

Karthikeyan Natarajan

TECHNICAL PEOPLE LEADER AND ML ENGINEER

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PROFILE SUMMARY

A multi-skilled, multi-faceted and experienced technical people leader who is able to bring a fresh perspective to existing operations. Possess the vision needed to see the most challenging, exciting and inspiring possibilities clearly. Skilled strategist who transforms strategic plans into workable solutions and benchmarks performance against key operational targets/goals.

COMPETENT SKILLS

Technical Program Management DevOps Delivery Transformation Strategic Leadership Agile
People Development Conflict Management Client Management Engagement management
Costing & Budgeting Vendor Management Risk Management Change Management SDLC
Forecasting Negotiation Service Delivery Business Analysis Business Process Improvement

TOOLS & TECHNOLOGIES

C++ Java/J2EE JavaScript AngularJS HTML CSS Python PL/SQL XML REST APIs
Amazon Web Services (AWS) Machine Learning (ML) TensorFlow2.0 IBM BlueMix Splunk JIRA
SOAPUI Serverless Keras GitHub Jenkins NodeJS TeamSite Deep Learning Docker
MS Project Planview Rally MS Visio SharePoint MS Office Suite HP ALM ServiceNow NPM

PROFESSIONAL WORK EXPERIENCE

ML Engineer (Freelance)

Apr. 2020 – Present

- Competed on Kaggle Titanic Machine Learning Competition and finished Top 3% out of ~25,000 participants
- Developed Face Recognition application using OpenCV2 Python library
- Working on a Face Similarity matching application using Deep Convolutional Neural Networks (CNNs) with VGGFace2 ResNet50 model

SOFTWARE GUIDANCE & ASSISTANCE, INC., TARRYTOWN, NY

Aug. 2019 – Mar. 2020

Sr. Technical Program Manager

Aug. 2019 – Mar. 2020

Client: Citi, Irving, TX

- Led multiple strategic Digital Transformation programs in Citi Consumer Banking business

- Managed global team of 15 developers in developing and delivering new products, features and programs
- Worked closely with Customer User Experience and Business teams to develop Product Vision and Roadmap for Product strategy implementation
- Monitored and tracked program execution to success by removing blockers and helped team to find the path forward in challenging situations
- Handled multiple contending priorities simultaneously in an exciting environment
- Leads directly, and through others, the creation of new initiatives such as Single SPA and implementation of Client-Side rendering (CSR) application
- Managed Negotiation and conflict resolution, with both external and internal stakeholder
- Establish and practice Design thinking, LEAN and AGILE principles to deliver MVP product
- Define and track KPIs for product success and track data for opportunity identification
- Managed cross functional dependencies across business and IT teams including safety, security, regulatory requirements for IT applications
- Hired and developed the talents both within team and across organization
- Worked with technical team, vendor and partners to finalize technical design for solution
- Worked with dev team, QA team to implement BDD based testing and automation like CICD for quicker delivery

AMERICAN AIRLINES, FORT WORTH, TX

Oct. 2015 – Aug. 2019

IT Portfolio Manager | Technical Project Manager

Oct. 2015 – Aug. 2019

- Managed various program initiatives following DevOps – CI/CD principles and using IBM Bluemix cloud technology across multiple digital channels - Web, Mobile web, Mobile Apps (iOS & Android)
- Led and successfully managed various changes such as AA – US Airways merger, Monolithic to Microservices Architecture, Agile, Mobile First Responsive design, Design Thinking, Project to Product Model transition, etc.
- Successfully managed, mentored, and trained cross functional Agile teams and executed multiple complex Web Development & Infrastructure projects from inception to completion
- Act as the trusted “technical” advisor and “go to person” for the stakeholders for business process improvement, innovation and supporting technologies
- Created Program/Product roadmaps, directed work/projects, controlled cost/schedule elements, management of resources, communications management, reporting, and change management.
- Managed release timelines and communicated with management staff and clients to ensure progress satisfactorily; enacted delivery upon completion of MVPs and ensured that delivery adheres to Agile/DevOps practices maintained by the company
- Facilitated Agile Monthly Breakfast training sessions for the AA.com group of 100 folks in 2 different locations – DFW and Phoenix every month to coach and enhance agile culture in our department.
- Worked closely with external vendors such as Google ITA, Switchfly to deliver exceptional service and established effective working relationships.
- Drove simplification, optimization, and quality of IT systems and processes through better stakeholder engagement, project requirements gathering and effective project.

Agile Project Manager | Scrum Master

Oct 2011 - Sep 2015

Client: American Airlines, Ft. Worth, TX

- Managed multiple medium to large sized Web development and Infrastructure projects (\$1-6 Million USD)
- Managed an effort to upgrade Content Management System (CMS) and migrate its corresponding repository to the new taxonomy & roll up structure which helped to cut down 50% of Content editors time.
- Introduced & taught Scrum, functional testing, performance testing, test case management & product backlog management.
- Managed wing to wing execution, issue resolution, program risks, and resource allocation and vendor relationship for product lifecycle management platform.

Technology Engagement Manager

May 2011 - Oct 2011

Client: Harley Davidson Financial Services, Plano, TX

- Managed client expectations and ensured customer satisfaction through outstanding communication regarding project scope, schedule, and direction.
- Worked closely with H-D and Vendor development teams to define business requirements, identify and manage dependencies, plan and schedule project delivery dates to reduce bottlenecks.
- Identified and managed Risks and Issues and maintained smooth execution of the Project
- Responsible for time and cost management and reporting of Earned Value Management to Senior Management team

COGNIZANT TECH SOLUTIONS US CORP.**Apr 2007 - Apr 2011****Associate | Technical Project Lead | Technical Project Manager**

Oct 2008 - Apr 2011

Client: PepsiCo, Plano, TX

- Lead a team of over 12 analysts (on-shore and off-shore) across multiple projects and delivered projects successfully exceeding client's expectation; worked closely with the Business and IT as an application subject matter expert.
- Collaborated with Client Project Managers to develop estimates, plan, project schedules and resource allocation models while ensuring conformance to established project management process and methodology.
- Managed client expectation and communicated the status of project throughout all phases; including completed tasks, pending deliverable, and outstanding items.

Programmer Analyst | Technical Project Lead

Apr 2007 - Oct 2008

Client: Alliance Data, Richardson, TX

- Led a team of 5 for providing testing services for various development efforts.
- Led QA practices such as project plan development, test strategy development, test plan development, test case & test data review.
- Worked closely with QA Analysts and Developers to develop test automation solution using HP Quick Test Professional (QTP).

Programmer Analyst | Technical Project Lead

Jan 2007 – Mar 2007

Client: British American Tobacco, Kuala Lumpur, Malaysia

- Led Handheld POS upgrade project and improved BATM's Mobile POS to Order Management workflow.
- Led business and system requirement gathering and performed Gap Analysis at code and data level such as data mapping and data conversion analysis.
- Analyzed existing workflows and developed new E2E business workflows from Mobile POS System to Order Management, Warehouse Management and Reporting Systems.
- Lead multiple product development teams to ensure they deliver programs that achieve project success criteria, product cost, project budget and schedule.

Offshore Team Lead

Aug 2005 – Dec 2006

Clients: Mitsubishi, 3M & Centrica Plc.

- Lead the team of 6-9 people and provided testing services to various clients
- Trained and mentored new team members; worked closely with cross-functional organizations, project teams, and clients to develop project estimates, schedules, and managed project delivery
- Helped to develop new testing automation framework, this was later utilized across various projects

EDUCATION

MBA - Innovation & Entrepreneurship

Aug 2013 - May 2015

THE UNIVERSITY OF TEXAS AT DALLAS, RICHARDSON, TX

Bachelors in Electronics & Communication Engineering

Aug 2001 - May 2005

ANNA UNIVERSITY, CHENNAI, INDIA

CERTIFICATION

PMI-Certified Project Management Professional (PMP)

Mar 2013

Scrum Alliance Certified Scrum Master (CSM)

Dec 2012

AWS Certified Solutions Architect – Associate

Jul 2019

Computational Thinking for Problem Solving (Penn Engineering)

Apr 2020

Machine Learning (Stanford University)

Apr 2020

ICAgile Certified Professional in Agile Coaching (ICP-ACC)

Apr 2015

ICAgile Certified Professional in Agile Team Facilitation (ICP-ATF)

Nov 2015

Business System Analysis & Business Process Management

Mar 2013

Basic Supply Chain Management

Mar 2006

REFERENCEAvailable upon request
