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**Professional Summary:**

* Certified Product Owner and Scrum Master with more than 10 years of experience in developing and executing comprehensive approaches to deliver products and capabilities
* Innovative thinker with proven experience in defining product vision, developing a product roadmap to achieve that vision through collaboration with business stakeholders and engineering teams
* Well-versed in Agile and Scrum methodologies and principles of product development, leading multi-vendor and cross-geography teams, to deliver the product through planning, prioritization and focusing on customer needs
* Excellent team player, communicator and leader who is strong in team and project management

**Skills Summary:**

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| **Database** | SQL /No-SQL |
| **Reporting Tools** | Tableau, SPLUNK, MS Excel |
| **Language** | Shell, Python |
| **Web Technologies** | HTML |
| **Methodology** | Agile-Scrum |
| **Other tools** | JIRA, Rally, Bugzilla, Jenkins ,Selenium |

**Certifications:**

* Certified Scrum Product Owner (CSPO) by Scrum alliance
* Certified Scrum Master (CSM) by Scrum Alliance

**Qualification:**

Bachelor of Engineering in Electronics and communications engineering from VLB Janakiammal College of Engineering and Technology (Anna University), Coimbatore, Tamil Nadu, India

**Social Profiles**

<https://www.linkedin.com/in/karthik-surendranathan-csm%C2%AE-cspo%C2%AE-74a85981>

**Work Experience:**

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| **Project 1** | | | |
| **Project Name** | Vantage 7.1, 7.2 software testing on G6, G8 and G10 platform | **Duration** | Jun 2017 to till date |
| **Team Size** | 11 |
| **Description** | Vantage 7.1/7.2 project is a proposed replacement in Telecom industry to ADSG for  the delivery of OOB data such as SI, EAS, and Conditional Access System data,  Download Carousels, CVTs and Application Carousels. OOB data is delivered as  standard IPv4 or IPv6 multicast. | | |
| **Role & Contribution** | **Role:** Product Owner  **Company:** L&T Technology Services  **Client:** Rogers, Adara, Atlantic Broadband  **Contribution:**   * Collaborated with stakeholders to understand business problem statements and convert them into product backlogs according to business value and ROI. * Owned the Product roadmap and met 96% of all feature deadlines by proactively identifying and mitigating all engineering roadblocks and delivering the software on time * Led all defect triaging meetings, sprint planning, backlog refinement/grooming, sprint reviews and sprint retrospectives with the development team resulting in the successful delivery of all product features that reached more than 2 million users * Effectively negotiated sprint goals with the team, which resulted in slashing delivery time by 20% in a single quarter * Planned and estimated 2 weeks sprints in a realistic yet time-efficient manner that allowed the teams to deliver 97% of the MVP according to the product roadmap * Encouraged to adapt Agile best practices such as continuous integration, code/design reviews, transparency, accountability and role training resulting in velocity improvement of more than 100% and quicker identification and resolution of multiple bugs * Translated features into user stories within the team’s backlog while managing, ranking, and prioritizing this backlog to reflect stakeholder’s requirements. * Managed the offshore and onsite QA teams to deliver all releases successfully and on time * Articulated product vision and user stories in a way clearly understandable to development teams * Proposed and implemented a dashboard solution using SPLUNK tool that pulled live customer error logs for issues like service reboot/interruptions, black screen, VOD content playback errors etc. This provided better clarity on live issues thereby enabling development team to provide targeted solutions and reducing overall customer pain points * The Splunk live issue dashboard helped the team win a phase II of the project that involved analyzing and providing targeted issue solutions for previously unidentified issues. | | |

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| **Project 2** | | | |
| **Project Name** | IP Client 5.0. 5.1, 5.2 testing on G6 and G8 variants of set-top box | **Duration** | Jan 2014 to Jun 2017 |
| **Team Size** | 13 |
| **Description** | This project is based on IP client that interfaces with the Cisco G8 local gateway for  content and other services. The current IP client software platform for Vantage 5.0,  which enables interfaces to various in-home and cloud, based delivery of services.  IP client can be connected via MOCA interface and Wi-Fi. | | |
| **Role & Contribution** | **Role:** Scrum Master/Senior Software Engineer  **Company:** L&T Technology Services  **Client:** Rogers, Adara  **Contribution:**   * Facilitated Daily Scrum Meetings, Sprint Planning, Backlog Refinement and Sprint Reviews meetings. Conducted sprint retrospective and followed up on action items for continuous improvement * Brought in Agile best practices such as continuous integration, code/design reviews, transparency, accountability and role training resulting in velocity improvement of more than 100% and quicker identification and resolution of multiple bugs * Enabled the agile team to increase the throughput by 15% through use of swarming around features and other high collaboration approaches such as pair programing * Protected team from over-commitment by keeping the team focused on sprint priorities and business values * Removed team impediments daily to allow the team to deliver the sprint goals and deliverables. * Managed an offshore and onsite QA team of 7 people to resolve issues or gaps identified in the system capabilities that impacted project delivery * Educated and reinforced scrum methodology and agile framework to multiple team members and key stakeholders * Collaborated with members of the Product, Business and Engineering Teams to develop and maintain Product Backlogs * Translated features into user stories to the development team which in turn produced high quality rollouts to on time and on budget conclusion * Determined project readiness for all major releases including providing with all necessary documentation, test cases, and plans to execute test cases | | |

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| **Project 3** | | | |
| **Project Name** | Vantage 4.0, 4.1 testing on IP Client, G6 and G8 variants of Set-top Box | **Duration** | Jun 2011 to Dec 2013 |
| **Team Size** | 20+ |
| **Description** | This Project mainly deals with testing of 8 Tuner Embedded and Cable Card Set-top box. Vantage 4 is a series of software releases of Cisco’s native middleware for set tops using Generation 8 chipsets and meant as an update to the Vantage 3 software family (currently supported on the G6 set-top series). | | |
| **Role & Contribution** | **Role: Software Engineer/Tester**  **Company:** L&T Infotech  **Client:** Rogers  **Contribution:**   * Designed and created test cases / plans for the newly introduced modules like current video, Poster Art for recorded content on various variants of Cisco STBs * Tracked and closed gating issues promptly using critical thinking skills, resulting in better productivity and improved workflows * Performed load tests, Build Characterizations, Sanity Tests, daily and weekend tests such as DVR and MRDVR Recording Reliability * Coordinated with client on estimating the test efforts, collecting the results achieved during test cycles and analyzed the results achieved * Prepared and presented weekly status report for the whole team, to the client * Prepared reporting templates for Stability and extended sanity testing of the software * Prepared test cases and product manuals for the Current video, DVR (Digital Video Recording) and MRDVR (Multi Room DVR) features * Conducted daily drive meetings with development team and stake holders * Tracked software bugs and detailed all information regarding findings and resolution techniques in documentation for Vantage Set Top Boxes | | |

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