

## Chidambaram Narayanan

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**Summary** Senior Scrum Master/ Technical Program Manager with 13+ Years of experience in delivering multiple products for Fortune 500 Banking Financial Services organizations like PayPal, RBS, Temenos, etc.

- Scrum Master/ Program Manager for geographically distributed and cross functional Agile teams to define and deliver many customer facing products
- Excellence in Transforming and delivering large-scale, multi-track complex programs using Agile, DevOps and Engineering best practices both in Modern and Legacy Technologies
- Extensive expertise in Enterprise level Agile Models at Scale like SAFe
- Rich experience in Agile based Technical Program Delivery and insightful knowledge of planning entailing analysis, design, development, testing, configuration management, and training
- Significant experience in partnering closely with cross-cultural Business, Product, and technology teams.
- Technologies – Python, Java, Pivotal Cloud, Azure
- ADM Tools – CA Agile Central (Rally), Microsoft Azure DevOps/TFS, Jira
- Domain – Core Banking, Payments, Anti Money Laundering, Insurance (Employee Workers Compensation), Education

## **Experience Senior Scrum Master**

Cognizant Technology Solutions, Chennai, India

*June 2016 – Present*

- **Connexus Online Blended Learning (Fortune 500 Education Publishing house)**
  - Online learning platform for Students, Teachers and Parents. Part of the Course Creation and Publishing Tools Train within the Learning Platform as a Scrum Master for 2 Teams
  - Responsible for PI Planning, Stakeholder management, Program/Project Delivery, Inspect and Adapt and Release Management
  - Mentoring and guiding the team to be a self-managing team achieving their commitments on a regular rhythm
  - Work on identifying, coordinating and resolving cross team dependencies, third party dependencies and impediments
  - Ensure a healthy backlog during the PI and also work on refining for the upcoming PIs
  - Technology and Tools - .Net, React JS, Microsoft ADO
- **Small Commercial Business Platform (Fortune 100 US Insurance Company)**
  - SCBP was transformed from a legacy system to a modern Java micro services platform on Cloud. Part of the Employee Workers Compensation Release train. Scrum Master for 4 Teams on the SAFe Agile Methodology
  - Handled transformation of the Offshore development teams to SAFe Agile
  - Responsible for all the SAFe Agile Ceremonies for 4 teams.
  - Delivery owner for the Workers Compensation program

- Tools and Technologies – Rally (CA Agile Central), Jira, Java, PCF, IBM MQ

### **Scrum Master/ Engineering Systems Analyst**

PayPal, Chennai, India

*January 2012 – May 2015*

- Core Payments Platform (Payment 2.0, Vendor Integration and Settlements)
- Core member of the Transformation team, which focuses primarily on transforming the entire company into Agile Development methodology.
- Scrum master for several programs within the Core Payments organization. Highly successful in bringing in big improvements in various KPIs. Helped the organization in implementing Agile methodology with cross border and cross functional teams. Coached various engineering teams to take up Agile methodology and mentored them through the process.
- Involved in requirements gathering, prioritization and management. Coordination with development and product management teams and significantly improved Go To Market time for various product features.
- Was responsible for the Transformation of the Core payments platform, Vendor Integration and Settlements businesses.
- Some of the products managed and delivered – Payments 2.0 (Refactoring Core payments to scale the platform), Rollout of China Union Pay, Tokenized Payments, SEPA

### **Business Analyst**

Royal Bank of Scotland, Chennai, India

*August 2010 – December 2011*

- The Anti-Money Laundering program in RBS uses a set of tools from third party product vendors to satisfy AML compliance requirements.
- The Client Information Filtering project is based on the Fircosoft filtering toolset and is implemented worldwide by various RBS divisions.
- Involved in coordinating with Group Risk team in analyzing future requirements to create a strategic filtering solution program.
- Engaged various source system stakeholders who wish to subscribe to the filtering service.
- Handled requirements gathering, gap analysis, UAT testing and assistance in support activities.

### **Business Systems Analyst**

Wipro Technologies, Multiple locations

*December 2005 – July 2010*

- Core member of the CoE focused on Products for the Financial Services domain. Engaged in the launch of several partnerships with industry leader like Temenos, Misys, EbaoTech, Guidewire, etc. Grew the T24 consultants from 1 to 20+.

- Worked as a Business Analyst for the Investment Banking and Retail Banking domains across multiple clients like Credit Suisse, UBS, Lloyds TSB, GM Finance.
- Was part of the Presales team with the Financial Services Systems
- Integration team and was involved in building responses to RFPs, RFQs from customers related to Systems Integration requests.
- Prepared GTM strategies for the Systems Integration team. Prepared case studies relating to financial services product experience.

### **Technical Consultant**

Temenos, Chennai, India

*May 2003 – December 2005*

- The Client Services team of Temenos is responsible for providing professional services, Implementation including Training for all their clients across the globe.
- Support for Temenos T24 is offered to clients by Temenos from Chennai and at client locations.
- Involved in implementation of Temenos Globus and T24 across various client locations globally.
- Performed roles like Interface Programmer, Implementation Consultant, and Trainer. Conducted product trainings for various customers world-wide on Temenos T24 Product.
- Involved in supporting various leading clients as a Support Consultant and has helped them in considerably reducing their outstanding Temenos T24 issues.

### **Education Bachelor of Technology**

University of Madras, Chennai, India

June 2002

Graduated with a 'First Class with Distinction' majoring in Information Technology and Systems

### **Leadership President – Vasantha Mallika Apartment Owners Association**

Trust Member – Penang Nagarathar Trust, Penang Malaysia (Educational and Religious Trust with endowments in Penang Malaysia and Karaikudi India)