**Ramya Palanisamy**  ****

 **Certified Product owner AND scrum Master**

 *Driving growth by focusing on people, processes, and deliverables*

Expertise in planning, executing and monitoring key milestones at all phases of the software development life cycle through clear communication and close coordination with cross-functional teams. Have an excellent handle on the agile way and the ceremonies, PI planning, estimations, retrospection diligently. Worked exhaustively in various domains including Health Insurance, Claims, Retail, e-Commerce, Content Management Systems. Have worked across the globe in Germany, China, India, Hong Kong and the US. Strong acumen for managing multiple, time sensitive projects of varied scope, with cross-functional teams in a multi-geographical environment. Strong verbal and written communication and interpersonal skills. Possesses strong analytical, problem solving & organizational abilities. Expert in risk mitigation and resolving stakeholders concerns. Exhibits exceptional learning ability and adaptability to change.

 *Areas of Strength*

Scaled Agile Framework | Product Lifecycle Management | Product Launch | Requirement Analysis | Agile methodologies | Business Analysis | Health Insurance | ecommerce | Retail | Content Management Systems | Partnership Building | Risk Mitigation | Process Improvement | Cost Analysis and Control | Cross-Functional Coordination | Problem Resolution | IBM RTC

**Professional Experience**

CVS HEALTHCARE / AETNA, Hartford, CT

**Product Owner — Aetna Enterprise Integration**  Feb 2017 – Present

Claims domain enables Aetna to offer a wide variety of insurance and surety products and services to businesses, organizations and individuals in the United States and in selected international markets. The primary objective was to power the content for Aetna health web portal and mobile application through web services. The web services cater to the needs of Aetna Digital, Spanning multiple line of business within Aetna like commercial, next gen. The services are developed by establishing the interaction between multiple business systems like including but not limited to Plan sponsor book of records, plan book of records, Traditional accumulator Inquiry which enables the end user to be aware of all of their plan details including deductibles, OOP max, Claims.

**Key Responsibilities**

* Devise the Vision, Roadmap of the APIs along with the Product Management team
* Collaborates with the members of the Agile Release Train (ART), right cross-functional stakeholders and other partners to investigate, gather and evaluate proposed solutions for the features identified by the Product Manager.
* Plan, schedule and coordinate activities related to system development
* Creates user stories, prioritizes and maintains the team backlog working across multiple programs for various requirements under different PI schedules
* Devise business rule design and development
* Responsible for implementing and delivering new Enterprise Integrations and/or enhancements to existing integrations
* Subject matter expert for Commercial claims in the Domain team
* Works closely with the Product Management across various programs, Scrum Master, Business analyst and Development team to deliver shippable product increments.
* Participates proactively in developing and maintaining team standards, tools and best practices and process improvements.
* Works collaboratively with business and all support partners to drive cross-functional alignment while managing customer relationship
* Participated in Product owner (PO) council. Communicated the progress to management through burn down charts.
* Performs the agile project Management activities in IBM RTC diligently.

ELC ONLINE, New York / Shanghai, China / Hong Kong / Chennai, India

**Scrum Master / Project Manager— APAC / EMEA / LATAM Rollouts**  Mar 2010 – Jan 2017

The Estee Lauder Companies Inc. is one of the world's leading manufacturers and marketers of quality skin care, fragrance and hair care products. Estee Lauder Companies Online is its online division catered to market the products through E-Commerce. The company has over 25 brands in over 150 countries across the world. Estee Lauder Online's E-commerce sites are developed using the custom Drupal and Perl frameworks which is built-in with layering of objects, web services, a dynamic configurable Apache to support many brand and region combination. The front end pages are rendered using the Drupal content management system with dynamic contents being populated using Perl script via JSON-RPC web service.

 **Key Responsibilities**

* Managed a large cross-functional team including Back end, Front end, QA engineers spanning across the rollout and maintenance projects of APAC, EMEA, UK, NA, LATAM regions
* Facilitated daily standup meetings, sprint demos, backlog grooming, sprint planning, retrospective
* Each of the regions had its region specific process, best practices, coding guidelines. Took care that each of the region executes at the apex level
* Identified opportunities for automation – multiple manual reports were automated via tools
* Groomed the Team/Leads to make them a high performance team
* Removes impediments and protects team members from interruptions and distractions to maximize productivity.
* Team based Training – Training plan for each track was devised to bridge the knowledge gap of the engineers and was executed successfully
* Runs Innovation Campaigns across the teams to ignite them to share creative business ideas, solutions for problems, automation ideas that provide time and cost benefit
* Facilitated team retrospective to build working relationships among the agile team across globe.
* Prepared the weekly status reports to the regional leads of ELC Online.
* Process Streamlined / Best practices defined – For each of the track set rules of process was defined to be adhered to by the respective team thereby avoiding any process miss
* Assessed the risks / issues and worked with respective stake holders to mitigate the same

KABEL DUTCHLAND GMBH, Munich, Germany / Chennai, India

**Team Lead – KDG PHP Portals**  Jan 2009 – Feb 2010

Kabel Deutschland (KDG) operates cable networks in 13 German states and supplies its services to approximately 9 million connected TV households in Germany. KDG has nearly ten Zend framework based PHP Frontends to market their Analog, Digital, Internet/Voice, Mobile products online. This project involves monthly web releases, which includes change requests implemented to enhance the portals. The change requests include flow changes to their existing site, preparing prototypes, adding/modifying products and rules to the portals and other enhancements to the portal characteristics.

**Key Responsibilities**

* Design and Develop the change requests received for each release
* Interact with the client to clarify doubts in change requests
* Cost/Effort estimation for each web release
* Developed a Perl based parser prototype, which will read the Web server error logs and prepare the daily/hourly error statistics and feed it to Manage Engine for reporting/alerting
* Perform review of code and documents of the engineers
* Facilitation of Cognizant’s quality process (C2) for the project – Participate in kickoff, audits and related activities
* Software Configuration Management coordinator of the team
* Enabled a continuous learning environment, identified ways to strengthen / improve the team.

UNITED PRESPOERITY, Chennai, India

**Ecommerce Developer - Microfinance startup** Jan 2008 – Dec 2008

United Prosperity.org is the world’s first person to person loan guaranteeing website. The website allows social guarantors to provide cash collateral to the entrepreneur. This guarantee allows the entrepreneurs to access funds from local banks either directly or through partner microfinance institutions (MFIs). The web application involved two major modules: The website for the social guarantors to provide cash collateral to the entrepreneur and an administration module for MFI to upload profiles of small entrepreneurs in need of loans, manage contracts with the bank and United Prosperity.

**Key Responsibilities**

* Requirements gathering through interaction with the client
* Analysis, Design, Development of the initial Proof of Concept
* Development of various core modules including the Contracts module, Upload Profiles module, Shopping cart module with optimistic locking, User Management module
* Enabled the entire team on the Ruby on Rails framework
* Project planning and tracking through all phases, including installation, UAT, SI testing and production, ensuring customer satisfaction

DUTY FREE SHOPPING (DFS), Chennai, India

**Developer – Content Management System** Jun 2006 – Dec 2007

DFS (Duty Free Shops) Chinaluxury is the web store front for DFS – largest travel retailer in the world, on their new East Asia expansion. It has a complex system involving a content management system, web shopping application, interfaces to legacy systems, besides open interfaces to various third party vendors including customer support and logistics. The content management system was developed in Chennai, India. The content management system involved the creation of categories, brands, products, product attributes, templates for category/brand and product detail pages for the web shopping application. The content in the system was first created, then reviewed, then approved and finally published to the web shopping application. The system secures the content repository by clearly defining varying levels of access to its users.

**Key Responsibilities**

* Design and Development of the Content Management System
* Developed various core modules of the CMS including the Category, Brands and the Build module
* Development of the Magazine and Luxury modules
* Analyzing and Implementing the User Acceptance Testing (UAT) issues for corresponding modules
* Participated in Weekly Status meeting with Development and Management teams to discuss development progress, defects and other issues.
* Understanding and Analyzing business requirements
* Preparation of daily and weekly status reports

SIFY.COM, Chennai, India

**Developer – Sify.shopping.com** Jun 2004 – May 2006

Sify mall is the e-commerce website of Sify. Users can add products to their cart choose a billing and shipping address, choose their payment option. They can pay for the order using any of the payment modes like ICICI, Citibank, etc. Users could track their orders and view their order history. It had a full-fledged admin module, which involved managing the products, orders, payment options, tax rules, shipping options. It also involved generation of various reports for tracking.

* Interaction with the business team for getting the change requests
* Design & Development of various change Requests in the Shopping cart application in PHP and MySQL
* Providing maintenance support for the application
* Handling Production level issues

**EducatioN**

Anna university, Chennai, India

**Bachelors in Information Technology (B. Tech)**

**Credentials**

Scrum.org: Certified **Scrum Master I (CSM)**

Scaled Agile: **SAFE Product Owner Product Manager (POPM), SAFe Agilist 4.0 (SA)**