**HARISHANKAR NAGARAJAN**

Certified SAFe® 5 Advanced Scrum Master | Certified SAFe® 5 POPM | AWS Certified Solutions Architect – Associate | Associate Cloud Engineer – Google Cloud

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**Summary:**

* Accomplished Senior Delivery Manager with 16 years of IT experience, adept at leading diverse teams in delivering complex web-based and client-server applications for high-profile clients including THD, Delta Airlines, Anthem and Elevance Health Inc. Proven ability to strategically guide projects from concept to completion while balancing stakeholder expectations and resource constraints
* Professional Scrum Master (PSM I) certified, Certified SAFe® 5 Advanced Scrum Master, Certified SAFe® 5 POPM, Scrum Master Accredited Certification & Project Manager Accredited Certification from International Scrum Institute, AWS Certified Solutions Architect – Associateleveraging deep knowledge of Agile frameworks and CI/CD principles to drive efficient and high-quality project delivery.
* Specializes in driving omnichannel solutions within the healthcare sector, ensuring seamless integration and enhanced user experiences across multiple platforms and touchpoints.
* Successfully managed end-to-end project delivery, enhancing timelines and budget adherence while fostering innovative solutions and continuous improvement.
* An effective communicator with excellent problem-solving abilities. Committed, result oriented, innovative, hardworking person with quest and zeal to learn new technologies with Strong analytical skills
* Effectively utilized software methodologies and tools like JIRA and Confluence to streamline delivery processes, enabling efficient tracking and management of project progress across various methodologies such as Waterfall, Scrum, and SAFe.
* Coordinated cross-functional teams and key stakeholder engagements, ensuring alignment and transparency throughout the project lifecycle.
* Spearheaded continuous improvement initiatives, enhancing delivery processes, workflows, and team efficiencies across the organization.
* Led agile ceremonies and retrospectives to cultivate a culture of accountability and innovation, directly contributing to project success and team development.
* Utilized data-driven methods, such as team velocity, burn-down, burn-up, and release progress reports, to track and discuss Program Planning and Project Progress. Prepared extensive documentation and presentations on milestones and KPIs for stakeholders.
* Significant experience with Java/J2EE technologies and modern development frameworks (Spring Boot, REST microservices), coupled with cloud environments like PCF and GCP.
* Leveraged strong analytical skills and technical acumen to address operational challenges, driving business growth and excellence in project execution.

**Elevance Health Inc, Iselin, NJ**

**Sep 2023 – Till Now**

**Senior Delivery Manager**

The Anthem Claims Management Platform (ACMP) is a comprehensive tool for efficiently managing medical and behavioural health cases, from intake to resolution. It supports various case types, assigns roles to clinicians and physicians for reviews, and ensures standardized data entry through templates. The platform provides alerts for timely actions and manages case routing based on business rules. It also integrates with other systems to streamline processes, serving as a critical tool for consistent and timely case resolution.

**Responsibilities:**

* Developed comprehensive project plans with clear objectives, deliverables, and timelines to ensure successful project delivery.
* Successfully led digitization initiatives that streamlined operations and enhanced process efficiencies, achieving annual savings of $6 million.
* Collaborated with senior leadership to align project portfolios with corporate growth strategies, contributing to a 20% increase in projected annual revenue.
* Proactively identified organizational risks and developed robust resolution strategies, resulting in a 15% reduction in potential revenue loss and improving overall project stability and profitability.
* Optimized budget allocations across projects to maintain financial targets while increasing resource utilization.
* Established quality control standards and processes to ensure outcomes met or exceeded expectations, reducing defects by 40% and improving code quality.
* Maintained accurate project documentation and developed a dynamic reporting dashboard, leading to a 35% improvement in reporting efficiency.
* Executed change management processes that facilitated smooth transitions and minimized resistance, achieving user adoption rates of over 85% within three months.
* Effectively communicated updates to senior leadership and stakeholders, ensuring understanding and support of risk mitigation strategies.
* Worked closely with cross-functional teams to establish project scope, identify key milestones, and set performance benchmarks. Strategically engaged with team leads and architects to assess feature sets, plan releases, and integrate cross-functional development efforts.
* Served as the main point of contact for high-level stakeholders, delivering comprehensive project updates and managing expectations.
* Facilitated regular status meetings and provided clear, concise updates to stakeholders, effectively handling escalations and resolving complex issues. This approach ensured transparency, improved collaboration, and facilitated timely decision-making.
* Led and coordinated agile ceremonies across multiple teams, ensuring alignment and consistent delivery, doubling team velocity and shortening release cycles by 15%.
* Identified cross-team training requirements, promoted innovation to foster creativity and developed tailored policies and procedures, enhancing processing accuracy and timeliness across all teams.

**Client: Delta Air Lines Inc., Anthem**

**Delivery Manager**

**Feb 2018– Aug 2023**

BASE team is an essential building block in the development of applications within the Crew Application Portfolio. The main goal of the BASE team is to provide guidance, best practices and technical artifacts to the different functional teams within the Crew Portfolio.

**Responsibilities:**

* Developed and implemented a resource optimization strategy, which increased project profitability by 25% within one fiscal year by aligning delivery practices with financial objectives.
* Improved client satisfaction scores by 15%, directly leading to contract renewals and generating an additional $500,000 in revenue.
* Achieved a client retention rate of 90% through exceptional project delivery and proactive client engagement, resulting in stable revenue streams and increased long-term value.
* Created comprehensive project plans with clear objectives, deliverables, and timelines to ensure successful project delivery.
* Monitored product progress through iterative cycles, effectively engaging stakeholders to groom stories and ensure timely delivery of project milestones.
* Collaborated closely with Leads and Architects to evaluate feature sets and implementation plans, coordinating with teams to streamline component development and integration.
* Provided in-depth coaching on Agile methodologies to enhance team capabilities and adoption of best practices, fostering a culture of continuous improvement.
* Organized strategic meetings with process owners and stakeholders to clearly define application scope, primary goals, and project objectives, ensuring alignment across teams.
* Promoted the significance of Innovation Iterations, encouraging teams to incorporate innovative solutions and improvements.
* Identified training needs and spearheaded the development of comprehensive policies, procedures, and training programs to enhance processing accuracy and efficiency across all teams.

**Clients: The Home Depot, Best Buy**

**Multiple Locations across US**

**Solution Architect**

**Aug 2013– Jan 2018**

**Responsibilities:**

* Design solutions based on user stories and chores by actively grooming stories through collaboration with all necessary stakeholders.
* Led the architectural design for cloud migration initiatives utilizing microservices based on the 12-factor app pattern with Spring Boot. Employed test-driven development (TDD), behaviour-driven development (BDD), and DevOps principles using Jenkins.
* Built strong relationships with clients and stakeholders, ensuring that architectural solutions met strategic objectives and requirements.
* Developed robust test cases using Mockito and PowerMock frameworks to ensure high-quality code and functionality.
* Engaged in detailed discussions with Product Managers to evaluate features, implement technical plans, and guide component development in alignment with team capabilities.
* Guided scrum teams and product owners in defining and achieving the Definition of Done. Facilitated high coding standards through thorough code reviews and adherence to coding guidelines.
* Analysed requirements to create comprehensive system design documents, flow diagrams, and XML schema rules, ensuring clear technical instructions for development teams. Helped team to maintain high coding standards through code reviews and Code styling.
* Evaluated and recommended new tools and technologies to enhance project outcomes and maintain alignment with business goals and industry trends.
* Implemented microservice architecture for all development, fully integrated with continuous integration/continuous deployment (CI/CD) workflows using Concourse. Transformed codebase to leverage the 12-factor app design methodology.

**Client: The Home Depot, Nokia, TCS Bancs**

**Project: Multiple Applications**

**Java Developer & Technical Lead**

**Jan 2007 – May 2012**

**Responsibilities:**

* Created detailed module design and workflow documents, ensuring thorough reviews and securing necessary approvals.
* Developed code and conducted unit testing in accordance with the Waterfall methodology.
* Implemented test cases using a Test-Driven Development (TDD) approach, leveraging JUnit and Mockito frameworks.
* Authored SQL queries to fetch and update data based on client requests.
* Documented both new and existing functionalities to maintain comprehensive project knowledge.
* Enhanced application performance, optimizing for both memory usage and processing time.
* Redesigned existing modules using Struts to improve functionality and efficiency.
* Provided technical support, handling on-site incidents and defect resolution effectively.
* Mentored new project team members, facilitating a smooth onboarding process.
* Engaged with clients regularly to understand and refine requirements, ensuring alignment with project goals.
* Played a key role in transitioning the project from another vendor to TCS, receiving commendations from clients for planning and executing a successful knowledge transfer.

**Certifications:**

* Certified SAFe® 5 Advanced Scrum Master - Scaled Agile Inc
* Certified SAFe® 5 POPM - Scaled Agile Inc
* Professional Scrum Master 1 Certified – Scrum.org
* Scrum Master Accredited Certification – International Scrum Institute
* Project Manager Accredited Certification – International Organization for Project Management
* AWS Certified Solutions Architect – Associate
* Associate Cloud Engineer – Google Cloud Certification

**Courses:**

* Fundamentals of Analytics on AWS
* Building Language Models on AWS
* Generative AI for Healthcare - Google Cloud Skill Boost
* Generative AI Explained, Augment your LLM Using Retrieval Augmented Generation - Deep Learning Institute, NVIDIA
* Building Generative AI Applications Using Amazon Bedrock
* Building a Generative AI-Ready Organization, Planning a Generative AI Project
* Google Cloud Fundamentals: Core Infrastructure - Google Cloud Skill Boost
* MongoDB University Courses: MongoDB Basics, Mongo Java Developer, & Aggregation Framework

**Software Tools Proficiency:**

* Programming Languages: Java, J2EE, Junit, JSP, Servlet, HTML, JavaScript, NodeJS, JDBC
* Frameworks: Spring (Boot, AOP, MVC, Batch), Swagger 2, Cucumber BDD framework, Hibernate, Mockito, Power mock
* Build Tools: Maven, Gradle
* Web Services: REST, SOAP
* Relational Databases: Oracle, MySql
* Big Data: MongoDB
* IDE: Eclipse, Spring Tool Suite, IntelliJ
* Software Engineering Methodologies: SAFe Agile, Scrum, Waterfall
* Software Management Tools: SVN, GIT, Jira, Bit bucket, Confluence, Pivotal Tracker, Bamboo, Jenkins, Sonar.
* Cloud Implementations: AWS, PCF

**Professional Experience:**

Elevance Health Inc – Sep 2023 – Till Now

CloudQ LLC (Syrainfotek) – Feb 2018 – Sep 2023

Tata Consultancy Services – Jan 2007 - Jan 2018

**Education:**

Bachelor of Engineering, Computer Science, Anna University, India – Completed in the year 2006.

**Rewards and Recognition:**

1. Received Orange Handed Award Certifications for my Performance signed by the VP of The Home Depot.
2. Received TCS Best Team award.
3. Received Multiple Times - TCS Service Commitment Award.
4. Received TCS Best CSR Performer Award.