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Karthick Sundararajan CSM, TOGAF
(Based in Luxembourg with Resident de Longue Dureé - UE)

Professional Summary

I am a highly accomplished **IT leader** with **over 20 years of industry experience** across diverse domains. I am adept at **people management, enterprise architecture, solution architecture, program management,** and **product management**. I have a proven track record of delivering high-quality results, coaching teams, and collaborating with stakeholders. I am a Certified Scrum Master and TOGAF 9.1 Certified Enterprise Architect.

Competencies

Technical Skills

Languages & Scripting (C, C++, Bash Scripting, Perl, Java, Python, awk, sed) | Database (MySQL, PostgreSQL, SQL, MongoDB) | Version Control & CI/CD (Jenkins, Git, Github, Gitlab) | Operating Systems (Linux, Unix) | Testing & Coding Quality (Unit Testing, Clean Code) | Data Formats & Interchange (JSON, XML, YAML) | Cloud Platforms (AWS) | Productivity & Office Tools (Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Access, Visual Studio Code)

Technical Product/Program Management

Methodologies & Frameworks (Waterfall, Scrum, Kanban) | Domains (FinTech, Payments Risk, Payments Compliance, eCommerce, OSINT) | Tools & Platforms (JIRA, Confluence, Microsoft Project, Figma, Balsamiq, DrawIO, Microsoft Visio, Rally) | Processes (Roadmapping, Solution Oriented, Process Improvement, Business Analysis, Release Management, Backlog/Issue Management)

Leadership & People Management

Strategic Skills (Strategic Thinking, Succession Planning, Performance Management, Team Culture, Software Lifecycle Management) | People & Talent Development (Coaching and Mentoring, Talent Management, Vendor Management, People Management)

Architect Skills

API & Service Architecture (REST, Microservices, REST API Designer, Service Oriented Architecture (SOA), Event Driven Architecture) | Design & Code Review (Code Review, UML, Object-Oriented Design, Design Patterns, Enterprise Solution Design) | Data & Infrastructure (Relational Databases, Data Modelling, Database Design, Data Governance, Docker) | Enterprise Architecture (TOGAF 9.1)

Professional Experience

Tadaweb   **Period:** From Sep 2023 till Sep 2024

Job Title: Sr. Technical Product Manager

- Owned the product roadmap for two teams including the Architecture team and one of the delivery teams.
- Structured data objects to enable extraction of knowledge from the data collected from various sources.
- Migrated 32 of the 74 tools to the structured data objects. This was a program that was pending for more than 2 years.
- Documented and formalized current and target architecture to migrate from a monolithic to a microservices-based architecture.
- Managed a no-code product that would enable the seamless integration of more sources to the platform.

Amazon   **Period:** From Sep 2017 till Aug 2023

Job Title: Manager, Integrations and Migrations

- Managed a team of 7 members including 5 Technical Program Managers (TPMs) and 2 Support Engineers (SEs).
- Managed the roadmap, allocations and deliverables (i) for integration of Amazon services with 3PL (third party logistics) vendors' Warehouse Management Systems (WMS), and (ii) for migration

- of inventory from 3PL operated warehouses to warehouses operated using Amazon's proprietary WMS.
- Managed the production support needs for the integration between the 3PLs and Amazon with the 2 SEs in the team.
- Incorporated best practices in the day to day working of the Support Engineering team to ensure better quality of deliverables by addressing the root cause of issues.
- Guided the TPM team to manage their time and deliver multiple programs in parallel.
- Improved the domain health by improving the documentation situation for the team.
- Created onboarding plans for the various roles in my domain.
- Managed the launch of Identity Access Management (IAM) solution with Multi-factor Authentication (MFA) for Amazon's Warehouse Management Solution (WMS) products.

Job Title: Sr. Technical Program Manager

- Managed Supply Chain setup, and Customer Returns capabilities for the launch of Turkey Marketplace.
- Managed the launch of After Market Services for Amazon in Turkey, Singapore, and Netherlands.
- Managed the launch of two compliance initiatives for Turkey.
- Managed the delivery of programs across multiple teams and domains.
- Constructed product solutions and designing technical solutions to address customer problems.
- Conducted Risk and Issue Management & Reporting to Management and Handling Escalations.
- Specialized in launching After Market Services for Amazon Retail.
- Identified a problem in project execution, proposed a solution, validated it with customer interviews, and productized the solution with funding for a five-member team.
- Created Product Requirements Documents based on customer needs.
- Designed the User Interface for the product using Balsamiq Mockups 3.
- Worked with the team to identify the reusable parts of an existing product by collecting supporting data for the same.
- Identified and managed product closure for products with low ROI.
- Managed transition of products into and out of team based on alignment of the products with organizational tenets.
- Prepared monthly reports for management.

PayPal   **Period:** From Sep 2007 till Jul 2017
Job Title: Member Technical Staff 1, Software Engineer

- Scrum master for teams, which have handled New Product development, Migration of Products from one framework to another.
- Lead the Production Support Activities for the team by institutionalizing Kanban practices
- Collected data to define KPIs and helped identify various patterns and trends in Production Support enabling future planning and quality improvement.
- Automated daily and weekly report generation using Microsoft Excel VBA.
- Worked with the team to enable them to manage projects in an Agile way, including planning, prioritizing, estimations, risks, budget and timeline.
- Worked as a Scrum Facilitator for two teams to help their Scrum Master learn the nuances of becoming a Scrum Master.
- Designing solutions for teams and coordinating with other verticals to ensure that the solutions meet the long-term architectural goals of all the stakeholders.
- Lead the Production Support Activities for the team and helped identify various patterns and trends in Production Support enabling future planning and quality improvement.

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Job Title: Software Engineering Manager
- Managed a group of Software Engineers in Singapore and, remotely, in Chennai.
- Planned and guided the implementation of projects by the team including the Compliance requirements for Europe, Australia and India.
- Worked closely with the product, country managers and customer support teams in identifying the pain points in products that are available to the customers.
- Incorporated better practices in the day to day working of the Sustenance and Enhancements team to provide a sense of purpose and achievement to the team.
- Was responsible for ensuring that the Sustenance and Enhancement work of the team is handled and the rest of the team is not impacted by these requests.
- Created a single dashboard for all code coverage needs for the team. This included unit test coverage and Fortify output details.
- Incorporated principles of Scrum in Waterfall model by adapting the existing practices followed by the team.

Job Title: Staff Software Engineer
- Worked with the product owners in vetting and right sizing the requirements.
- Designed and implemented the product as per the requirements while satisfying the quality goals.
- Owned products from initiation throughout their lifecycle.
- Mentored engineers to own projects and deliver to the quality standards.
- Acted as a team lead for a group of Software Engineers in Singapore and Chennai.

Job Title: Senior Software Engineer
- Worked with the product owners in vetting and right sizing the requirements.
- Implemented the product as per the requirements meeting the architectural needs of the team.
- Supported the product through its lifecycle.
- Identified tools, which would help speed up the delivery of products and built the same.

Ness Technologies, India	Senior Associate	From Oct 2005 – Sep 2007
Wipro Technologies, India	Project Engineer	From Jun 2004 – Sep 2005
IRISSOFT, India	Contract Consultant	From Dec 2003 – Jun 2004
Softenger, India	Trainee	From Mar 2003 – Nov 2003

Details of Accolades and Recommendations can be found in the links.

Certifications

- **Production Management for AI and Data Science** in Nov 2024 from 365 Careers through Udemy.
- **API Security Architect** awarded by **API Academy** in June 2023. Credential ID: 166164226
- **API Designer** awarded by **API Academy** in June 2023. Credential ID: 166164226
- **TOGAF 9.1** Certificate awarded by **The Open Group** in Feb 2017. License Number: 114867
- **Certified Scrum Master (CSM)** awarded by **Scrum Alliance** in Jun 2010. License Number: 95489
- **Certification in IT Project Management (Associate)** awarded by **Singapore Computer Society** in Feb 2010. Expired in Jan 2014.

Education

Software Product Management
   Awarded by: University of Alberta, Canada through Coursera
   Period: Nov 18, 2018 – Mar 10, 2019
   Certification Link
Bachelor Of Computer Science and Engineering
   Awarded By: University of Madras
   College: Sri Sivasubramaniya Nadar College of Engineering, Chennai.
   Period: 1997 – 2001