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|  |  | **Ravender Rao Rameshwaram**  Strategic professional with strong business acumen & proven track-record of stamping success across the entire gamut of **Project Management/Scrum Master/IT Asset Management/Vendor Management**  **LinkedIn: www.linkedin.com/in/rameshwaram-rao-923979156** | | |  |  | | --- | --- | | **+1 201 696 2778** |  | | **rave0924@gmail.com** |  | |
|  | **PROFILE SUMMARY**   * Unique blend of visionary leadership offering **15+ years** of rich & extensive work experience across **Project Manager, Scrum Master, and IT Asset & Vendor Management**. * Tactical & articulate in leading all operational aspects of Managed Services by ensuring stable, robust & scalable operational processes to support public, hybrid and private delivery models with an innovative and forward-looking on-demand platform of services. * Develop and refine detailed project plans, including scope, timelines, resource allocation, and budget. * Created **standardized operating (SOPs)** practices and procedures that ensured audit compliance and standard levels of agreement (SLA). * Expertise in **Managing problems** related to the services offered, communicating with **External Customer** & **Internal Stakeholders** for incidents reporting and prompt resolution by Service Desk. * Well versed with **Agile** methodologies & implementation and Knowledge on Enterprise Resource Planning and Infrastructure * Governed provisioning of digital/transformation solutions that engaged executive management and diverse teams at all levels with the development of IT roadmap along with the vision, strategy, and release plans. * Designed strategic digital transformation plans that leveraged business enablement, reduced costs, and streamlined operations to ensure competitiveness in the market * Delivered large-scale, complex programs with a focus on transformation; collaborated with leadership teams to evaluate technology challenges. * **Strategist** & implementer with skills in conceptualizing the business vision and translating them into business goals; established practices to deliver innovative solutions to complex business problems. * Worked across business goals to garner the appropriate resources: people, collateral, positioning, use cases, best practices to ensure Managed Services objectives were being met. * Skilled in enhancing systems & provisioning support for system engineering activities entailing mapping business processes, studying workflow to design technical solutions, & enhancing competitive advantage. * Strong **People** **Management** skills.  |  | | --- | |  |   **EDUCATION**  **2004:** Bachelor of Commerce from Osmania University, Hyderabad , India  **2006:** Master of Business Administration from Osmania University, Hyderabad, India | | **CORE COMPETENCIES**   |  | | --- | | **Digital Transformation** | | **Service Delivery Management** | | **Business & Technology Stakeholders Management** | | **IT Governance & Leadership** | | **Requirement Gathering & Analysis** | | **Team Building and Coaching** | | **Azure DevOps (ADO)**  **Mentoring & Leadership**  **Project Planning & Execution** | | **Agile Transformation**  **Legacy Modernization** |   **CERTIFICATIONS**   |  | | --- | | Certified Scrum Master – Scrum Alliance | | ITIL v3 Certification – APMG | | Certified Software Manager - PARAS | | Managing Projects - Certified - ESI | | Pursuing PMP Certification | | MS Office – (Word, Excel, PPT & VISIO) | | Business Writing Skills | |  | | |
|  | **SOFT SKILLS**  **WORK EXPERIENCE**  **Jan’23 – Present : American Express as Scrum Master and Project Manager – SAFe**  **Responsibilities:**   * Implemented an easy-to-use process flow and design for the Check Process which interacts with different ancillary applications, such as MBP, Image Center, DLRR, and Actimize. This Improvised design flow reduced 20% of the check processing time. * Oversees the development and implementation of technical and functional strategies within the group, formulating project milestones, Plan and monitor project status with the help of Jira and KPI’s. * Facilitate all Scrum Ceremonies: Daily scrum, Sprint planning, Sprint demo, sprint design, Retrospective. * Create KPIs, progress reports, burndown charts and dashboards to monitor progress and share with team and leadership Identifying and directing process improvement activities and track team performance with the help of Jira and Rally * Acting as a point of contact for the customer for all technical communication anticipating technical risks and suggesting mitigation and recovery plans for the impediments and employ problem solving skills to navigate challenges and streamline workflow. * Facilitated the adoption of agile values and principles, resulting in a 20% increase in team productivity. * Coached teams on consistent delivery using Scrum practices and flow improvements under SAFe Framework and foster a culture of continuous improvement by leading feedback sessions with the team. * Ensured timely updates in JIRA for Project, Work progress and risk mitigation, documentation to improve transparency and accountability. * Promoted cross-team collaboration on dependency management, resulting in smoother project executions and attend Agile Release Train (ART) sync (Scrum of Scrum) to highlight progress at program level and demonstrate systems demos, ensuring alignment with organizational goals. * Leading team members in technical analysis to translate requirements into software design, document Specifications in Confluence with RACI. * Oversee development and implementation of software products and systems through Jira, Rally and ServiceNow. * Managing relationships with different groups within Amex to aid in the design and implement the system and act as a bridge between Dev team and stakeholders. * Leading a team of software and support engineers providing operations and maintenance support to production systems and running highly visible, mission critical projects   **Jan ‘22 – Dec ‘22 : AIG as Scrum Master**  **Responsibilities:**   * Implemented Group Retirement Services - Advisor Managed Account (AMA) benefits participants by managing the investments within their retirement plan accounts using a holistic view of participant’s current financial goals that they have set for their retirement. * Facilitated Daily Scrum, Sprint Planning, Bug Triage, Refinement, Retrospective, and Monthly review meetings and followed up on action items for continuous improvement. * Utilized all aspects of JIRA to manage the Scrum Boards, Backlogs, Sprints, and Delivery Plans to create efficiencies for the team and their daily activities. * Actively engage and lead Scrum of Scrum and other scrum meetings and Utilized Jira for roadmap, epic prioritization, and release planning. * Define clear roles and responsibilities of the scrum team and establish a program cadence. * Manage product backlog, sprint boards, and production defects and ensure items are prioritized and sprint ready. * Effectively coordinate with the various technology, business, and vendor teams to ensure the project's success. * Coordinating with teams to define architecture structure to ensure that products and components work together to meet the objectives and performance goals * Describing service standards and guidelines that act as a benchmark for excellent service delivery, steering continuous implementation of change measures * Setting up**Agile Scrum Teams** in AMA and manage scope with an Agile-centric MVP prioritization and value delivery, facilitating Dependency Management prioritization and Scrum of Scrums * Aligning IT with business strategy, designing and driving large and complex business-IT solutions and translated complex business requirements into innovative technology solutions * Driving Root cause analysis and continuous improvements of productivity and quality encouraging innovation and automation, Conducting Release, and program level Retrospectives * Facilitating scrum ceremonies (grooming, sprint planning, retrospectives, daily stand-ups), Kanban   **June’21 - Jan’22 - Cummins INC as Project Manager and Scrum Master – SAFe**  **Responsibilities:**   * Development of a new credit card point of sale system (SnapPay) by Fiserv to all US & and Canada branches. * Certified Scrum Master with a thorough understanding of Iterative Software development and Agile processes such as Scrum, Kanban, and SAFe (Scaled Agile Framework). * Work closely with the Scrum team (Product owners, Dev-Team, HRC, Middleware, UI & UX, & QA) to prioritize the work, plan sprints, and manage releases. * Worked with Business in roadmap, epic prioritization and release planning, customer feedback improvements, change requests management, review of requirements, definition of ready and UAT scenarios & user journey design workshops * Owned and drove the resolution process for applications issues, communicated the status, performed root cause analysis, and provided post-resolution reporting for high severity incidents * Defined service standards and guidelines, governance structure that acted as benchmark for excellent service delivery for multiple clients by leading teams of Delivery Managers * Assisted Scrum Ceremonies - Backlog Grooming, Sprint Planning, Sprint Review, Daily Stand-up Retrospective and Release Planning meetings. * Proficient in Agile methodologies, including Scrum, SAFe, for efficient project execution and Ability to proactively learn complex domains, solve problems, address challenges, and offer solutions. * Coach the team and help them accomplish the required goal by removing the impediments daily to allow the team to deliver the sprint goals and deliverables. * Report project progress and KPIs to the stakeholders and monitor project success with the help of tools such as JIRA, ServiceNow, HRC, and Finance Tools.   **Projects Managed:**   * Integration of HRC and BMS * Implemented New credit card point of sale system (SnapPay) by Fiserv to all US & and Canada branches which generated savings around 2 million. * BAU Applications Maintenance and Change Management, REST API implementation for HRC Finance applications * Performance tuning of legacy applications with generated cost savings around 2.5M USD.   **PREVIOUS WORK EXPERIENCE**  **April ’20 - June’21: American Express as Scrum Master – SAFe**   * Developed a virtual Payment Product/Solution that enables customers to create specific-use virtual account numbers with transaction level spend controls and enhanced data capture to pay and reconcile expenses easily. * Liaises with cross-functional leads to optimize performance and utilization of project team members, Manage, Monitor, and maintain day-to-day project activities by using the Jira & Rally tracking tool. * Simplified Daily Scrum, Sprint Planning, Bug Triage, Refinement, Retrospective, and Monthly Reviews meetings and followed up on action items for continuous improvement. * Ability to proactively learn complex domains, solve problems, address challenges, and offer solutions and track project progress and team performance using Jira & Rally to monitor project success. * Active participation in all aspects of the Software development, Testing, Implementation, UAT, Production, and support of IT systems. * Coordinate Scrum of Scrum and PI Planning for the Scrum teams and Escalate problems as necessary to ensure awareness and seek assistance with resolution when necessary. * Clearly communicate with all stakeholders, including Product Owner and Team, manage risks and resolve impediments. * Apply expert level knowledge of the software development life cycle to coach teams to flawless deployments to the production environment.   **Projects Managed:**   * Developed a virtual Payment Product/Solution that enables customers to create specific-use virtual account numbers with transaction level spend controls and enhanced data capture to easily pay and reconcile expenses. * System’s Team – To manage the Integration, deployments, Upgrades and Development.   **May ‘19- Feb ‘20: Honeywell as Scrum Master**   * Building Packet Picking and Truck Unloader Robots for FedEx & DHL which saved 30% of processing time and $35k saving. * Organize and facilitate project planning, daily stand-ups, reviews, retrospectives, sprint/release planning, demos, and other Scrum-related meetings. * Ability to quickly identify relevant stakeholders and engage with them for project-specific meetings and key decisions. * Flexible to shifting priorities, demands, and timelines through analytical and problem-solving capabilities. * Ensure impediments are resolved quickly, the team follows their agreed-to team working agreements, and that there is a good relationship between the Product Owner and the development team. * Establish and ensure adherence to the Scrum framework and ceremonies, including Sprint Planning, Backlog Refinement, Daily Stand-up, Sprint Review and Sprint Retrospective. * Experience working as a Scrum Master across multiple cross-functional teams that are both local and remote * Understanding of fundamentals of iterative development, software development processes, and procedures * Coordinate with Product owners, Dev-Team, Machine Learning team, Mechanical, Controls & QA for project targets and deliverables. * Understand the big picture as well as the details and complexities of technical and functional issues, driving them to resolution.   **Projects Managed:**   * Robotics Truck Unloader * Robotics Packet Picking   **April ’18 – March ‘19: Sentara as Project Manager and Scrum Master**   * Managed Digital Transformation Program for Sentara Hospital and Optima Healthcare for all 3 Platforms (WEB, iOS & Android). * Managed a complete transformation from the Web application to iOS & Android for all the Features such as Virtual Visits, Scheduling an appointment, Patient Portal, etc. * Identifies and recommends opportunities to improve work processes and raise necessary change requests and enhancements that are in scope for the business. * Acted as Project Manager & Scrum Master for Product teams with a focus on guiding the teams towards improving the way they work and built relationships with Product owners and other stakeholders to facilitate team interaction and improve the quality of software deliverables. * Work closely with the Scrum team to prioritize work, plan sprints, and manage QA and releases. Scrum Team (Product owners, Dev-Team - BA, UI & UX, Angular, Java & .Net Developers, Azure Dev-Ops and QA) for all 3 platforms * POC for Sentara & Optima to external and internal stakeholders to manage multiple projects and liaise between the Business Units. * Manage, Monitor, and maintain day-to-day project activities and dashboards by using the Jira tracking tool. * Developed and maintained comprehensive Standard Operating Procedures (SOPs) and process diagrams to streamline workflows and ensure compliance within healthcare IT environments. * Spearheaded the creation and management of project plans, budgets, reports, and presentations, facilitating clear communication and alignment among stakeholders. * Diligently recorded meeting minutes to capture key discussions, decisions, and action items, enhancing transparency and accountability across project teams and stakeholders. * Proficiently utilized Jira, Microsoft Office suite (including Project and Visio), SharePoint, and Confluence to manage tasks, track progress, and collaborate effectively in healthcare IT projects. * Demonstrated expertise in scheduling and facilitating meetings, fostering productive dialogue and ensuring timely decision-making to drive project success in dynamic healthcare IT settings.   **Projects Managed:**   * Digital Transformation Program for Sentara Hospital and Optima Healthcare for all 3 Platforms (WEB, iOS & Android). * Schedule an appointment and Virtual Visits. * Integration with Pharmacy (CVS, Walgreens etc).   **July ’’16 – Feb ‘18: Equifax as Project Manager and Scrum Master**   * Acted as Project Manager & Scrum Master for Product teams with a focus on guiding the teams towards improving the way they work and built relationships with Product owners and other stakeholders to facilitate team interaction and improve the quality of software deliverables. * Ensuring the scope, goals and product domain are understood by everyone on the scrum team and Finding techniques for effective product backlog management. * Facilitating scrum ceremonies, ability to work in a collaborative, fast-paced environment, and adapt to changing priorities. * Cross-collaborate with other teams & SMs to facilitate dependency related conversations and resolve shared staffing, or other resource related challenges. * Organize, prepare, and facilitate Sprint planning, Backlog Refinement sessions and build pipeline of well written User stories meeting Definition of Ready for future sprints. * Identify and Analyze trends by reviewing key metrics such as team velocity, lead & cycle times, defects new v/s old, flow metrics to improve teams’ performance.   **Projects Managed:**   * Application Development (Merging AUTO, Home application into 1 application for better user experience) save 20% of the processing time.   **Oct ’06 – May ‘14: HSBC as an IT Asset Manager and Vendor Manager**   * Strong understanding of ITIL processes, including incident management, change management, problem management, and service level management. * Hands-on experience in all the Stages of Purchasing Life Cycle Management and Overseeing SOWs, enterprise agreements eIRF, RFIs, and RFPs * Work closely with IT Asset Management and Procurement teams to monitor all IT Software assets for compliance with all regulatory bodies and organizational standards. * Ensure quality control throughout the lifecycle of all company IT assets by developing and implementing appropriate procedures to track and manage them * Responsible for the governance concerning the ITAM tools applied in managing, monitoring, and reporting on IT assets and inventory – SCCM, ServiceNow, SharePoint, Ariba, CA Tool, Absolute & Software Asset Management (SAM), and HAM. * Interaction with Procurement teams, and ITO Product owners and manage contractual & supplier relationships. * e-Procurement of Goods and Services of Information Technology like Hardware/Software, Network Equipment, data storage, and service by using Procurement Tools * Resolution of External Vendors and Internal Customers (Senior managers, Purchase leads, Contract Managers and Specialists) queries. * Manage the everyday functions of the IT asset management team, guiding team members in the daily administration of the asset management activities.   **Projects Managed:**   * Overseeing SOWs, enterprise agreements eIRF, RFIs, and RFPs * Ad-Hoc IT Asset Management Special Project - IBM and CA Entitlement Project. * Vendor & Contract Review Project - UNIX - Reduction in Turn Around Time Project * Purchasing Project Tracking Log - Ariba Buy-Smart & SharePoint * Processor Value Unit (PVU) licensing automation. - Ariba Vendor and SharePoint Clean Up Project   **IT SKILLS – Knowledge**   * **Operating System : Windows7/XP, Mac, Unix, Linux, zSeries** * **Programming Language : Java and .NET** * **Testing Frameworks : Junit, Zypher, Selenium** * **Web Frameworks : AngularJS, React** * **Database : OracleDB** * **DevOps : Dockers, Jenkins, Kubernetes and GIT** * **Project Execution : Agile, Scrum, Traditional and SAFe** * **Tools : JIRA, ServiceNow, Rally, SharePoint** | | | |
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