**RAMKUMAR VAITHYAM,CSM,CSPO**

**Phone** ◾ (425)458-8206 **Email** ◾ vnram89@gmail.com **LinkedIn** ◾ /in/ramkumar-vaithyam/ **Location** ◾ Greater Seattle, WA

**PRINCIPAL TECHNICAL PROGRAM MANAGER**

**Confident program manager with 10+ years’ experience designing and developing portfolio of B2B and B2C software products and 8+ years’ leading complex projects global technology programs (SaaS, DevOps, AI, ML, PaaS, IaaS, Cloud, IoT, Mobile Apps).** Quick learner with a track record of passionately disrupting tradition through the development of dynamic, client-centric, and innovative solutions and breaking down complex problems into actionable steps to drive product development from conception to launch. Self-starter skilled in dealing with ambiguity, establishing win-win outcomes, defining next steps, and driving successful execution of plans to address technical and business challenges in a rapidly growing and changing environment. Excel in leading cross-functional teams to plan, build, launch, and manage value-driven world-class Software innovations with wide-range of budgets and specifications.

**Key Skills & Competencies**

* Project Management | Integrations
* Proof of Concepts | Rapid Prototyping
* Business Case| ROI |Customer Success
* Business Analysis & Product Design
* Product & Program Management
* Web |Mobile | eCommerce
* Defining & Managing Requirements
* Written & Verbal Communication
* Agile Development | A/B Testing
* Data Analytics | ETL| UX design
* Quality Assurance | Product Launch
* SDLC Methodologies, Cloud, & CI/CD

**Professional Experience**

**THE BOEING COMPANY Greater Seattle, WA 2015 – Present**

**Senior/Principal Technical Program Manager– IT Product Systems & Enterprise Architecture**

*Lead Enterprise Architecture, Part Fabrication, and Production Operations Management Teams in delivering innovative, value-creating, enterprise standard software. Spearheading transformation efforts of Boeing’s key operations involving supply chain, engineering, manufacturing, information security, sales, marketing, customer success & enterprise resource capabilities across the entire company.*

**Selected Achievements:**

1. Tested, launched, and scaled 15 internal products from scratch through Rapid Prototyping and POC with budgets up to $15M
   1. Reduced IT infrastructure spend companywide by $400M and IT run cost by 90%
   2. Transformed IT services from US focused to Global/Worldwide
   3. Enabled 50M IT change requests YoY, a 1000-fold increase
2. Managed program of 50 enterprise applications (Cloud IoT, SaaS, PaaS, IaaS, cloud) and 10 Mobile apps in both IOS and android platform to identify opportunities for streamlining processes, resulting in an annual $100M improvement in airplane quality
3. Developed cellular network connected IoT System to provide a single access point for accurate information through Wi-Fi network that eliminated $1.5M in YoY costs while providing Boeing’s customers with an unbiased view of aircraft’s health
4. Streamlined the design/operational process for the Production Operations and Part Fabrication division, reducing lead time to evaluate and design parts from 190-days to 1-day, by owning technical and architectural responsibilities of 50+ applications
5. Created and deployed agile product development process for Engineers, saving $15M YoY
6. Led seven diverse teams in an Agile environment (Scrum, Kanban, Lean, SAFe) process improvement initiatives and projects, resulting in saving $400M in operations and increasing airplane quality, representing $7B in market cap value, an ROI of 224%
7. Evaluated, selected and established projects to implement Splunk Enterprise, Splunk UBA, Turbonomic, SAP, Dassault Systemes, Service Now and Workday for the replacement of legacy systems functionalities, contributing $400M in cost savings

**THE BOEING COMPANY Greater Seattle, WA** **2013 – 2015**

**Program Manager| Software Developer – Supply Chain Management Systems**

*Developed cutting-edge and superior software and applications to improve Boeing’s supply chain function. Provided program level leadership in the full software development lifecycle (SDLC), software architecture and applied SCRUM and Agile development methodologies in day-to-day operations. Headed cross-group collaboration to gather and define requirements across web & mobile platforms and identify opportunities to solve problems.*

**Selected Achievements:**

1. Performed SQL/PL Oracle database design, application development, architecture design and SSIS & SSRS package model design to facilitate supplier management, resulting in a 300% cost savings while increasing productivity by 100%
2. Developed application features for SINC, TMMS, and SPMS software, maximizing cycle time, improving quality, and enhancing accuracy through automation, allowing IT to scale to 2nd Century Boeing business pace, scale, complexity, and security
3. Increased productivity by 100% by automating SSIS job scheduling, leading data conversions, developing new software features, and managing SQL server and J2EE java development functions for supplier management applications.
4. Architected, from concept to launch, the Supplier Insight and Control (SINC) web application, enabling supplier management to access 150+ suppliers’ health, saving $100M+ in costs through mitigation of supply chain and supplier related risks
5. Redesigned, rebuilt, and relaunched Boeing’s legacy Supplier Insight N Control Portal (SINC), increasing system performance, availability, consistency, efficiency, robustness and scalability by 20X and improving the user experience for 25,000 end-users

**NCS & HCL AMERICA Greater Seattle, WA** **2012 – 2013**

**Software Design Engineer – Microsoft V-Contract**

*Designed software for Microsoft’s Online Services and Lync Division. As a part of the RNR tools project, analyzed business requirements and systematically designed a database for Bing search engine and created various reports.*

**Selected Achievements:**

1. Authored, installed, deployed, and managed reports for Bing Search data using SQL Server 2012 Reporting Services
2. Transitioned and optimized Bing Search history data from Microsoft’s COSMOS using SCOPE, benefiting 50M+ monthly users
3. Collaborated with cross-functional teams to drive 90% product and service improvement of Lync software suite
4. Reduced human interaction with IT systems, increased cycle time, improved quality, and enhanced accuracy by 100% by designing and implementing automated testing tools and programs

**OLTIS SOFTWARE, LLC Greater Seattle, WA** **2011**

**Product Manager | Software Developer Intern**

*Developed and managed software products to meet, and exceed, customer requirements, including tokenization, to facilitate fast, secure financial and payments transactions via mobile devices; banking customers included Wells Fargo, Chase, and US Bank. Performed various tests and validations consistent with test plans.*

**Selected Achievements:**

1. Developed a suite of mobile applications, including Finance Logix and Oltis software, increasing transaction speed by 100%
2. Increased customer satisfaction scores by 80% by gathering feedback and requirements and implementing changes
3. Developed and led global market launch of cutting-edge SaaS solution for payment activity, accelerating average transaction processing time from 24-hours to less than 1-minute

**US CUTTER Greater Seattle, WA** **2009 – 2011**

**eCommerce/ERP Implementation Consultant Intern**

*Installed, trained, and provided live support for 15-employees to use new Coresense eCommerce website/ERP system. Placed new products and updated existing SKUs on two websites, utilizing 3DCart and Magento as eCommerce software, and StoneEdge Order Manager. Transitioned data from Magento website to Coresense order management system.*

**Selected Achievements:**

1. Worked closely with the product/engineering team to create and manage SEO, SEM, and email campaigns, attributing to a 600% YoY revenue growth and 280% YoY new customer acquisition

**Education**

**Master of Business Administration – Information Systems & Business Analytics | 2019 | GPA 3.6**

University of Maryland – Robert H. School of Business | Global Studies Abroad: Japan & Singapore

**Master of Science – Supply Chain Transportation & Logistics | 2016 | GPA 3.7**

University of Washington – Civil and Environmental Engineering Department

**Bachelor of Arts – Business Administration – Management Information Systems & Information Technology | 2011**

University of Washington

**Certifications & Training**

Software Product Management ▪ Program Management ▪ CISSP Seminar ▪ CSSLP Seminar

Lean Six Sigma Green Belt ▪ Certified Scrum Master (CSM) ▪ Certified Scrum Product Owner (CSPO)

**Technology Proficiency**

**Operating Systems:** Windows, Linux, UNIX

**Languages:** C#, J2EE Java, C++, HTML5, CSS, XML

**Databases**: SQL, Oracle, Teradata

**IDE:** Visual Studio, Adobe flex builder, Eclipse, BlueJ

**Software & Tools:** TFS, SharePoint, VersionOne, JIRA, Splunk, UBA, Turbonomics, Service Now, Ignio, AppDynamics, Workday, Clearcase, Apache Tomcat, tableau, PowerBI, Confluence, ADO (Azure DevOps), Dassault, Tableau, Sharepoint

**Platforms:** AWS, Microsoft Azure, Google Platforms, IOS, Android

**Awards**

1. 1st Place at the 2017 Analytics sponsored Boeing Hackathon for developing a cloud IoT related predictive maintenance model for fleet operations which provides business solutions and improve Boeing airplane services by more than $10M
2. 2nd Place at the 2018 Fabrication sponsored Boeing Hackathon for developing an ordering visibility application that reduces expediting fees by $1M associated with orders not making it through existing manual process
3. 2015- Awarded “going beyond and above” award for coaching new team members
4. 2013-2020 Pride@Boeing reward for outstanding work towards BOWE, IPM, QFD, TMMS & SINC projects