

# Terris Rajam V

[terrisrajamvincent1@gmail.com](mailto:terrisrajamvincent1@gmail.com) | +1- 4376799183 | Halifax, Nova Scotia, Canada | [LinkedIn](#)

## PROFILE SUMMARY

Highly skilled Project manager with more than 14 years of experience managing large-scale traditional Waterfall and Scrum projects. Well-versed in leveraging cross-functional IT, Agile and QA teams to complete project deliverables on time and within budget. Demonstrated success applying project management best practices, technical expertise, and business acumen to consistently achieve target results.

## CORE COMPETENCIES

- Proficient in creating project plans, budgeting, defining milestones, and allocating resources effectively.
- Discovered new clients, negotiated over \$5 Million of partnership and product deals with key customers based on insights gathered in product development phase.
- Proficient in eliciting, documenting, and analyzing business requirements from stakeholders.
- Skilled in evaluating and interpreting complex data sets to inform strategic business decisions.
- Experienced in developing comprehensive test plans outlining testing strategies, scope, resources, and schedules.
- Facilitating Scrum Ceremonies including Sprint Planning, Daily scrum, Sprint retrospectives, Sprint Demos, Story Grooming, and Release Planning
- Manage the scheduling of Project and application development releases.
- Dedicated to promoting a culture of continuous improvement and adaptability within the Agile framework.
- Designed and managed a new customer on-boarding process resulting in an improvement in Customer retention ~24%
- Effective in resolving conflicts and impediments to ensure smooth team progression.
- Promote internal and external communications to improve transparency, help radiate progress and remove roadblocks in Steering committee, Cadence meetings.

## PROFESSIONAL SKILLS

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|--|---|
| • Project Manager / Delivery lead                          | • Agile Assessments   |
| • Contract negotiations, Procurement                       | • Metrics   |
| • Budgeting, Forecasting, Reporting                        | • Coaching & Facilitation   |
| • Agile Methodologies, Scrum, SAFe                         | • Maturity Models, Self-Assessment and Data modeling              |
| • Investment Banking, Insurance Guidewire Domain Knowledge | • Tools – Business Analysis – Axure, Wrike, MS Visio, Power BI    |
| • Transformation & Strategic Consulting                    | • Functional Testing  |
| • RFP, RFI and Solutioning                                 | • Tools – Automation - Tosca, RPA Ui Path, JMeter, Jenkins, Jira, |
| • Change Management  | • Arc-GIS   |
| • Leadership and Team Management                           |   |
| • Client Relationship Management                           |   |

## PROFESSIONAL WORK EXPERIENCE

### HCL Technologies, Chennai | Jul 2021 to Sep 2023

#### Project Manager | Statestreet - 22 months

- Led and managed two Scrum teams, overseeing 14 members each, to streamline a complex project involving Guidewire applications and Legacy-to-Modernization upgrades.
- Spearheaded the implementation of projects totaling 6.7 million, providing leadership to over six application teams and multiple concurrent Scrum teams.
- Successfully drove the adoption of Agile and Lean frameworks, resulting in a 20% increase in product efficiency.
- Coordinated all Scrum ceremonies, including Sprint Planning, Daily Standups, Sprint Retrospectives, Sprint Demos, Story Grooming, and Release Planning.
- Owned the project schedule and met 100% of feature deadlines by proactively identifying and mitigating risks.
- Served as a Proxy Product Owner, defining, documenting, and maintaining requirements in the development process to ensure the delivery of the Sprint Backlog.
- Implemented Maturity Models for Business Analysis and conducted self-assessments on Data Modeling and Data Documentation.
- Demonstrated expertise in Smoke, Functional, Regression testing, Defect management, Test metrics creation, UAT & Incident RCA, and daily status reporting.
- Coordinated with development teams to eliminate impediments and ensure timely delivery, resulting in a 15% reduction in sprint delays.
- Proficient in Automation tool Tosca and experienced in Performance testing using JMeter and Mule.

## **TATA Consultancy Services, Chennai | Oct 2013 to Jul 2021**

### **Project Manager | Scrum Master | United Health Group (Healthcare) – 3 years**

- Experience as a Business Analyst and Scrum master in healthcare and finance domain including understanding of Business Requirement Gathering, Business Analysis, Data modeling and procedures.
- Functional knowledge of Medicaid Management Information Systems MMIS.
- Exposed to Medicare and Medicaid domains of the healthcare systems and industry for inpatients, outpatients, Reimbursement methodology.
- Extensive knowledge in the Member enrollment and Billing information.
- Involved in Foundation phase, Implementation phase and Warranty phase.
- Defined project scope, goals, and deliverables. Formulated strategy and direction for multiple POD's with Dev and QA
- As a Scrum Master, meticulously maintained the Capacity plan, iteration board, sprint backlog, velocity charts, backlog-grooming sessions, daily scrum, sprint review, and retrospectives.
- Closely tracked the KPI's and SLAs defined as part of SOW commitments.
- Managed the scheduling of Project and application development releases.
- Implemented the Cadence framework and reporting the project updates, risks and action items to the Stakeholders.
- Built a data visualization using Power BI for product SLA's that reduced manual reporting work by 10hrs weekly.

### **Scrum Master/Business Analyst | Citi Bank (Investment Banking) – 5 years**

- Served as Scrum Master for a 12-member team specializing in Java, SWIFT, PHP, and SQL, employing Agile methodologies and Scrum ceremonies to ensure timely product delivery.
- Successfully transitioned the team from a waterfall mindset to Agile through the development of 40+ training materials, fostering a comprehensive understanding of Agile delivery.
- Specialized in the development of a business rules engine, payment processing, refund, and SWIFT payment systems.
- Demonstrated strong expertise in Scrum methodology, facilitating collaboration between Dev and QA teams on business requirements, Sprint planning, Sprint reviews, and retrospectives.
- Managed both Onshore and Offshore QA teams as QA Manager, overseeing financials and project forecasting.
- Implemented test management tool using RPA UI path to generate policies through OIPA policy centre that helped in creating bulk policies for development and system testing.

## **Cognizant, Chennai | May 2012 – Oct 2013**

### **Consultant | DLG Insurance – 1 year**

- Oversaw offshore set-up, ramp-up, and testing team establishment, managing a 35-member project.
- Played a key role in the Statement of Work (SOW) transformation, converting over 3000 QTP scripts to Selenium.
- Designed and implemented solutions using Jenkins integrated with (CI/CD) pipelines.
- Supported business development activities by responding to proposals as an automation manager, coordinating with key stakeholders in the company.
- Solely accountable for the delivery and transformation deliverables.
- Participated in the preparation of metrics, Quality Assurance (QA) governance, Requests for Proposal (RFP) proposals, and solutioning.

## **Agility, Chennai | Jan 2010 – May 2012**

### **Consultant | Agility logistics – 2 years**

- Executed the processing of trades, including Equities, Bonds, and FX.
- Managed inquiries and responses from Clients and Custodians.
- Played a role in preparing Test Procedures, Test Scenarios, Test cases, and Test Data.
- Designed tests using the Keyword-driven methodology for selected areas.
- Executed Test scripts and tracked defects in Quality Centre.

## **Fidelity Investments, Chennai | Aug 2007 – Jan 2010**

### **Custody Operations – Associate – 3 years**

- Analyzed business requirements and prepared use cases for functionalities.
- Conducted functional testing and tracked defects using Jira.
- Coordinated with team leads and customers for release testing and retrospection.
- Engaged in metrics reporting and tracking.

## **EDUCATION**

- **Bachelor of Commerce** 2007, Stella Maris College

## **PROFESSIONAL CERTIFICATION**

- Certified Scrum Master (CSM)
  - Scrum Alliance, 2022
  - UiPath Certified RPA Associate, 2022