

# RAJADURAI ARUNASALAM

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*"18+ years in Information Technology (IT) software delivery management, agile coaching, process improvement and leading agile ways of working across teams, programs, and organization functions"*

## KEY VALUE-ADDED EXPERIENCE:

- Scaled Agile (SAFe) official Role Based Certification course trainer, saving training cost of ~1000 \$ per pax and contribute for upskilling and reskilling people skills
- Innovated Tiple "E" framework for Agile Transformation and won larger Agile DevOps proposals
- Orchestrated JIRA, Confluence tool chain as an organization admin for 2 larger programs on cloud.
- Innovated TaaS (Training as a Service) offering and won the new business opportunity
- Innovated MS Excel based BoW framework for agile capacity & portfolio management and managed 110m CHF programs.
- Innovated P2I2 (Project Process Implementation Indicator), MS excel tool benefited 50+ projects.
- Applied Six Sigma practices for as-is assessment and to-be process improvements, recommended 20% improvements to private banking account opening process.
- Orchestrated SDLC Agile process with model driven architecture called EPF, benefitted 1000k users.
- Implemented central lesson learned and shown continuous improvement to agile adoption
- Implemented failure mode effect analysis (FMEA) in a complex banking product and components and improved software SDLC process and quality.
- Value contributed in larger programs with CMMi Level 5 maturity in software development practices
- Clients: Invensys Rail Group, Kompakar Malaysia, Credit Suisse Private Banking IT, JP Morgan Wholesale Payments Regulatory Program, Bank Julius Baer (BJB) Private Banking Wealth Management, Cognizant Clients for various business proposals across APAC regions (RHB Bank, Temasek, AIA, CHUBB, BHB)
- Industries: IT Consulting, Banking and Financial Services (Wealth Management, Wholesale Payments, Retail Banking, Regulatory Reporting), Fintech (Blockchain Financial Services, Wholesale Payments), Manufacturing

## EXPERIENCE SUMMARY

11-MAR-2022 – TILL DATE

**AGILE COACH**, PARTIOR PTE. LTD, SINGAPORE

- Agile Coaching (5 agile teams, 1 Program, Organization functions), Agile Culture Adoption with agile values and agile principles
- Organization tool admin and orchestration (JIRA, Confluence, Miro)
- Established Product Life Cycle Management structure and guidelines, Kanban workflows, backlog definitions, t-shirt sizing, story point sizing, prioritization, roadmap, dependency management and facilitating sprint events, program planning, scrum of scrums.
- Defined Job Competency Architecture Framework and the total company training plan

- Provided coaching to scrum masters, product owners, agile teams, and product managers with agile ways of working
- Outcomes based key value metrics (Value, Time2Market, Ability to Innovate)
- Established LACE (Lean Agile CoE) to drive the agile adoption

**13-JUL-2007 TO 10-MAR-2022**

### **SENIOR MANAGER CONSULTING, COGNIZANT, SINGAPORE**

- Defining and implementing 'fit for purpose' context-centric tailor made agile practices & tool chain in line with organization policies, business strategy, agile values and principles.
- 24 months with client "JP Morgan Singapore" on technology program delivery with agile ways of working (SAFe, Scrum & Kanban) for banking operations regulatory reporting program in wholesale payments, with team size of 50 members.
- 7 Months with JP Morgan Singapore on Agile coaching and Governance and Scaled Agile Tools Enablement for retail digital banking program (UK), with team size of 250 members.
- 8+ Years with Credit Suisse Private Banking IT @ Singapore on IT Strategy, Agile Coaching and IT program delivery transformation (Scrum, Kanban), Knowledge and Quality Management, Program Management, Agile Portfolio Management, with team size of 250 members.
- 2 months with Bank Julius Baer Singapore on assessing and improving Private Banking Account Opening Process and Payment Processes using Six Sigma Tools.
- Agile Community of Practice (CoP) lead across ASEAN and GCN markets
- Trained and generated 110+ SAFe Product Owners & Product Managers as SAFe trainer.

**17-SEP-2004 TO 12-JUL-2007**

### **SENIOR SOFTWARE QUALITY ENGINEER, HTC GLOBAL SERVICES, CHENNAI, INDIA**

- Key roles such as Project Planner, Software Quality Analyst, SCM, ISMS Process Owner.
- Facilitated to 20+ project teams for adhering with SEI CMM Level 5 and ISO 9001:2000 QMS
- Conducted SDLC audits during execution, identify non-conformance, observations, reporting.
- Worked on successful completion of ISO 9001:2000 Surveillance audit conducted by GLI.
- Process tailoring by gap analysis and recommendation.
- Identified process assets such as .NET Checklist, Cruise Control tool, project lessons.
- Prepared Software Release Notes (SRN) as per the final test report for project delivery.
- Object-Oriented Metrics Analysis on Java Projects Eclipse, Source Monitor and LOCC.
- Measured the Service Level Agreement (SLA) such as software/hardware/database installations, troubleshooting in System Administration Department on a quarterly basis.
- Conducted the phase closure reports at a periodic interval and presented the project metrics to project team. Identified the corrective and preventive actions (CAPA) for deviations.
- Institutionalized Concurrent Version Control (CVS) across the organization (2004 - 2005)

## **EDUCATION**

**JAN 2019**

**MBA IN INVESTMENTS, ICFAI, INDIA**

**DEC 2006**

**MCA, IGNOU, INDIA**

**APR 2001**

**BSC CHEMISTRY, MANONMANIAN SUNDARANAR UNIVERSITY, INDIA**

## SKILLS AND COMPETENCIES

- Agile Coaching
- Agile Software Development
- Budgeting
- Business Agility
- Business Innovation
- Business Development
- Business Performance Management
- Business Process Re-engineering
- Change Management
- Data Analytics
- Data Visualisation and Storyboarding
- Defect Management Processes and Tools
- Design Thinking Practice
- Information Security Management System
- Partnership Management
- People Learning and Development
- Portfolio Management
- Process Improvement and Optimization
- Software Configuration
- Strategy Planning
- MAS Technology Risk Management (TRM)
- Test Life Cycle Management Process and Methodologies
- Product Management
- Project Management
- Quality Assurance
- Quality Standards
- Systems Thinking
- Creative Thinking
- Decision Making
- Problem Solving
- Sense Making
- Transdisciplinary Thinking
- Building Inclusivity
- Collaboration
- Communication
- Customer Orientation
- Developing People
- Influence
- Adaptability
- Digital Fluency
- Global Perspective
- Learning Agility
- Self-Management
- Stakeholder Management

## PROFESSIONAL CERTIFICATIONS:

1. SAFe 5 Program Consultant (SPC)
2. PMI-ACP - Agile Certified Practitioner
3. Disciplined Agilist (CDA) - Disciplined Agile®
4. Professional Scrum Master I (PSM I)
5. PgMP®
6. PMI-PMP
7. Certified SAFe® 4 DevOps Practitioner (SDP SAFe)
8. Certificate in Principles of Payments (CertPay, MLIBF)
9. ISO 9001:2015 Lead Auditor
10. Six Sigma Black Belt (SSBB)
11. Smart Industry Readiness Index (SIRI) digital transformation
12. AWS Certified Cloud Practitioner (CLF)
13. ITIL V3 Foundation
14. IBM Certified Solution Designer - RUP V7.0
15. Certified Software Quality Analyst (CSQA)

## THOUGHT LEADERSHIP & RECOGNITIONS:

- Agile Leadership workshops @ Partior, Singapore
- “Role of Quality in Industry 4.0” @ Singapore Quality Institute’s 25+ industry leaders, May 2020

- “Agile Portfolio Management” o Cognizant Agile Guild Community for multi-location client sales team and delivery consultants, Aug’19
- “Improving Customer Experience Journey through FMEA” at Singapore Quality Institute, May’19.
- “Unfriending Wastages through Lean Practices” at Singapore Quality Institute, Jan’19.
- Certificate of Appreciation for Keynote Speaker (Topic: Quality Architecture) at Korean Standards Association (KSA) visit to Singapore Quality Institute (SQI), Oct’18.
- “MAgile in New Product Development” at Singapore Quality Institute, Q1’16. Article published in December 2016 magazine.
- Consulting Excellence Award Q1’16 by Cognizant Business Consulting, APAC.
- Monthly Star Award Q1’16 for Professional skills, Credit Suisse APAC.
- ‘Lead - Demonstrated Leadership’ Q1’15 - Cognizant Business Consulting Award.
- DELEGATE at ANQ CONGRESS in August 2014, Singapore on ‘Sustaining Productivity Growth through Quality Metamorphosis for Excellence’.
- Published abstract on ‘Improving the Production Stability of Banking Applications through FMEA’ – ANQ 2014 Congress, Singapore
- Published article on ‘Industry Buzz to Improve IT Operations Efficiency – The Lean Way’, Credit Suisse PB IT Singapore Q2, 2012
- ‘Best Collaboration’ of the PB IT APAC Projects Award 2012.
- ‘Associate of the Year 2012’ Award at Cognizant ASEAN region, Singapore.
- “Great Work Appreciation Jun 2010” at Cognizant for doing an excellent Job (Process Consultancy for Invensys Rail Group) and stretching myself to meet the schedules. Also appreciated for my ability to rise up to the expectations of Invensys Rail and stand up to the pressure.
- "Applaud de Accomplice - March and April 2010 Award" at Cognizant Technology Solutions (for providing great support & guidance in releasing best EAI processes to EAI teams).
- Appreciation Award Q1 2009 at Cognizant, India

## **TEAM DEVELOPMENT AND MENTORING:**

- Direct repartees: 6 onsite consultants across IT consulting disciplines
- SAFe POPM certification courses to 110+ consultants
- Generated 30+ Scrum Masters through mentoring and coaching.
- Induction trainings to new joiners (200+) in projects and departments
- Mentored 2 NTU Internship students on MAS Project – Digital Asset “MASCOM” (9 weeks, 2016)
- Mentored IT PMs on SDLC processes and Quality practices.
- Undergone technical trainings courses such as FoxPro, C, C++, VC++, JAVA & Network technologies

## **PROCESSES AND TOOLS:**

- Scrum, TDD, BDD, Kanban, Scaled Agile (SAFe, Discipline Agile, Spotify, Scrum@Scale, Nexus), CMMi, ISO 9001, ISO 27001, ITIL, Six Sigma
- Atlassian JIRA & Confluence Expert, Miro, MS Teams, CA Clarity PPM, MS Project, MS Excel VBA Macros automation, HP Quality Center, BMC Remedy, Peoplesoft, CVS, VSS, Subversion, SharePoint