

KARTHIKEYAN NATARAJAN

TECHNICAL PEOPLE AND DELIVERY LEADER



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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. A delivery leader who is able to arrive at resolutions in the face of uncertainty to ambiguous and undefined problems. Provide both structured and creative thinking in a dynamic, evolving, multi team-based environment. Excellent communicator and trusted technical partner.

COMPETENT SKILLS

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

TOOLS & TECHNOLOGIES

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

PROFESSIONAL WORK EXPERIENCE

SOFTWARE GUIDANCE & ASSISTANCE, INC., TARRYTOWN, NY

Aug. 2019 – Current

Principal Technical Program Manager | Lead TPM

Oct. 2020 – Current

Client: Citi, Irving, TX

- Defined and driven the overall end-to-end execution of large enterprise-scale platform simplification and modernization programs
- Worked closely with a talented team of software development managers, principal engineers, and senior leaders to define business and systems requirements, write design specifications and develop project schedules from design to release
- Led a team of TPMs in the delivery of the multi-team initiatives and activities

- Monitored capacity, demand, execution, delivery, and hygiene via key performance indicators including: capacity, demand, backlog, velocity, quality, project throughput, spend, regulatory compliance, and application security
- Communicated effectively, driven consensus and influence at all levels and across functions within the organization
- Managed risks, issues & dependencies in the program successfully by identifying, evaluating, tracking and mitigating them in a timely fashion
- Established collaborative and productive relationships with product management, governance, UX design, vendors and other supporting teams
- Mentored, trained and coached technical project managers in the team
- Managed financial forecasts, cost assumptions, and provided on-going reconciliation of resources and other related project expenditures

Sr. Technical Program Manager

Aug. 2019 – Sep. 2020

Client: Citi, Irving, TX

- Managed multiple strategic large enterprise-scale digital transformation programs in Citi Consumer Banking business
- Managed a global team of 15 developers in developing and delivering new products, features and programs
- Collaborated across a matrixed organization of Product Management, Architecture, Engineering, Services and Support for the successful execution of program objectives
- Developed schedules for program milestones, identify and manage risks & dependencies, and ensure successful delivery against program objectives
- Hired and developed talents both within the team and across the organization
- Monitored and reported project performance & KPIs

AMERICAN AIRLINES, FORT WORTH, TX

Oct. 2015 – Aug. 2019

IT Portfolio Manager | Technical Program 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 SABRE, 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

GALLOP SOLUTIONS INC.

May 2011 - Sep 2015

Agile Project Manager | Scrum Master | Technical Project Manager

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 editor's 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

Delivery Manager | Technical 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 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
- Identified risks, issues & bottlenecks and resolved them by working closely with partners & stakeholders

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)

COGNIZANT TECHNOLOGY SOLUTIONS INDIA PVT. LIMITED, CHENNAI, INDIA**Aug 2005 – Apr 2007****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 | Technical Lead

Aug 2005 – Dec 2006

Clients: Mitsubishi, 3M & Centrica Plc., Chennai, India

- Lead the team of 6-9 people; Trained and mentored new team members; Developed project estimates, schedules, and managed project delivery; Helped to develop a new test automation framework

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

REFERENCE

Available upon request