

# Vikranth Vijaykumar

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## Education

**Bachelor of Technology – Information Technology**

## Professional Certifications

- PMI-PMP (Project Management Professional)
- PMI-ACP (Agile Certified Practitioner)
- SAFE Agilest (Scaled Agile)
- SPS (Scaled Professional Scrum - Nexus)
- ISO /IEC 20000 – IT Service Management
- ISO /IEC 27002 – Information Security
- PSPO – Professional Scrum Product Owner
- ICP PPM (Agile Program & Portfolio Management)
- ITIL V3 Foundation
- CGEIT - Certified in Governance of Enterprise IT
- CRISC - Certified in Risk & Information Systems
- CISA - Certified Information Systems Auditor
- ITIL V3 Foundation
- Design Thinking for Business Strategy

## Work Experience

### Summary:

Prolific & highly organized Change Agent with extensive experience in Planning, managing, developing, and delivering enterprise / AWS cloud-based software solutions on time within budget by effectively collaborating, facilitating & leading multiple cross functional teams

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### A Fortune 500 Company - Financial Sector, RI, United States of America

*Jun '17 – Present*

#### Role: Agile Program Mgmt. Lead – Technology PMO

- Analyze change impacts and understand program objectives to shape powerful agile programs & increase value realization
- Define Program level OKR's to be in line with Key organizational objectives for key agile programs
- Led a team of project managers and analysts to deliver a prioritized set of projects in line with operating group strategies.
- Create and rollout periodic service improvement plans and process enhancement protocols
- Ensure the programs/ Projects are in strict adherence to the defined program governance
- Serve as project manager for large, global, multi-disciplinary Transformation projects under the technology PMO
- Participate in Key program level ceremonies – PI Planning, IP Sprints. Pre PI, Post PI, ART sync, IA workshops etc.,
- Create & manage project/program resource loading & communicate risks to leadership for the assigned tribes
- Created the framework, plan, and processes to be used for the Risk Management department by conducting research on Risk Management ISO 31000 framework, best practices, and RM auditing.
- Coordinate with town-level BPM's to manage Projects financials and represent as a key stakeholder in EAT
- Partner with BU specific coaches to optimize coaching efforts, share feedback, and identify gaps to be designed for in the overarching Agile framework
- Prepare presentations & create executive summary reports – Risk Quantification & Analysis
- Coach and mentor key stakeholders on agile ways of working and traits required to complement program agility
- Responsible for resource allocation across multiple Transformation programs

### Rackspace - TX, United States of America

*Apr '16 – Apr '17*

#### Role: Project Manager – PMO (Agile Consultant)

- Coach & direct Multiple Scrum Teams within the Sales force Portfolio – CRM.
- Manager in charge of continuous development and oversight of core PMO process that power product development and launches which include: New Product Development stage-gate process, Change Request/Management, Risk Management, Project Management planning, Free and Open Source Software tracking and compliance, Software Entitlement Management, Release Management of new and sustaining products
- Oversee Multiple Line of Businesses within Salesforce Transformation & Run the Business Streams
- Develop upcoming transformational projects in diverse methodologies including, SAFe - Scrum, Kanban & Lean
- Employs various techniques to increase collaboration, transparency, predictability, and delivery of value via Team building workshops & Program level Retrospections
- Define goals, Plan and execution of projects, Production schedules, and quality assurance for AWS cloud applications
- Assist the Scrum Teams in Defining their Build Mgmt. Systems, DOD, DOR & applicable techniques for CI/CD
- Ensure the programs/ Projects are in strict adherence to the defined program governance
- Define key metrics at the Program level – WSJF, Productivity Metrics, Resource utilizations & Technical debts
- Work with the Solution & Enterprise Architects to understand the overall Application architecture & assist towards Identifying both upstream and downstream dependencies for efficient Risk & Dependency Management (Including Infrastructure)
- Create New SOW's & Respond to all RFI's Global Sales Enablement Teams New Projects getting into the Agile Transformation portfolio

## **A Fortune 10 Pharma Organization NJ, United States of America**

*July '15 – Dec '15*

### **Role: Management Consultant- Benefits Mgmt. (Ent Change Agent)**

- VSE for 3 geographically distributed teams (US, UK & India) increasing cross team collaboration and transparency for 3 individual Line of Businesses – ICE, Specialty – Agile Transformation Program
- Accountable for implementing Strategic & Tactical initiatives within CVS Caremark's envelope-pushing Agile Environments scaling to all the applications operating on Enterprise Digital Platforms
- Prioritize the User stories based on Business value, Cost & Effort of Implementation, Complexity & Difficulties in Implementation, Third Party & Contractor company involvement, Compliance requirements and Dependencies
- Conduct Agile Workshops on a Bi-weekly basis to all PBM Line Managers as part of SAFe 4.0 implementation.
- Ensure the best practices for Testing are followed – CI, TDD, ATDD & Pair Programming
- Work closely with Product Mgmt. Team, coordinating Product Backlog grooming and Story Estimation
- Analysis of Reports and Requirements gathering for Business Intelligence Reports
- Prepare the Executive Summary report for the Business Directors Group

## **Agile Consultant for a Fortune 500 Company, United States**

*Dec'09 – Jul '15*

### **Projects: Multiple Fortune 500 Companies across United States.**

#### **Role : Project Lead – Agile Transformation Practice / Consumer PMO**

- Develop Project Delivery Approach and Quality Guidelines
  - Create Project Plans and Manage overall Performance of the assigned Projects
  - Owned the Cost Management, Risk Management, Resource Management, Schedule Management and Communication Management across projects from Multiple Business units
  - In charge of Stakeholder Identification & Stakeholder Engagement for Top 5 Global Financial Service Organizations.(BFS)
  - In charge of Operations Management & Post Production Support Activities for Key Applications
  - Work with the Sponsors in drafting Project Charters alongside working with BA's / BSA's for Business Case Creation
  - Perform Cost benefit analysis & Impact Assessments
  - Draft Organization-wide SDLC policy which was incorporated in executive Project Management guidance across multiple Business Units for projects / Programs migrating over to cloud – AWS & Azure
  - Conduct User Interviews to help identify and understand different process for each user while simultaneously identifying their pain points & Review feedback on existing Business/IT processes
  - Define product roadmaps, Budgeting and Create backlogs in conjunction with Release Train Engineers, Product Mgmt. Team, Solution Architects and key Business Owners
  - Perform the EVM at the Project level
  - Developed strategy for capacity planning of PMO resources which measured strategic value as well as project size and complexity to determine best fit from a skillset and capacity **vantage point**
  - Design the Framework & organize cross-functional weekly meetings to communicate information and resolve Portfolio & Program level Release issues
  - Write Business Requirement Documents, Functional Requirement Documents, Systems Design Specification, Workflows and come with UML diagrams such as State diagrams and Class diagrams
  - Implement enhancements in problem analytics by increasing the capability of the team specifically in root cause determination, data analysis, and problem trending
  - Led strategic Release Planning and tactical Iteration Planning sessions
  - Train & mentor personnel's such as Scrum Master, Product Owner, Developers of any technical orientation, Quality Assurance Testers, etc.; working continuously on their team dynamics, communication, and process to overcome Agile maturity gaps
  - Develop timelines, create milestones and report progress on a regular basis to the Acct Mgmt. Team
  - Partner with BU specific coaches to optimize coaching efforts, share feedback, and identify gaps to be designed for in the overarching Agile framework
  - Employ various techniques to increase collaboration, transparency, predictability, and delivery of value
  - Conduct part in the DMI, AMI & TMI audits in coordination with the OM, PE & TCG teams respectively
  - Conducts and manages Agile maturity assessments to help teams develop and grow in their Agile journeys
  - Customer Relationship, Vendor Management, Reporting, Data Analysis and Service Excellence initiatives - based on lines of ITSM & Lean Concepts
  - Own the Metrics Management at both Project & Program level – Risk Quantification and Analysis, Agile metrics, performance Metrics, Quality Metrics and Outcome vs. Output level Metrics.
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