

VENKATESAN RAMACHANDRAN

Director / VP - Software Engineering / Digital Transformation

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ABOUT ME

An experienced technology leader / executive with 20 years of expertise in developing and leading software engineering teams. Proven track record of delivering high quality, reliable and cost-effective software applications while meeting aggressive deadlines. Demonstrated ability to build, lead, motivate and retain high performing teams. Experienced in development and implementation of best practices for software engineering processes and quality assurance systems. Skilled in managing all aspects of engineering lifecycle including requirements definition, design, implementation, testing, deployment, and ongoing maintenance. Highly adept at building relationships with business stakeholders to ensure alignment between business strategy and IT capabilities. Well versed in the latest technologies including cloud computing, mobile application development and web technologies. Strong background in the full software development life cycle from concept to market release. Skilled at creating and executing plans to build, release and maintain high quality software products. Proven ability to leverage Agile development methodologies to achieve project goals. Experienced in developing and managing software engineering budgets. Highly organized, flexible, and detail-oriented professional with exceptional problem solving, communication and leadership skills. Experienced in defining product roadmaps, leading engineering teams, developing scalable software architectures, and driving process improvements. Skilled at identifying technical debt and working with stakeholders to implement appropriate solutions. Possesses excellent communication skills with the ability to clearly articulate complex technical concepts. I am a seasoned, inclusive, and passionate people leader – I have breadth in my leadership style and know when to be a coach, an amplifier, an un-blocker, a sounding board, or deliver a difficult message. I have deep interest and passion for technology. I have strong problem solving, analytical, decision-making skills.



KEY SKILLS

FUNCTIONAL

- Engineering Excellence | DevOps | DevSecOps | AI Ops
- Enterprise Architecture | Solution Architecture | Technical Architecture
- User Research / UI &UX Design / Usability / Customer Journey Maps | Persona
- Test Driven Development | Behavioral Driven Development
- Agile / XP / Scrum / Kanban
- Data Strategy | Data Analytics | Business Intelligence | Data Governance | Data Security | Data Privacy | Data Engineering
- Infrastructure Design | Cloud Computing | Business Continuity | Disaster Recovery
- Digital Experience | Customer Experience | Employee Experience
- Coaching & Mentoring | Team Building
- Technology Strategy | Digital Transformation Strategy | Technology Consulting
- Critical Thinking | Creating Thinking | Analytical | Problem Solving
- Communication | Negotiation
- Budgeting & Financial Management
- Project / Portfolio Management | Change Management

TECHNICAL

- Frontend technologies: HTML, CSS, JavaScript, VueJs
- Backend technologies: NodeJS, Python, DotNet, GoLang
- Database Technologies: SQL Server, MySQL, PostgreSQL, MongoDB, Cassandra, Neo4J, Redis, CosmosDB

- Testing: xUnit, Cypress, Cucumber, Selenium, Polaris, Blackduck, Sonar
- Event Streaming: Kafka, Rabbit MQ
- Data Engineering: Airbyte, Dagster, Dremio, Druid, DBT, Snowflake, ADLS
- Project Management: Atlassian Jira, GitHub, AzureDevops, GitLab, Asana
- Container Technologies: Docker, Kubernetes
- Cloud Technologies: AWS, Azure, Google Cloud, Digital Ocean, IBM Bluemix
- DevOps Technologies: GitHub, Bitbucket, Jenkins, Bamboo, Terraform, Splunk, Prometheus, Logstash, ELK, Datadog, Grafana, NewRelic



EXPERIENCE

Maersk Line, UK | Sr. Engineering Manager **March 2021 – Till Date**

- Lead highly skilled and high-performance global scrum teams and support development of customs house brokerage software solutions
- Design, Develop and Implement Platform Strategy, Technology Strategy, Data Management Strategy & Engineering Excellence Strategy
- Own, develop, manage /deliver multi-year product roadmap and strategy in collaboration with the business.
- Lead a culture of innovation and experimentation, support full software development lifecycle that incorporates the best of technology approaches and delivery methodologies.
- Resolve complex technical issues and drive innovations that improve system availability, resilience, and performance
- Provide strategic guidance and direction to development teams on choosing and best tools and technologies, architecture design patterns, development methodologies & user experience design.

ITC Infotech, India | General Manager - Technology **Jan 2017 to Sept 2020**

As technology services leader and line of business head I was responsible for the financial and operational performance of the software development services business. This includes developing and implementing strategies to ensure successful delivery of software development projects, as well as managing staff, budgets, and other resources. I was also responsible for leading technology teams, build relationships with partners and vendors, foster innovation within the organization, and bring in continuous improvement.

- Developed a cross-functional technology roadmap that resulted in the successful integration of new technologies and business processes, resulting in a 30% increase in overall efficiency.
- Developed and implemented an automated testing process that reduced the time spent on manual testing by 60%.
- Developed and implemented an engineering excellence program and improved the engineering excellence maturity score by 50%
- Increased team efficiency by 20%: Implemented a system of tracking, monitoring, and reporting on Engineering team performance. Utilized weekly meetings to review performance metrics and provide feedback to engineers. Developed a training program to equip engineers with the tools they need to succeed in their role.
- Increased team morale by 30%: Conducted regular team building activities to increase collaboration and improve team dynamics. Provided regular feedback to engineers on their performance and organized events to recognize achievements.

Flipkart, India | Associate Director - Technology **Aug 2015 – Jan 2017**

An Associate Director of Technology I was responsible for leading application development projects in the Logistics and Supply chain domain. This role involved working closely with product owners, business stakeholders, developers, QA engineers, architects to ensure Design and

delivery of high-quality products which are completed on time and within budget. I was responsible for providing strategic directions and technical leadership support to the highly skilled team of engineers. I was responsible for ensuring that the team is happy, engaged, consistently and continuously delivering value to the business.

- Spearheaded the development of a customer-centric web application that increased customer engagement by 20%.
- Successfully implemented DevOps processes, resulting in improved system scalability and faster time to market.
- Reduced software development costs by 10% through optimized design and coding techniques.
- Developed an automated process for testing and debugging software, reducing errors by 40%.
- Led the integration of a new cloud platform, improving system reliability and performance.

PriceWaterhouseCoopers, India | Associate Director – Technology
Oct 2012 – July 2015

As a technology platform leader, my responsibilities include leading the team in developing, deploying, and maintaining technology platforms. This includes overseeing the entire life cycle of the platform from conception to implementation. My responsibilities also include ensuring that the platform meets all requirements and is secure, reliable, and cost-effective. I was responsible for managing all resources related to the platform, including hardware, software, personnel, and budgets. Additionally, I must coordinate with departments across the organization to ensure that their needs are met as well. Finally, I must ensure that all stakeholders are informed of any changes or updates to the platform.

Deloitte Consulting, India | Senior Manager / AVP – Technology
Oct 2011 - Sept 2012

As a Senior manager I was responsible for the oversight and management of a team of software engineers, developers, and other IT professionals that are responsible for the design, development, testing, deployment, and maintenance of software applications for various clients. I also manage the day-to-day operations of the development process, including resource planning, budgeting, project planning and scheduling. In addition to managing a team of professionals, I am also responsible for developing relationships with external vendors to ensure that our applications meet customer requirements. Finally, I am accountable for staying up to date on industry trends and technologies to identify new opportunities for our company.

IBM, India | Global Leader – Technology Services
April 2009 – Oct 2011

As a Global Leader – Technology Services, I was responsible for setting the technical direction and strategy for the organization. This includes staying up to date on industry trends, understanding customer needs, developing innovative solutions, and creating an agile development process. I was also responsible for leading and managing teams of software engineers and developers throughout the product development life cycle. Additionally, I oversee the end-to-end technical architecture design, including system scalability and performance requirements. I ensured that our products align with our business objectives and comply with our development, quality standards and ways of working.

- Spearheaded the design and delivery of innovative technology-enabled solutions to complex business problems, resulting in a 25% increase in productivity across the organization.
- Successfully delivered a business intelligence project and refactored a legacy application which has resulted in 500% improvement in the performance.
- Developed and implemented a comprehensive IT strategy that helped reduce operational costs by 15% while increasing customer satisfaction by 20%.
- Led several large-scale development projects with a budget of more than USD 30 Million
- Streamlined project management by introducing Agile methodology, which reduced timelines by 25%.
- Revamped the IT infrastructure, resulting in an 80% reduction in system downtimes and outages.
- Successfully implemented cybersecurity protocols that improved security by 35%.

- Established processes for monitoring and analyzing customer feedback, resulting in a 10% decrease in unresolved customer issues.
- Mentored and coached team members, leading to an average annual performance improvement of 15%.
- Cultivated strong relationships with clients through superior customer service, resulting in a 90% client retention rate.

NetApp, India | Program Manager Nov 2006 to April 2009

As a software engineering coach and program manager my role involves in providing guidance, mentorship and coaching to software engineering teams to help them develop and maintain high quality software. I was responsible for creating, managing, and evaluating software engineering process, developing training programs for software engineers, managing projects and programs related to software engineering initiatives and working with stakeholders to ensure successful outcomes.

- Delivered results-oriented software engineering coaching program to 10+ engineering teams, resulting in an average 20% improvement in productivity and quality.
- Developed and implemented an initiative that reduced the mean time to resolve software defects by 20%, thereby saving the organization over \$50,000 annually.
- Trained 80+ engineers on new technology platforms and best practices, resulting in a 25% increase in understanding of the technology stack among developers.
- Developed and implemented a standardized software engineering process for 10+ teams, resulting in a 20% reduction in cycle times for developing features and products.
- Led the successful migration of legacy systems to latest technologies, resulting in a 30% reduction in overhead costs.
- Coached 10+ teams on software engineering best practices and techniques, resulting in an average 25% increase in productivity and quality.

Hewlett Packard | Learning Specialist – Technology Sep 2003 to Oct 2006

As a software engineering coach and technology trainer, one of my key responsibilities was to guide and mentor software engineers to improve their engineering skills and performance. This involves providing technical feedback and advice on best practices and processes, as well as providing training in software development tools, techniques, and methodologies. As a mentor & coach I helped them identify issues in the software engineering process and help develop solutions for them. Additionally, I advise my mentees on latest technology trends & development methodologies to stay up to date.

- Developed and implemented a comprehensive engineering excellence coaching program for over 50 engineers, resulting in an 18% increase in productivity and a 15% reduction in time to market.
- Mentored and coached individual engineers, leading to a 25% improvement in performance on technical assignments.
- Trained managers on best practices for assessing technical performance, resulting in a 10% decrease in engineering turnover.
- Created an online self-assessment tool to encourage engineers to continuously identify areas of improvement and progress, increasing individual development by 25%.
- Developed a series of educational programs aimed at improving engineering skillsets and knowledge base, resulting in an 8% increase in the number of successful project executions.



EDUCATION

- Master of Business Administration (MBA) – Sikkim Manipal University from 2007 to 2009
- Master of Computer application (MCA) - Sikkim Manipal University from 2004 to 2007
- Diploma in Electronics & Communication Engineering – Govt. Polytechnic from 1996 to April 1999



CERTIFICATION

- SAFe certified Scrum Master
- TOGAF Certified Enterprise Architect
- AWS Certified Cloud Practitioner
- AWS Certified Solution Architect – Associate
- AWS Certified DevOps Engineer – Professional
- Automation Anywhere Certified Advanced RPA Professional
- Microsoft Azure Fundamentals
- SAP Certified Application Associate – SuccessFactors