

## Contact

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## Top Skills

Angular

Microsoft PowerPoint

ServiceNow

## Certifications

Certified Scrum Developer® (CSD®)

Certified ScrumMaster® (CSM®)

# Ramya Rajaram

Engineering & Delivery Leader | Full Stack Technologist | AI Explorer  
| Agile Practitioner | Remote-Ready  
India

## Summary

I'm an Engineering Manager & Delivery Leader with 20+ years of experience building enterprise-grade web and desktop applications, and over a decade of leading cross-functional, distributed Agile teams across Banking, Financial, Healthcare, and eCommerce industries. I bring a unique blend of hands-on technical expertise and leadership capabilities — from coding scalable solutions in .NET Core, Angular, and SQL to mentoring developers, streamlining delivery, and aligning technical execution with business goals.

I've led Agile teams of 12+ developers, driven sprint excellence, improved CI/CD pipelines, and managed performance reviews and releases across complex enterprise systems. At JPMorgan Chase, I grew from Consultant to VP, leading global ITSM platforms and collaborating with stakeholders and teams across the US, UK, and India.

My career has always balanced depth in tech with clarity in communication — translating business needs into actionable solutions and fostering trusted relationships with product owners, QA, DevOps, and infrastructure teams worldwide.

Currently, I'm exploring innovation at the intersection of AI and Web3. I'm building a GenAI-powered resume assistant using GPT-4o and semantic search, and learning to create intelligent agentic systems using vector databases, LangChain, and modern LLM orchestration.

Beyond corporate roles, I've directed national and international volunteer programs across the USA and Canada, managing 50+ volunteers and orchestrating mega-events with over 5000 participants — leading everything from vendor negotiations to operational logistics.

Let's connect if you're working on impactful tech, leadership opportunities, or anything at the exciting edge of GenAI and innovation.

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## Experience

### Self-employed

Independent AI & Blockchain Explorer | Entrepreneur & Technologist  
January 2024 - Present (1 year 7 months)

Bengaluru, Karnataka, India

Building AI-driven solutions with a focus on real-world impact and emerging technologies.

Prototyping an intelligent resume assistant using GPT-4o, vector databases & semantic search

Exploring conversational GenAI using Azure OpenAI, LangChain, C#, and Python

Researching Blockchain ecosystems (DAOs, Smart Contracts, dApps) to understand decentralized architecture

Handling full-cycle delivery — from architecture to user experience — in a lean, two-person team

Blending entrepreneurial thinking with deep technical curiosity.

Gen AI, OpenAI, LLM, LangChain, Azure Foundry, Semantic Kernel, C#, Python, Blockchain, Vector Search, RAG, AI Agents

### Nelnet

#### Technical Delivery Lead

February 2020 - October 2023 (3 years 9 months)

Colorado, United States

Led engineering development and delivery for microservices platforms and modernization initiatives working closely with stakeholders and multiple distributed Agile teams.

Partnered with product owners, QA leads, UI/UX teams and analysts to define scope, manage risks, and drive sprint delivery.

Played a key mentorship role by onboarding developers and improving team performance.

Managed stakeholder expectations, release coordination, and CI/CD pipelines.

Collaborated across cross-functional teams for production support and technical alignment.

Tech Stack: .NET Core, Angular 13, SQL Server, GitLab CI/CD, SonarQube, Jira, RxJS, Python, Node JS, Type Script, Win Forms, Azure, PostgreSQL, Web API, Netezza, NUnit, Moq, Agile Scrum, Jira, Confluence

#### Dwarum Inc (Client - FBI)

##### Software Engineering Manager

February 2020 - October 2023 (3 years 9 months)

Virginia, United States

#### NJM Insurance Group

##### Engineering Manager (Title: Project Manager Consultant)

June 2019 - January 2020 (8 months)

New Jersey, United States

Served as Project Manager and Technical Lead for a mission-critical cash transaction management system used across insurance policy types.

Led end-to-end delivery — from requirement analysis and solution design to full-stack implementation and deployment.

Built and delivered key backend services and orchestrators for the Business Owner's Policy (BOP) platform.

Ensured alignment with business rules, compliance standards, and real-time data integration requirements

#### Tech Stack:

ASP.NET MVC 5, .NET Core, C#, JQuery, Bootstrap, SQL Server 2016, WCF, MongoDB, Entity Framework, LINQ, TFS, XL Deploy

#### JPMorgan Chase & Co.

##### Engineering Manager (Title: Vice President, Applications Development Manager)

March 2015 - June 2019 (4 years 4 months)

New Jersey, United States

Promoted from consultant to Vice President to lead mission-critical, global IT Service Management platforms at JPMorgan Chase — trusted as P1 application owner and strategic delivery leader. Managed multiple Agile teams, led cross-departmental initiatives, and was the go-to expert for production resilience, audit readiness, and process automation. Built a culture of trust, transparency, and high performance across engineering, DevOps, and business teams.

#### Impact Highlights:

- Drove Agile transformation — improved sprint burndown from <50% to 87% within 6 sprints
- Reduced release cycle time by 30% through CI/CD optimization and dependency decoupling
- Led RCA and automation efforts to minimize downtime in high-pressure P1/P2 incidents
- Frontlined audit defense and delivered compliance solutions with integrity and precision
- Championed developer mentorship, performance reviews, and delivery excellence

#### Key Platforms Delivered:

ITSM Change Management: Global change control with policy enforcement & dynamic workflows

PDPA Automation: Lightweight approval engine with robust RESTful architecture

Incident & EHub APIs: Real-time middleware enabling automated incident tracking and escalation

# Tech Stack: .NET Core, ASP.NET MVC, C#, Oracle, AngularJS, Web API, Java, JSP, GitHub, Bitbucket, Selenium, Hudson CI

#### WageWorks

Agile Coach & Backend Developer (Title: Sr. Software Consultant)

October 2014 - March 2015 (6 months)

New York, United States

Led Agile transformation for a commuter benefits platform while contributing hands-on to backend development. Delivered a full-featured e-commerce SPA in 5 months by implementing team-specific Agile practices, CI/CD pipelines, and strong developer mentoring.

#### Key Project:

Project Zeus – Digital e-commerce platform for employer benefits selection

# Tech Stack: ASP.NET MVC 5, Web API, AngularJS, SQL Server, EF, NUnit, Moq, Bootstrap, GitHub

New York eHealth Collaborative (NYeC)  
Project Manager (Title: Sr. Software Consultant)  
May 2014 - September 2014 (5 months)  
New York, United States

Consulted on Agile transformation for a HIPAA-regulated health-tech project. Facilitated all Agile ceremonies, improved cross-team collaboration, and supported delivery of an emergency patient search tool used by clinicians in high-stakes settings.

# Tech Stack: WPF, .NET 4.5, C#, SQL Server, WCF, SSRS, MVVM

Mayo Clinic  
Technical Analyst/Senior Software Consultant  
June 2012 - May 2014 (2 years)  
Minnesota, United States

Key contributor to Mayo Clinic's physician-facing systems — leading full-stack development and stakeholder engagement for secure, HIPAA-compliant applications. This role marked a pivotal shift from developer to cross-functional delivery leader, trusted by medical teams and business stakeholders alike.

Impact Highlights:

Partnered directly with business users to define features, estimate work, and deliver clinical tools with strong UX.

Led enhancements for the Online Search for Referring Physicians (OSRP) portal, ensuring secure, compliant search and referral workflows.

Coordinated deployments across teams, authored implementation plans, and provided on-call support for mission-critical systems.

# Tech Stack: ASP.NET MVC 3, C#, Razor, WCF (REST), Entity Framework, SQL Server, SSRS, IOC/DI, Bootstrap, Log4Net, HIPAA/PHI

Isha Foundation  
Project Volunteer – Digital Asset Management  
October 2011 - May 2012 (8 months)  
Coimbatore, Tamil Nadu, India

Took a rejuvenating career break for health reasons. During this period, volunteered with Isha Foundation to lead a 5-member development team

in designing and delivering a Digital Asset Management system. Applied a Waterfall-based approach suited to the organization's structure and oversaw the full project lifecycle — from requirements to deployment — in a resource-constrained environment.

Macmillan Publishing  
Senior Software Developer  
August 2010 - July 2011 (1 year)

Barnes&Noble.com  
Software Developer  
February 2007 - August 2010 (3 years 7 months)

Poorman Douglas Corp  
Software Consultant  
October 2006 - January 2007 (4 months)  
Oregon, United States

Pinnacle Info Solutions - India  
Software Contractor  
June 2001 - March 2002 (10 months)  
Chennai, Tamil Nadu, India

SYNERGY LOG-IN SYSTEMS SDN. BHD.  
Senior Executive  
July 2000 - June 2001 (1 year)  
Chennai, Tamil Nadu, India

DATA SOFTWARE RESEARCH COMPANY PRIVATE LIMITED  
Programmer Analyst  
March 1999 - June 2000 (1 year 4 months)

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## Education

Madurai Kamaraj University  
Bachelor of Engineering (B.E.), Electricals and Electronics · (1994 - 1998)