**Name:** RAJEEV RAGHU RAMAN ARUNACHALAM

**Current/Role:**Manager @ CapGemini - Information Technology(IT.),Software and Engineering – Technical & Management Professional + Freelancer & Freelance Business Manager – ALTA TECHBIZ

***|Project Management| Service Delivery Management| Engineering Management | General Management-Technology| Business Management|Technical Management|Product Management|Technology/IT/Software Management|Multi:Business Domain/Industry Sector and Technology|Cross Functional|Business Engineer|Business Technologist|Consulting.***

*Result-oriented Professional with* ***around 10+ years*** *of rich experience in* ***Project/Program Leadership and Management, Technical Management,Quality Assurance & Testing([Software & Hardware])Products,(Cloud and Infrastructure Services with Devops Management) Service Delivery Management,Information Technology Management,General Management-Engineering*** *and* ***Engineering Business Management*** *across multiple**domains in* ***both Product and Service based organizations****.* **Now keen to join suitable roles and also open for flexible work options.**

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| --- | --- | --- |
| **Key Skills**  **Technology**  **Consultant**  **Problem Solving**  **Critical Thinking**  **Flexibility**  **Communication**  **Teamwork**  **Emotional Intelligence**  **Attention to Details**  **Responsibility**  **Organization**  **Design**  **Data Analysis**  **Negotiation**  **Mathematics**  **Administration**  **Marketing**  **Writing**  **Computer Software and Application knowledge**  **Service Delivery Management**  **Virtual Management**  **Streamlining processes**  **Presentation**  **Self motivated**  **Skype, Telephone, Instant messaging, Collaboration & Remote Communication Tech tools**  **Project Management**  **Program Management**  **General Management**  **Multi: Industry Sector/Domain and**  **Operations Management**  **Technical Management**  **Process Enhancements**  **Engineering Management**  **Product Management**  **Customer Service Operations**  **Business Transformation**  **Remote Working-Work From Home**  **Good communication & Soft skills**  **Quality Assurance(QA) & Testing[(Software and Hardware)Products)**  **Governance**  **Business Proposals / Proof of Concept (POC) Writings**  **Stakeholder Liaison & Coordination**  **People Management**  **Microsoft Office 365**  **Technology Management**  **Agile/Kanban/Lean/Six Sigma Methodologies**  **Devops,Programming-Fundamentals**  **Website Design with Wix** |  | **Profile Summary**   * Forward-focused Professional with **expertise in concepts of end-to-end project planning & implementation** from scope management, to activity sequencing, effort & cost estimation, risk analysis to quality management in line with guidelines & norms * Resourceful in **delivering large-scale, complex Engineering programs** with a focus on technology transformation; liaising with leadership teams to evaluate challenges * **Problem solver with a passion for Engineering,Business Management & technology** ; skilled in grasping the big picture, conceptualising, developing & implementing solutions and partnering closely with business leaders & stakeholders across the globe * Hands-on experience in **monitoring onshore & offshore delivery management** for technical deliverables of concurrent projects; understanding client needs & requirements and expectations; devising solutions accordingly * Worked closely with **third party vendors & contractors** to manage & coordinate projects with the business units and other IT departments, where necessary * Expertise in **custom designing solutions**, supporting end-users and developing / motivating technical staff to achieve performance objectives * Worked with **multi domain/industry sector customers/stakeholders across the globe.** * **Collaborated with other product owners, system engineers, program managers, developers, testers & customers** to define features and user stories * Achievement-oriented professional with excellent people management skills and capability to manage change with ease * **Championed** Process and Product Improvements and improved existing status quo. * **Instructed** and mentored new joiners to align to business processes. * **Exceeded** client expectations as Systems Engineer in early career * **Accomplished** significant savings and part of handling million dollar project * **Conceptualised** vision and mission for revamping existing department * **Directed and empowered** remote teams * **Collaborated** with fellow colleagues on remote projects * **Having onsite work** **experience in USA.** * **Having Professional Remote & Work from home experience** |

**Organisational/Professional Experience**

**Nov 21- Jan 22**

**CapGemini – Manager : Delivery Manager Cum Scrum Master**

**Highlights:**

* Working as Manager – Project Manager cum Scrum Master for Large Banking Multi National.
* Responsible for taking care of the Scrum Calls and Driving the Agile Process
* Track & Lead tasks to completion.
* We use tools like Plan View and Lean Kit for driving the Agile Process.
* Track metrics towards overall Portfolio completion objectives.
* I am also responsible for driving Process initiatives towards better Software development(like Version controlling, code coverage , quality audits etc..).
* I manage a Software Development and Testing Team of about 10 people and have stakeholders ranging from Developers, Testers, Product Owners, Business Analyst , Technical Leads, Architects, Business Owners etc.
* Additionally we do status reporting as well, Process Documentation and use Office tools as part of the Work Profile. Our collaboration tool is Microsoft Teams primarily and We also work in a multi vendor environment.
* Working on Development Documents and Process Documents and enhancing them up to standards.

**Nov 21- Jan 22**

**SakSoft – Product Owner**

**Highlights:**

* Involved in various recruitment activities & initiatives

**Aug 21- Oct 21**

**RGP - Practice Analyst**

**Highlights:**

* Was supporting RGP Client – FMCG – as Practice Analyst for Project and Portfolio Management – Centre of Excellence Team
* . I suggested & created a few templates, created/edited training material, did data clean up, track end to end Resource recruitment Demand cycle, provide process improvement initiatives, involve in Agile Enhancement cycles with IT. Team, Manage and approve requests for Sharepoint access, Laptop and IT troubleshooting was taken care of including tracking to closure.

**Jul 20-Till current Freelancer**

**Information Technology, Software and Engineering – Technical and Management Professional**

**Highlights:**

* Handled a small legacy Migration project as a Project Manager.
* Managed and delivered a small team of Development
* Periodic Reporting with Client (An App buider for Digital Marketing)
* Used Tools like Lighthouse (Ticketing tool), Slack & Zoom(Communication tool)
* Provided Training in Embedded Systems and VLSI. Domains.
* Building small Utility software Apps with VB.Net – Visual Studio and AutoIT
* Supporting as Global PMO. For Digital and Embedded Technology.

**Highlights:**

* Led & supervised a team of 6+ associates; managed 2 projects through aggressive project governance processes; assisted in deploying Kubernetes PODS and Cluster by Kubernetes Architecture review and cloud interactions for a Document security maintenance project. In addition currently managing Project in designing a Technology landscape for the client.
* Tools used – Github, Slack, Google /Microsoft Office, Zoom. Received a High Customer Satisfaction Index (CSI)
* Managed a small development team for Technology migration (SQL to SQL -I). Used technologies like Slack, Salesforce, lighthouse – ticketing tool etc. Managed a bug ticket system for driving ticket closure.
* Leading as a PMO. A team of 12 associates in the areas of IT and Embedded Systems with tools and technologies like Azure Devops – Cloud, Microsoft Teams, Excel and supporting End to End Technical delivery partially by means of Conference calls, ensuring timely deliverables, status reporting etc.

**Mar’19-Jun’20 Cognizant Technologies, Chennai as :Manager – Service Delivery**

**Highlights:**

* Led & supervised a team of 36+ associates; managed all projects through aggressive project governance processes; developed relationships with business stakeholders and leadership teams across geographies & departments
* Presented changes, issues, risks & contingency plans to Portfolio Steering Committees while collaborating with other Project Managers to balance project resources, schedules & scope
* Worked on Onsite / Offshore Model, Security Monitoring, Infarstructure,Splunk, Host Intrusion Detection and Database Access Monitoring
* Supervised on-boarding Security Agents to Servers & Applications
* Prepared Agile/Kanban Artefacts for Audit Compliance
* Administered program site (office & distribution set-up/warehouse) consolidations covering 2 sites in 2 countries; set-up required logistics
* Manage KPI’s and report to customers via monthly and quarterly Decks and adhering to Service level agreements
* Added new consultants to the team for Governance; generated additional revenue
* Identified training needs for the team and organized/conducted training programmes in Splunk Process & Governance
* Partly Managed project worth over US$ 1.2 Million
* Tools used: Confluence,Jira,BMC Remedy for change management.
* Performed Remote – Worked from Home on certain occasions
* Conducted and supported 1:1 meetings and performance appraisal for the team.

**Dec’17 – Mar’18 Intellect Design Arena (Formerly Virtusa-Polaris), Chennai as Senior Consultant**

**Highlights:**

* Leading a team of 2-8 personnel (Sporadic) and mentored the team to align & implement excellent practices
* Steered efforts in setting up Testing Centre of Excellence for clients’ based out at Middle East & Africa
* Built prototype business proposals for implementing Testing Business Model through a presentation

**Sep’16 – Nov’17 Amazon, Chennai as Operations Manager**

**Highlights:**

* Led a team of 36 personnel; managed 4 projects and provided QA Services to US Amazon devices (Devices -TV & Smart Phone- Tablets) – Software & Hardware (Consumer Electronics & Embedded Systems) – Part of Product Design Team.
* Directed innovation & process improvement activities to enhance stakeholder delight based out of USA & China
* Worked on Jira tool based reporting, DevOps related activities with GitHub, Linux OS for flashing hardware & Python Programming
* Did process improvements to bring about US$5000 savings.
* Mentored the team and conducted 1:1 performance meetings
* Performed Remote – Worked from Home on certain occasions

**Oct’15 – Sep’16 Infosys Technologies, Location as Technical Test Lead**

**Highlights:**

* Managed & coordinated a team of 19 at multiple locations (Virtual team management)
* Conducted Regression & Enhancement based testing and reporting to clients in Scotland, UK and USA
* Allocated task, trained newly recruited team members, monitored daily productivity and delivered daily status reporting to onsite
* Understood complex software workflows and executed test cases
* Drove process improvement measures and reviewed and audited internal deliverables

**Oct’11 – Oct’15 Tata Consultancy Services, Location as IT Analyst – Chennai -**

**Highlights:**

* Led a team in an Agile Project environment; participated in Scrum Meetings & Rally tool updates.Was part of Scrum standup calls,User Stories, retrospective
* Initiated an automation initiative-Six Sigma with UFT/QTP (Process improvement)
* Worked as SPOC (Single Point of Contact) for testing services to collect testing data (metrics)
* Executed & established cross-browser testing methodology using BrowseEmAll Emulator by performing extensive research
* Conferred with Faculty of the Month Award for delivering presentation
* Received Process Excellence Award for process improvement

**Previous Experience**

**Mar’06 – Jul’08 Tata Consultancy Services, Trivandrum,Mumbai & USA as System Engineer – Client – Genworth Financials , AVIVA Insurance, Aegon Religare**

* Supported in various activities as Software Tester and progressed to Automation tester to Business Test Analyst
* Includes on site experience in USA
* Supported as Batch HR Leader
* Worked in Tools like Quality Center and Quick Test Professional
* Developed Test Plan / Test Strategy Document; implemented set Business Test Processes at onsite client location in USA

**Oct’05 – Mar’06 Mphasis,Bengaluru as Associate Software Engineer – Client - Verisign**

* Worked on tools like QC and QTP to find bugs in early lifecycle

**Academic Projects**

**Jan ‘05 Hindustan Aeronautics, Bangalore as Project Trainee**

* Coordinated and supported in establishing Boot Loader with PIC Microcontroller as part of Aeronautics-Engine Test Bed division.
* Performed another external project as demo for automation of Toll Gate on Highways with Embedded Systems

**Work From Home/Remote Tech skills:**

* Jira, Confluence, Skype, Telephone, ManagingVirtualTeams, Working Remote, Microsoft Office 365(Word, Excel, PowerPoint, Outlook),Cisco Webex & Business Etiquettes(Telephone + Email).
* Both Team and individual player
* Flexible and Quick skill learner
* Excellent communication skills

**Academic Details**

2017 **Doctorate of Philosophy - Engineering Administration –** Atlantic International University -

USA.

2013 **Masters of Science- Business Administration. (General Management & Engineering Technology ) -** Texas A&M and finally transferred to Atlantic International University-USA.

2005 **Bachelor of Engineering (Electronics & Communication)** – All India Council of Technical Education(AICTE), India

1st class or Grade A & above in academics all through.

**Certifications with Trainings**

* Business Foundations – Wharton School of Business, USA
* User Innovation - Massachusetts Institute of Technology (MIT), USA
* Brand Management- London Business School, University of London, UK
* Logistics & Supply Chain Management, Indian Institute of Technology, Delhi (IIT-D)
* Machine Learning with MATLAB – Stanford University, USA
* Contract Law – Harvard University, USA
* Project Management (Expert Level) - PMI PMP equivalent
* Product Management Foundations
* Diploma in Embedded Systems(PIC,Rasperry Pi,Proteus,MPlab)
* Agile Project Management
* Managing Globally
* General Programming Fundamentals
* Key Account Management
* Business Process Management & BPMN 2.0
* Business Analytics Foundations
* Agile Scrum Master Professional
* Excel Visualization Dashboards
* Automation Testing Fundamentals
* Splunk tool
* Visual Basic & C++
* Blockchain Basics
* Robotic Process Automation with UI Path, Automation Anywhere,Blueprism
* Artificial Intelligence (AI): Thinking Machines
* Toastmasters & Public Speaking Certified
* C Programming – NIIT
* Agile Development Practices
* Lean Six Sigma Black Belt Certified with Mini Tab
* Lean Management Professional
* Cloud Computing-Foundations
* Microsoft Project
* Managing Diversity
* Managing Technical Teams
* Sales & Business Development
* Accounting & Finance
* General Programming Fundamentals
* Product & Service Management
* IOT (Internet of Things) Fundamentals
* Automation Test Foundations
* DevOps Fundamentals
* Linux
* Tableau Essentials
* Senior Manager
* Artificial Intelligence (Dev) for Managers
* Amazon Web Services(AWS) – Fundamentals
* Java 8 Fundamentals
* International Software Testing Qualification Board(ISTQB)-Certified
* QTP(Quick Test Pro)-Product Specialist(Erstwhile version of UFT-Unified Functional Tester)
* Web Design Development Fundamentals
* Public Speaking
* Microsoft Business Intelligence: BI Stack Fundamentals
* Tableau Essentials
* IT Program Management
* Business Analytics Fundamentals
* Agile Scrum Master Professional
* Azure Devops & Azure Developer
* Docker Fundamentals
* Kubernetes – Native tools
* Excel VBA
* Become an Effective CEO
* Digital Transformation
* People Analytics
* Working Remote
* Managing Virtual Teams
* Microsoft Power BI
* Python Programming
* Business Etiquette:Phone,Email & Text
* Internet of Things(IOT) with Python and Raspberry Pi
* Big Data Foundations
* Apache Spark Deep Learning
* Data Analytics for Business Professionals
* Business Ethics
* Mergers & Acquisitions
* Cybersecurity Foundations
* Git and Github
* Vmware with VSphere
* Decision Making
* Structure Query Language(SQL)
* AI First Product Leader
* Recruitment
* Python for Automation
* Ethical Hacking – Foundations
* Nagios
* Microsoft Azure Architecting Technologies
* Business Relationship
* Selenium
* Essential elements of Predictive Analytics and Data Mining
* Azure Administration: Deploy and Manage Virtual Machines
* Requirement Elicitation and Analysis(Project Management Institute-PMI & International Institute of Business Analysis- IIBA endorsed)
* Communication skills
* Problem Solving Techniques
* Jira Software
* Freelancing
* Business Analysis Foundations (International Institute of Business Analysis- IIBA endorsed)
* Leading at a distance
* Leading Virtual Meetings
* Agile Certified Practitioner (Project Management Institute -PMI endorsed)
* Agile Software Development:Remote Teams
* Learning Wix(Website Design)
* Certified Leadership for High Potential Managers - Indian Institute of Management, Bangalore (IIM-B)
* Multi Industry sector/business domain certified*like* (Banking,Retail,Telecom,Finance,Insurance,Real Estate,Hospitality,Hitech,Healthcare,Automotive,Telecom,Hospitality,Media & Print) etc..
* Construction Management Foundations (PMI Endorsed)
* AWS-IOT(Amazon Web Services – Internet of Things)
* Leveraging Cloud for IOT
* Designing Cisco Enterprise Networks.
* Leading Remote Projects and Virtual Teams
* Microsoft Collaboration: Microsoft Sharepoint,Microsoft Teams and Microsoft Groups
* C# Basics
* J Query fundamentals
* Scala fundamentals
* Microsoft Azure Machine Learning Development Fundamentals
* Serverless Computing - Microsoft Azure – IOT
* KiCad: Pro
* Product Owner
* PCB Design – Fusion 360

**Professional Affiliations**

* Member for Technology & Engineering Management Group, The Institute of Electrical & Electronics Engineers (IEEE) (previously)

**Key Accolades,Company Social Responsibility,Extra Curricullar**

* Process excellence achievement awarded.
* Recognized in driving results as an HR (Human Resource) Leader in early Career.
* Recognized for high customer satisfaction index score (CSI.) in early career.
* Awarded - Faculty of the month.
* International Students Association – President in Texas A&M University – USA.
* Participated/led Corporate/University events like Sports/Cultural etc.
* Volunteered in CSR. (Corporate Social Responsibility) activities in India and overseas.