Terris Rajam V

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 transparence, help radiate progress and remove roadblocks in Steering committee, Cadence meetings.

PROFESSIONAL SKILLS

- Project Manager / Delivery lead
- Contract negotiations, Procurement
- Budgeting, Forecasting, Reporting
- Agile Methodologies, Scrum, SAFe
- Investment Banking, Insurance Guidewire Domain Knowledge
- Transformation & Strategic Consulting
- RFP, RFI and Solutioning
- Change Management
- Leadership and Team Management
- Client Relationship Management

- Agile Assessments
- Metrics
- Coaching & Facilitation
- Maturity Models, Self-Assessment and Data modeling
- Tools – Business Analysis – Axure, Wrike, MS Visio, Power BI
- Functional Testing
- Tools – Automation - TOSCA, RPA Ui Path, JMeter, Jenkins, Jira,
- Arc-GIS

PROFESSIONAL WORK EXPERIENCE

HCL Technologies, Chennai | Jul 2021 to Sep 2023
Project Manager | Statestreet
      Portfolio Business Services - Legacy to Modernization - 12 months

- Led and managed two Scrum teams, overseeing 14 members each, to streamline a complex project involving Guidewire applications and Legacy-to-Modernization upgrades.
- Involved in end-to-end project management phases - Initiation, Planning, Execution, Monitoring and Closure.
- Initiated RFP created SoW involving Project plan, schedule, milestones, budget, and execution approach.
- 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.
- Introduced Best practices in SDLC process – Establish Secure design requirements, implement standard code reviews, perform penetration testing, manage potential vulnerabilities, perform security audits and develop cadence framework for communication.
- Coordinated with development teams to eliminate impediments and ensure timely delivery, resulting in a 15% reduction in sprint delays.
- Proficient in Automation tool Tosca/Hexawise and experienced in Performance testing using JMeter and Mule.
- Tracking the schedule and actual budget, Creating the communication plan to the Stakeholder, iterative Delivery & Sign-off, monitored the application performance and tracked the KPI's and SLA's during the warrant period.

Insurance Guidewire – Auto policy creation – 10 months

- Spearheaded the implementation of projects totaling 6.7 million, providing leadership to over six POD's and multiple concurrent Scrum teams.
- Involved in Foundation phase, Implementation phase and Warranty phase.
- Defined project scope, goals, and deliverables. Formulated strategy and direction for multiple POD's including Dev and QA
- Conceived the Project plan including resource plan, budget, Project execution approach, risk and mitigation plan including RACI metrics.
- Owned the project schedule and met 100% of feature deadlines by proactively identifying and mitigating risks.
- Closely tracked the KPI's and SLAs defined as part of SOW commitments.
- 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.
- 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 SQL and Power BI for product KPIs and SLA's that reduced manual reporting work by 10hrs weekly.

TATA Consultancy Services, Chennai | Oct 2013 to Jul 2021
Project manager | AIG Insurance
OIPA – Oracle Insurance Policy Administration – 4 years

- Served as a Delivery manager 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.
- Defining, documenting, and maintaining requirements in the development process for Policy Centre to ensure the delivery of the Sprint Backlog.
- Implemented Maturity Models for Business Analysis and conducted self-assessments on Data Modelling and Data Documentation for Policy creation admin systems.
- Specialized in the development of a business rules engine, payment processing, refund, and policy admin systems.
- Demonstrated strong expertise in Scrum methodology, facilitating collaboration between Dev and QA teams on business requirements, Sprint planning, Sprint reviews, and retrospectives.
- As a Scrum Master, meticulously maintained the Capacity plan, iteration board, sprint backlog, velocity charts, backlog-grooming sessions, daily scrum, sprint review, and retrospectives.
- Managed both Onshore and Offshore QA teams as QA Manager, overseeing financials and project forecasting.
- Implemented an Agile mindset through the use of burndown charts, team velocity analyses, and continuous improvement initiatives.
- 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.

Project manager | Citi Bank | Depository and Security Services
Conversion of Ruby scripts to Tosca – 12 months

- Establish Tosca/Tosca DI framework for UI, API, Forms, ETL and Rate validations.
- Driven an 8-member team for the conversion of 3600 Ruby scripts to Tosca which resulted in >40% cycle time reduction.
- Built analytics-based dashboards using New Relic for uptime management and automated failure analysis.
- Implemented Optimization & Risk-based testing approaches that helped in early defect containment.
- Implemented load balance testing scripts using Jmeter to validate the performance of the application.
- Monitored and reported on progress of the project to all stake holders in Weekly status reports, Bi-weekly meetings with Customers and Monthly Steering committee with Stake holders.

Cognizant, Chennai | May 2012 – Oct 2013
Consultant | DLG Insurance – 12 months

- 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 Continuous Integration/Continuous Deployment (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.

ADDCS - Air defense Command and Control system – 6 months

- Involved in use case creation and requirements gathering for web-based version of geospatial based Air defence Command and Control system.
- Implemented Data modelling for processing high resolution imagery for analysis and base maps.
- Responsible for Data Management (i.e., creating and organizing geodatabases in ArcCatalog)
- Involved in the testing the visualizations for geospatial data, comprehensive maps and reports using GIS.
- Solely accountable for the delivery and transformation deliverables.
- Co-ordinated with external stakeholders (including members and vendors) to ensure project delivery.

Agility, Chennai | Jan 2010 – May 2012
Consultant | Agility logistics

- 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
Associate

- 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