

# Keerthana Rajasekaran

[keer06@gmail.com](mailto:keer06@gmail.com) • +97155-449 5307 • <https://www.linkedin.com/in/keerthanarajasekaran/>  
• <https://pmagilist.com/>

## Professional Summary

A Project Management Professional with over 12 years of experience in software industry specialising in driving solution delivery of IT products and services across various domains. I have a proven track record of accomplishments in improving team agility and providing leadership in the areas of Agile, Waterfall, Hybrid Project and Product Management, Dependency/Risk Management, budget management, stakeholder engagement, status and metrics reporting. With Oracle SQL as my primary tech skill, I have extensive data analytics/management experience with unique expertise in techno-functional responsibilities of IT applications, thereby bridging the gap between tech teams and business stakeholders.

I am a results-driven leader with high level of attention to detail and a focus on continuous delivery. I am passionate about recognizing and growing talent to achieve business goals. Presently, a member of the Project Management Institute, a global community for leadership professionals.

## Key Areas of Expertise

Project Leadership • Product Ownership • Business Analysis • Techno-Functional Responsibilities • SCRUM, Kanban, SAFe • Stakeholder Engagement • Dependency Management • Impediments Mitigation • Budget, Resourcing • Quarterly/PI Planning • CI/CD Management • Content Management • Jira, Confluence, ServiceNow, Miro, Rally, Octane • MS PowerBI, Jira Roadmaps • Oracle SQL • MS TFS • Github • Jenkins

## Certifications

- Project Management Professional (**PMP**) – Jan 2024 • Professional Scrum Master (**PSM-I**) – Apr 2023
- Professional Scrum Product Owner (**PSPO-I**) – Apr 2023 • Scrum Master Accredited Certification – Mar 2015
- **ITIL** Foundation – Apr 2015 • Microsoft **Azure** AZ-900 – Aug 2021 • MCTS .NET – TS515 – Aug 2013

## Work Experience

Project Manager – SAFe Scrum Master	Emirates NBD, Dubai	Aug 23 – Present
-------------------------------------	---------------------	------------------

Responsible for overseeing the agile delivery of product enhancements and initiatives for a CRM valued at USD 10M and waterfall delivery of RTIM valued at USD 9M, used by over 5,000 users.

- Lead agile ceremonies for three teams of 45 members for the successful implementation of the CRM product.
- Engaged with stakeholders to align on objectives and successfully preventing contract-related financial losses.
- Coached tribe of 60+ members on the process workflows, self-organization techniques, and time management.
- Assisted Product Owner for effective **product backlog maintenance** including refinement of features.
- Conducted **refinements** with effective acceptance criteria, DoD, DoR for stories and epics catered to CRM.
- Managed and resolved interdependencies within my 45-member team & across 200+ external team members.
- Maintained **ROAM** board and performed regular updates ensuring risk-minimised delivery of CRM product.
- Actively removed **impediments** with focused and frequent collaboration between 100+ members of the tribe.
- Calculated **capacity** and **velocity** for 45 members of the tribe ensuring 30% cost savings in resource backups.
- Conducted successful **quarterly planning sessions** with Inspect and Adapt sessions and quarterly retros.
- Pioneered **improvement initiatives** and implemented new Jira workflows aligning with organizational goals.
- Conducted monthly **releases** of features with required UAT acceptance and security recommendations.
- Presented weekly, quarterly **metrics** and project status to senior leadership for committed objectives.
- Maintained confluence page with sprint input, output reports, functional specification, and high-level designs.
- Guided team towards the set **product vision** and **sprint** goals aligned with organizational goals.

Agile Project Manager – SAFe Scrum Master	Accenture – Allianz GCS, Germany	Dec 21 – Jul 23
<p>Responsible for the agile delivery of product enhancements &amp; initiatives for a SAC valued at USD 22M.</p> <ul style="list-style-type: none"> <li>- Lead agile ceremonies for diversified global teams of 22 members for the successful implementation of SAC.</li> <li>- Facilitated <b>PI Planning</b> with RTE presenting <b>quant</b> measurement for the ART of 7 teams including Triage.</li> <li>- Maintained <b>Architecture Runway</b> and ensured ArchCoP guidelines are followed by all 7 teams of ART.</li> <li>- Managed Confluence with <b>Program/ROAM board</b>, PI committed/uncommitted <b>objectives</b> of ART teams.</li> <li>- Coached 100+ members of Agile Release Train teams on the new updated guidelines of <b>SAFe 6.0</b>.</li> <li>- Successfully collaborated with <b>DevOps</b> System team to implement new <b>CI/CD Jenkins</b> pipeline for releases.</li> <li>- Identified and <b>reduced 70%</b> of redundant <b>defects</b> based on incident reports and collaboration with Triage.</li> <li>- Assisted PO, BAs on effective <b>product backlog maintenance</b> including ranking and poker estimations.</li> <li>- Effectively conducted weekly <b>releases</b> through newly introduced <b>CI/CD</b> Jenkins pipelines with Systems team.</li> <li>- Presented <b>weekly metrics</b> and <b>KPI progress</b> to senior leadership for effective tracking of PI delivery.</li> <li>- Aligned product vision and sprint goals with overarching business objectives across the release train teams.</li> </ul>		
Technical Project Lead – Scrum Master	Tata Consultancy Services – AIG, DBX	Dec 19 – Dec 21
<p>Responsible for developing features and driving the solution and service delivery of the PREMIA insurance lifecycle product, valued at USD 35M, used by over 3,000 users.</p> <ul style="list-style-type: none"> <li>- Facilitated agile ceremonies for two diversified global teams including <b>Coach Sync</b> and team syncs.</li> <li>- Led the implementation and adaptation of <b>Rally</b> by setting up universal WBS for <b>4 ARTs</b> of the client.</li> <li>- Setup clear working agreement and <b>Agile ways of working</b> which increased ART's throughput by 22%.</li> <li>- Represented teams in coach sync and initiated multiple <b>improvement</b> and process initiatives.</li> <li>- Developed complex Oracle SQL <b>procedures</b> and <b>functions</b> for Insurance product enhancing the performance.</li> <li>- Created user stories, ranked, estimated and maintained <b>product backlog</b> based on the PO/BO requirements.</li> <li>- Maintained PI <b>objectives</b>, <b>Program</b> board, <b>ROAM</b> board for two teams of 20+ members.</li> <li>- Effectively engaged stakeholders by clear communication of implementation techniques and timelines.</li> <li>- Led the production <b>service delivery</b> through Incident, Problem and Defect management.</li> </ul>		
Technical Project Lead – Scrum Master	Tata Consultancy Services – Apollo	Nov-15 - Nov-18
<p>Responsible for solution and service delivery of Apollo Mauritius Hospital Management system valued at USD 23M, over 1000 users.</p> <ul style="list-style-type: none"> <li>- Collected <b>requirements</b> from business users, created change requests, ranked, estimated and prioritized.</li> <li>- Facilitated and led team planning, resources allocation, timesheet and budget allocation for 3 teams.</li> <li>- Created and maintained unified waterfall project artifacts for delivery excellence group.</li> <li>- Designed and implemented <b>agile transformation roadmap</b> for 7 CSR teams to adapt agile process.</li> <li>- Conducted team performance appraisals, assessment, status reporting and represented in project audit.</li> <li>- Developed complex <b>Oracle SQL</b> procedures and functions for application feature enhancements.</li> </ul>		
Production Support Engineer – Developer	Tata Consultancy Services – Target	Feb-12 - Nov-15
<p>Responsible for production support and solution enhancements for US retail <b>merchandising</b> product valued at USD 70M used by over 10,000 users.</p> <ul style="list-style-type: none"> <li>- Developed .NET webpages for a Merchandising application as part of <b>Change</b> Management.</li> <li>- On-call support for production systems as part of <b>Incident, Problem, Event Management</b> via ServiceNow.</li> </ul>		
Education		
<ul style="list-style-type: none"> <li>- Master of Business Administration (MBA) (Distance Learning) – Specialised in HR – Anna University, India</li> <li>- Bachelor of Engineering (BE) – Electronics and Communications – Anna University, India</li> </ul>		
Awards and Achievements		
<p>On the Spot – quarterly award for excellence in work - ENBD Group CIO ● Accenture Celebrates Excellence – Accenture ● Best Trainer award for training 50+ L2 associates – TCS ● Continual Service Commitment – TCS</p>		