US Business Visa, valid until February 2029.