

RAMAN UDGIRI

Technical Program Manager | Delivery Management

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Professional Summary

Technical Program Manager with 19+ years of experience leading enterprise-scale Platform Engineering, DevOps, Cloud, AI, Engineering Modernization, and Digital Transformation initiatives across Product Engineering, Cybersecurity, FinTech, Banking, and Insurance domains. Experienced in leading globally distributed engineering organizations of 100+ FTE, driving engineering execution, platform modernization, cloud-native adoption, and enterprise delivery. Proven track record of delivering enterprise-scale programs valued at \$7M+, leading global engineering organizations of 100+ FTE, and improving engineering productivity through platform modernization, DevEx, and CI/CD transformation. PMP®, PMI-ACP®, and SAFe® certified.

Core Competencies

Technical Program Management
Engineering Leadership
Developer Productivity
Cloud Transformation
Digital Transformation

Engineering Program Management
People Leadership
Platform Engineering
Developer Experience (DevEx)

Work Experience

Technical Program Manager

02/2024 - Current

Qualys – Pune, India

Leading strategic engineering programs focused on Platform Engineering, DevOps, Cloud Infrastructure, Observability, AI, and Developer Experience (DevEx) to improve engineering productivity and software delivery.

Key Achievements

- Lead cross-functional technical programs across Platform Engineering, DevOps, Cloud Infrastructure, Observability, AI, and Release Engineering, partnering with Engineering Directors, Architects, Product Managers, and Engineering Managers aligning engineering execution with strategic business priorities.
- Drive cloud-native platform modernization initiatives involving **Kubernetes, Istio, HashiCorp Vault, CI/CD, and multi-cloud platforms (AWS, GCP, OCI)**.
- Led organization-wide rollout of QualysCD, standardizing deployment governance across engineering teams and contributing to **95%+ deployment success and 70% faster release execution**.
- Established program governance, roadmap planning, RAID management, and executive dashboards, improving delivery predictability and executive decision-making.
- Led engineering productivity initiatives through DevEx improvements, CI/CD modernization, and platform standardization.
- Spearheaded observability initiatives leveraging **OpenTelemetry, Prometheus, Grafana, and ClickHouse**, enabling improved platform monitoring and operational insights.
- Managed complex dependencies across globally distributed teams, ensuring successful delivery of strategic engineering programs involving **15+ cross-functional stakeholders**.

Engineering Program Manager

03/2022 - 02/2024

UST – Pune, India

Client: Leading U.S.-based FinTech / Payment Solutions Company

Led a strategic digital transformation program for a leading U.S. FinTech organization, modernizing mission-critical **Remote Deposit Capture, Digital Payments, and Credit Data** platforms.

Key Achievements

- Directed a **\$7M+ modernization program** comprising **100+ FTEs** across multiple engineering workstreams, delivering large-scale digital transformation initiatives for banking and payment solutions.
- Led & mentored direct organization of **40+ engineers** across Software Engineering, DevOps, QA, Performance Engineering, Scrum Masters, and Technical Leads, driving predictable delivery in a SAFe Agile environment.
- Improved **sprint predictability from 72% to 90%** by reducing cross-team dependencies, strengthening backlog readiness, and driving effective Agile planning and execution.
- Established program governance, strategic roadmaps, RAID management, executive dashboards, and KPI reporting, improving delivery predictability, stakeholder visibility, and executive decision-making.
- Standardized release governance and deployment workflows by partnering with engineering teams implementing **ArgoCD** and automated **CI/CD pipelines**, reducing release coordination effort by **40%** and enabling more frequent, predictable software releases.
- Partnered with executives, Product Managers, Architects, and Engineering leaders to prioritize initiatives, manage cross-functional dependencies, mitigate delivery risks, and align execution with business objectives.
- Successfully delivered modernization of mission-critical banking platforms using **React.js, .NET, AWS Glue, Apache Airflow, and cloud-native DevOps practices**, ensuring high availability, security, and regulatory compliance.
- Led the organization's **Lean-Agile Community of Practice (CoP)**, mentoring delivery teams and driving Agile maturity and continuous improvement across multiple engineering organizations.

Environment: SAFe Agile • React.js • .NET • AWS • AWS Glue • Apache Airflow • ArgoCD • DevOps • CI/CD • Jira • Confluence • Digital Banking • FinTech

Associate Program Manager

01/2018 - 02/2022

AccelTree Software Pvt. Ltd – Pune, India

Client: Leading ASEAN & SAARC - based Insurance Company

Led multiple enterprise software programs delivering digital transformation initiatives for global Insurance customers, driving Agile delivery, engineering excellence, and customer success across distributed cross-functional teams.

Key Achievements

- Managed **two large-scale enterprise programs** with cross-functional Agile teams of **25–30 engineers**, delivering complex software solutions that generated **\$1.2M+ in business revenue**.
- Directed planning, budgeting, governance, and execution for concurrent enterprise programs, ensuring predictable delivery and executive visibility.
- Established program governance, RAID management, executive dashboards, and project health reporting, improving delivery visibility and proactive risk management.
- Partnered with Engineering, QA, Product, DevOps, and customer leadership to manage dependencies, align priorities, and ensure successful delivery of strategic initiatives.
- Improved delivery predictability through Agile planning, dependency management, and proactive risk mitigation, consistently meeting customer commitments and SLA targets.
- Successfully conceived, pitched, and launched the organization's **Agile Transformation Program**, accelerating Agile adoption and improving engineering collaboration across multiple delivery teams.
- Coached and mentored **three Agile delivery teams**, strengthening Scrum practices, team empowerment, and continuous improvement.
- Managed customer relationships, commercial commitments, vendor coordination, and Service Level Agreements (SLAs), ensuring high customer satisfaction and successful program outcomes.

Environment: Agile • Scrum • Jira • Confluence • Program Governance • Stakeholder Management • Delivery Management • Budget Management • Risk Management • Insurance Domain

Development Manager / Project Manager

01/2013 - 12/2017

AccelTree Software Pvt. Ltd – Pune, India

Client: Leading Indian - based Insurance Company

Managed enterprise software development programs for global insurance clients, leading cross-functional engineering teams through the complete SDLC while aligning business objectives, technical execution, and customer expectations.

Key Achievements

- Led the successful delivery of a **\$700K digital transformation program** for a leading ASEAN-based insurance company, achieving **100% on-time delivery** and all project objectives, resulting in a promotion to **Associate Program Manager**.
- Managed end-to-end project execution, including planning, estimation, budgeting, staffing, scheduling, risk management, and delivery governance.
- Coordinated cross-functional engineering teams and **multiple external vendors**, ensuring seamless collaboration and successful project delivery.
- Established executive reporting and governance frameworks, providing leadership with clear visibility into project health, milestones, risks, and mitigation plans.
- Partnered with business stakeholders and engineering teams to deliver enterprise software solutions aligned with customer objectives and delivery milestones.
- Served as **Scrum Master**, facilitating Agile ceremonies, removing delivery impediments, improving team collaboration, and driving continuous process improvements.
- Strengthened customer relationships through proactive stakeholder management, transparent communication, and consistent delivery against business commitments.

Environment: SDLC • Agile • Scrum • Waterfall • Microsoft Project • Jira • Stakeholder Management • Delivery Governance • Insurance Domain

Business Analyst / Project Manager

08/2006 - 07/2013

Phoenix Knowledge Management Pvt. Ltd – Pune, India

Client: Leading India & US - based banking & financial corporations

Supported enterprise Banking and Financial Services clients by leading business analysis, regulatory transformation, and project delivery initiatives across compliance, credit risk, and enterprise technology programs.

Key Achievements

- Worked onsite in the **United States for 9 months**, partnering with client leadership to deliver enterprise banking and regulatory transformation initiatives.
- Delivered **SOX Compliance** and **Credit Risk** transformation programs for leading banking institutions, balancing regulatory requirements, business priorities, and technology execution.
- Managed end-to-end project delivery, including project planning, budgeting, scheduling, resource management, governance, risk management, and executive reporting.
- Analyzed business requirements, conducted process and gap analysis, and translated business needs into scalable technology solutions for enterprise banking clients.
- Designed and implemented a **Project Management Information System (PMIS)**, improving project governance, delivery visibility, executive reporting, and organizational efficiency.
- Led stakeholder workshops, customer presentations, requirements gathering sessions, and solution reviews, ensuring alignment between business and technology teams.
- Collaborated with cross-functional teams to deliver enterprise solutions for global clients, including **PwC**, **State Bank of India (SBI)**, **ICICI Bank**, and other leading financial institutions.

Environment: Banking • Financial Services • SOX Compliance • Credit Risk • PMIS • SDLC • Business Analysis • Project Management • Governance • Risk Management • BPM • Stakeholder Management

Technical Skills

Program Management

- Technical Program Management • Agile (SAFe, Scrum)
- Risk Management • Executive Reporting • Quarterly Planning
- Jira • Confluence

Cloud

- OCI • AWS • Azure

Cloud Native

- Kubernetes • Helm • Istio • Vault • Consul

DevOps

- CI/CD • Jenkins • ArgoCD • GitOps • SonarQube
- Checkmarx • Ansible • PowerShell • Nexus

Observability

- OpenTelemetry • Prometheus • Grafana
- ClickHouse • AppDynamics • Dynatrace

AI/ML

- Generative AI • Agentic AI • LLMs
- Prompt Engineering • RAG • MCP

Programming

- React.js • .NET • Microservices
- Node.js • SQL

Data Engineering

- AWS Glue • Apache Airflow

Certifications

- Project Management Professional (PMP®) – PMI
- PMI Agile Certified Practitioner (PMI-ACP®) – PMI
- SAFe® Scrum Master (SSM)
- Certified ScrumMaster (CSM®)
- Kubernetes and Cloud Native Associate (KCNA)
- Prometheus Certified Associate (PCA)
- Oracle Cloud Infrastructure AI Foundations Associate
- Microsoft Certified: Azure Fundamentals (AZ-900)

Education

Post Graduate Certificate: Leadership 04/2020 - 05/2021
XLRI Xavier School of Management - Jamshedpur

MBA: Information Technology 06/2004 - 05/2006
University of Pune - Sinhgad Institute of Management - Pune

Languages

English	Hindi
Marathi	Telugu

Publication

International Business Negotiations - Published Research Paper (2021)