# Ramya Rajaram

*Engineering & Delivery Leader | Full Stack Background | Agile Practitioner*

+91-8754145204 | emailtoramya@gmail.com
https://www.linkedin.com/in/ramya-rajaram-8ab3aa17/

## Professional Summary

Engineering & Delivery Leader with 20+ years of experience delivering enterprise-grade web and desktop applications, including 10 years of leading cross-functional teams. Proven track record in Agile delivery, client engagement, and end-to-end project execution with a focus on quality, timely delivery, and client satisfaction. Previously served as **Vice President and Application Development Manager at J.P. Morgan Chase (2015– 2019),** where I led delivery for global ITSM platforms, incident management systems, and compliance-critical applications. Adept at managing Agile teams of 12+ developers and translating complex business requirements into actionable technical solutions through close collaboration with clients, product owners, and global stakeholders.

Experienced in mentoring developers, improving team productivity, and fostering high-performing Agile teams — blending technical depth with strong people management. Hands on development experience in **Python, ASP.Net Core, ASP.Net MVC, C#, LINQ, EF, EFCore** by applying **SOLID** principles and design patterns; front end technologies including **React, NextJS, Angular 12** , AngularJS 1.x, JQuery, Bootstrap, HTML5, CSS3. Experience in designing, developing, securing and consuming **RESTful** services using **FastAPI, .NETCore Web API,** ASP.Net Web API, Web Services, WCF, and **documenting API using Swagger;** experience in Test Driven Development (TDD) and creating Unit Tests using **NUnit, MOQ** for server side and **Jest, Cypress** for Front end. Experience in programming in **PostgresSQL, MS SQL Server 2016/2008/2005, Snowflake, Oracle 11g, 10g, 9i** DB layer for Stored Procedures, Functions, views, Materialized views; creating DB packages to schedule backend jobs for Data processing and to integrate with other systems. Experience in working with different Source Control Tools including **GitLab, Bitbucket, TFS**, SVN and VSS. Experience in collaborating with DevOps Team to streamline the application release process and setting up CI/CD pipelines using **Jenkins, GitLab**, Azure DevOps, and QuickBuild. Working knowledge of **Jira, Confluence**, Version1. Gaining proficiency in GenAI frameworks like LangChain and

Azure Foundry through self-initiated R&D and recent project work.

In addition to corporate leadership, directed national and international volunteer programs across the USA and Canada — managing 50+ volunteers and coordinating logistics for mega-events serving over 5000 participants. Successfully led vendor negotiations, contract management, and on-ground operations, showcasing large-scale team coordination and strategic planning.

## Certifications
Certified Scrum Master - [View Cert](#)
Certified Scrum Developer - [View Cert](#)

## Github Repos:
https://github.com/dwarum/My-AI-Twin
https://github.com/dwarum/resume-enhancer-crew-ai

## Professional Experience

### Independent AI & Blockchain Explorer | Entrepreneur & Technologist
Sept 2023 – Present | Remote / Bengaluru, India

Exploring innovation in Generative AI and Blockchain through self-driven projects, continuous learning, and hands-on experimentation.

- Building an AI-powered resume assistant using GPT-4o and semantic search
- Prototyping conversational GenAI flows using C#, Python, and Lang Chain
- Researched smart contracts, DAO models, and blockchain integrations
- Handling end-to-end delivery, architecture planning, and product strategy in a lean, two-person founding team

### Technical Delivery Lead – Nelnet, CO USA
Feb 2020 – Oct 2023

### Projects: PRISM | Modernization of Legacy Apps | AI-Powered Support Assistant – GenAI Hackathon Project

Served as a delivery and technical lead for enterprise systems modernization.

- Ideated and architected a Retrieval-Augmented Generation (RAG)-based solution using **GPT-3.5** to provide contextual answers from support documentation.
- Integrated a **conversational UI** to simulate natural support interactions for customer service teams.
- Demonstrated end-to-end value by mapping real support tickets to successful responses; pitched to leadership for further funding.
- Reinforced modernization efforts and reduced repetitive support overhead for production teams.

### Leadership & Delivery Highlights:
- Led the design and delivery of PRISM – a microservices-based platform integrating .NET Core APIs and Angular front-end, with secure federated login.
- Collaborated with product owners and QA leads to define stories, set delivery expectations, and manage technical risk.
- Played a hands-on mentorship role, onboarding new developers, guiding architectural decisions, and improving team productivity.
- Led production issue resolution, coordinated support workflows, and worked closely with QA during release phases.
- Supported Agile ceremonies, led estimations and sprint planning sessions, and tracked team progress using Jira.

### Tech Stack:
.NET Core, Web API, Angular 12+, RxJS, React, NextJS, SQL Server, Netezza, C#, GitLab, TFS, SonarQube, NUnit, Moq, Agile Scrum, CI/CD.


## Engineering Manager — NJM Insurance Group, NJ USA
(Title: Project Manager Consultant)
June 2019 – Jan 2020

### Project 1: ODE Transaction Management
Web-based solution to manage daily cash transactions across various insurance policy types, ensuring strict front-end validation, business rule enforcement, and integration with backend processing systems.

### Project 2: BOP – Enterprise Services
Backend services and orchestrators for the Business Owner's Policy platform to calculate premium quotes and retrieve reports dynamically

- Acted as the primary liaison between business stakeholders and technical teams, guided translating business needs into actionable technical specifications.
- Guided and mentored the team in stakeholder demos, presentations, conflict resolutions and managing timelines
- Led the project end-to-end overseeing requirement gathering, identifying tech stacks catered to the target audience.
- Oversaw solution design to implementation, deployment pipelines via CI/CD tools and managed day-to-day delivery.

**Tech Stack:** ASP.NET MVC 5, Razor, C#, JQuery, Bootstrap 4, HTML5, ADO.NET, SQL Server 2016, TFS, XL Deploy, .NET Core, C#, WCF, Web Services, MongoDB, Entity Framework, LINQ

## Vice President, Application Development Manager — JP Morgan Chase, NJ USA

### P1 Application Owner | Dev Manager | Project & People Leader
Mar 2015 – June 2019

Elevated from Consultant to Vice President and Application Dev Manager, taking ownership of JPMorgan's top-tier (P1) global IT Service Management applications. Managed multiple cross-functional Agile teams, oversaw delivery of enterprise-scale web platforms, and served as the go-to SME for mission-critical systems supporting compliance, risk mitigation, and global incident tracking. Led release orchestration, team mentoring, audit coordination, and built a culture of trust between development and infrastructure teams. Recognized across departments as a strategic leader who balanced business goals, system resilience, and delivery excellence.

### Highlights
- **Strategic Leadership:** Managed multiple Agile teams, conducted performance appraisals, mentored junior developers, and set standards for delivery excellence.

- **CI/CD Process Optimization:** Partnered with DevOps to eliminate cross-component release dependencies, **reducing sprint-level release time by 30%**.

- **Agile Transformation:** Identified bottlenecks in Agile ceremonies; implemented new processes that improved **average sprint burndown from <50% to 87%** in just 6 sprints.

- **Incident & Risk Management:** Led with calm, clarity, and control during high-pressure P1/P2 incidents affecting critical banking functions.

Excelled in RCA and implemented preventative strategies to improve system reliability.

- **Audit & Compliance:** Frontlined team during internal and external audits. Delivered technically sound and integrity-driven RFE responses, strengthening trust with compliance stakeholders.

- **Cross-Team Collaboration:** Cultivated strong alliances with infrastructure, DevOps, and business teams—creating a collaborative culture and smoother release cycles.

- **Automation for Site Reliability:** Identified fragile junctures across applications and **led development of targeted automated tests** to ensure post-release system stability.

- **Recognition:** Earned appreciation across the firm for building a culture of collaboration, transparency, and ownership.

## Key Projects

### ITSM Change Management
Global platform enforcing compliance and risk mitigation for all environmental changes across the bank (e.g., software, infrastructure, facilities). Integrated workflow engines, dynamic approval routing, and event-driven triggers.
**Tech Stack:** ASP.NET MVC 5/4, Web API, C#, Razor, Oracle 11g, WCF, Selenium, Hudson CI

### ITSM PDPA (Policy-Driven Process Automation)
Lightweight approval path for low-risk changes, improving turnaround time while maintaining auditability. Designed and led the architecture, exposing REST APIs with best practices like HATEOAS, naming conventions, and status codes.
**Tech Stack:** AngularJS 1.x, Web API, C#, MVC 5, Oracle 11g

### ITSM Incident & EHub API
Tools and services to support incident management, tracking, and production assurance. EHub API served as a middleware between clients and HP Service Manager, enabling incident transaction automation and admin workflows.
**Tech Stack:** .NET Core 2.2, Java, JSP, Oracle 11g, GitHub, Bitbucket

## Agile Coach | Backend Developer – WageWorks, New York USA
Agile Transformation Leader | Fast-Track Project Delivery
Oct 2014 – Mar 2015

Brought in to transition a small team from waterfall to Agile and drive the successful delivery of a new digital e-commerce platform for commuter benefits. Played a dual role as Agile Coach and Backend Developer—mentoring the team in Agile practices while also contributing hands-on to backend development. Delivered the full-featured Single Page Application in just **5 months (9 sprints)**, establishing sustainable Agile workflows and development best practices along the way.

### Highlights

- **Agile Transformation:** Led the team's transition from waterfall to Agile by tailoring practices to fit team dynamics, mindset, and project goals without rigidly enforcing one-size-fits-all frameworks.

- **Custom Agile Coaching:** Introduced Agile ceremonies (Backlog Grooming, Sprint Planning, Reviews) and technical practices (CI, TDD, refactoring, Git-based workflows).

- **Accelerated Delivery:** Successfully delivered a complex e-commerce SPA within **9 sprint cycles**, meeting aggressive release timelines and quality expectations.

- **Process Tailoring:** Formulated a lightweight, high-impact Agile process suited to the team's experience level, which led to fast adoption and strong team alignment.

- **Technical Leadership:** Reviewed code, set application development standards, enforced best practices in audit and compliance processes, and championed TDD principles.

### Key Project: Project Zeus – Digital E-Commerce Platform

A web-based Single Page Application (SPA) for commuter benefits for their employees focusing on intuitive UX and complex business rules integration to mimic a desktop application experience.

**Tech Stack:** ASP.NET MVC 5, Web API, C#, AngularJS, Entity Framework 4.0, SQL Server 2012, FluentValidation, NUnit, Moq, Bootstrap, Karma, GitHub, Yodiz

## Agile Project Manager – New York eHealth Collaborative, NY USA

Agile Transformation Consultant | Compliance-Focused Development | HealthTech Domain
May 2014 – Sep 2014

Engaged as a short-term consultant to guide the transition from waterfall to Agile within a health-tech environment. Facilitated Agile ceremonies, helped improve team collaboration, and supported the delivery of compliance-driven features for a HIPAA-regulated emergency patient search application.

Despite the company's closure shortly after project launch, contributed meaningfully to Agile maturity and technical delivery in a fast-paced, high-stakes healthcare setting.

### Project: Emergency Patient Search System
Contributed to a WPF-based desktop application enabling clinicians to perform critical emergency patient lookups, integrating with HealthShare and ensuring compliance with strict healthcare data privacy requirements.
**Tech Stack:** WPF, C#, .NET 4.5, MVVM, SQL Server 2008, WCF, SSRS, SOAP UI, HealthShare Portal

## Senior Software Developer/Analyst – Mayo Clinic, MN USA
Healthcare Systems | Stakeholder Engagement | Full Stack Development
June 2012 – April 2014

Pivotal career-defining role that marked the transition from pure development to stakeholder-facing responsibilities. Contributed to the delivery of Mayo Clinic's physician-facing healthcare applications while ensuring full compliance with HIPAA and PHI regulations. Drove technical design, full-stack development, and coordinated cross-functional delivery. Known for building strong rapport with business users and was offered rehire opportunities even years after project completion.

### Project: Online Search for Referring Physicians (OSRP) Portal
Developed and enhanced secure web features for Mayo Clinic's physician portal, enabling efficient, compliant search and referral workflows.
**Tech Stack:** ASP.NET MVC 3, C#, Razor, WCF (REST), Entity Framework, SQL Server, SSRS, IOC/DI, TFS, Bootstrap, Log4Net, HIPAA/PHI

### Highlights
- **Stakeholder Collaboration:** Worked directly with business users, analysts, and medical teams to translate enhancement requests into actionable, well-estimated technical solutions.

- **Healthcare Domain Expertise:** Gained deep understanding of regulatory constraints by handling sensitive PHI and aligning with HIPAA standards in every aspect of design and implementation.

- **Cross-Functional Teamwork:** Partnered with QA and led collaboration across on-site and offshore development teams for aligned execution.

- **Release & Deployment Leadership:** Coordinated deployments across multiple teams, authored implementation plans, and ensured seamless go-lives in a critical production environment.

- **Production Support:** Provided on-call rotation support to maintain high availability and rapid issue resolution in clinical systems.

## Project Volunteer – Isha Foundation, India

Oct 2011 – May 2012

### Project: Digital Asset Management

Volunteered for a mission-driven organization to architect and deliver a Digital Asset Management system. Selected and applied a Waterfall-based approach tailored to the organization's operational style. Led a small team, coordinated end-to-end delivery, and ensured alignment with project timelines and user needs.

### Highlights

- **Project Leadership:** Directed a team of 5 developers through the full project lifecycle — from requirements gathering to deployment.
- **Fit-for-Purpose Delivery:** Evaluated organizational environment and implemented a structured Waterfall model to ensure clarity and control over the delivery process.

## Previous Experience

Senior Software Developer - **Macmillan Publishing, NY USA** - Aug 2010 – June 2011 Software Developer - **Barnes & Noble.com, NY USA** - Feb 2007 – Aug 2010        Software Contractor - **Pinnacle Info Solutions Ltd., India** – June 2001 – Mar 2002        Senior Executive - **Synergy Log-In Systems Pvt Ltd, India** – July 2000 – June 2001    Programmer Analyst - **Data Software Research Company, India** – Mar 1999 – June 2000

## Leadership & Volunteer Experience

### National Coordinator – Corp Outreach, Isha Institute of Inner Sciences, USA

2017 - 2022

- Managed national volunteer teams across the US and Canada
- Spearheaded logistics and vendor coordination for mega-events (5000+ participants)
- Oversaw kitchen operations with 150+ volunteers, ensuring efficient service and safety
- Handled strategic planning and execution of large-scale programs

## Education

- **Bachelor of Engineering (1998)**
  *Madurai Kamaraj University, India*

- **Postgraduate Diploma in Advanced Computing (PG-DAC)**
  *Centre for Development of Advanced Computing (C-DAC), Chennai, India*
  *Oct 1998 – Mar 1999*