

RETHEESH R

Senior Project Manager | PMP | CSM | SAFe Agilist 6.0 | ICP-ACC

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Summary of Experience:

Accomplished Senior Project Manager with 16.5 years of expertise delivering complex initiatives through Agile, Hybrid, and traditional project management methodologies. Adept at leading cloud deployments on AWS and Azure platforms, with a diverse portfolio spanning Retail, E-commerce, Insurance, Healthcare, Media & Entertainment, Supply Chain, Logistics, Energy and Automotive industries. Recognized for successfully managing global clients, navigating intricate stakeholder landscapes, and leading cross-functional teams of up to 80 members. Committed to driving excellence, innovation, and sustainable business outcomes across every engagement.

Educational Qualification and Certification

- ✓ **Certified PMP** from PMI
- ✓ **Certified Scrum Master (CSM)**
- ✓ **Certified SAFe 6.0 Agilist**
- ✓ **Certified ICP-ACC (Agile Coach)**
- ✓ DevOps AWS trained
- ✓ Underwent 30 days of Advanced training in UNIX, Shell scripting and Oracle PLSQL.
- ✓ B-TECH Electronics and communication engineering (Pondicherry University - BCET 2008).

Professional Experience

Role: Senior Project Manager

Company: Excelencia

May 14th 2025 – Mar 31st 2026

Responsibilities:

- ✓ Leading end-to-end Program Delivery across multiple strategic initiatives, ensuring seamless alignment with business goals, organizational KPIs, and digital transformation roadmaps.
- ✓ Managing multi-project governance, cross-portfolio prioritization, milestone tracking, and delivery accountability across cloud, web, and enterprise application programs.
- ✓ Leading risk, issue & dependency management at the portfolio level, applying data-driven governance to ensure zero slippage in critical milestones and proactive executive escalations.
- ✓ Collaboration with C-suite leaders, Business Stakeholders, Product Owners, Client Partners, and operational teams to drive scope clarity, benefit realization, and stakeholder alignment.

- ✓ Previously managed project budget up to 1.5 M USD, resource allocation, and effort optimization.
- ✓ Delivered a custom-built Inventory Management System (IMS) replacing manual inventory processes, achieving 100% digital adoption, 40% reduction in operational overhead, and improved audit readiness and stock accuracy.
- ✓ Drove Agile transformation through structured training programs for cross-functional teams on Scrum, Jira, and Confluence, enabling 50% productivity gains, 35% improvement in collaboration efficiency, and higher delivery predictability.
- ✓ Conducted status reviews, sprint ceremonies, governance meetings, and communicated progress to leadership.
- ✓ Implementing KPIs, dashboards, and executive reporting for complete visibility into delivery health, financials, risks, dependencies, and operational readiness.
- ✓ Ensured 97%+ quality compliance through strong review processes and defect-prevention practices.
- ✓ Delivered projects with very high client satisfaction, earning recognition for timely and reliable execution.

Role: Senior Project Manager

Company: HCL Tech

Nov 30th 2021 – Jan 31st 2025

Responsibilities:

- ✓ Responsible for development of Project plan, work break down structures, estimation and adhere to the same throughout the project life cycle.
- ✓ Led project resources from multiple technology backgrounds like Java, DevOps, React, Angular, UI/UX, Architect and QA in the project teams.
- ✓ Oversaw end-to-end lifecycle of intricate development projects with multiple integration components, navigating challenges for successful outcomes.
- ✓ Collaborated with stakeholders at all levels to define project objectives, deliverables, and milestones.
- ✓ Directed and orchestrated project budgets ranging from 500 to \$1.5M.
- ✓ Identify and continuously manage risks, issues, and dependencies proactively to ensure smooth delivery.
- ✓ Led project reviews and status meetings, provide updates on progress, issues, and risks to stakeholders.
- ✓ Worked closely with resources to ensure quality work products of 98% accuracy maintained and delivered to production.
- ✓ Accountable in gaining 100% client satisfaction surveys on successful project completion.
- ✓ Recognized and rewarded in all hands meeting for delivering the project within the scope and time.

Role: Project Manager

Company: Photon Interactive Pvt Ltd

Feb 2nd 2021 – Nov 18th 2021

Responsibilities:

- ✓ Creation of Project plan and execution of project based on available resources.
- ✓ Facilitate the daily scrum meeting and identify issues and co-ordinate with the team to resolve it.
- ✓ Communicate and present daily, weekly and monthly status report with the customer.
- ✓ Identify dependencies and risks during the project execution and callout to customer.
- ✓ Creation of project dashboard to track the project status in a day-to-day basis to make sure that the project is on track.
- ✓ Maintain and update day by day sheet for the task status tracking purposes.
- ✓ Seeking help from BA, QA and Architect to find solution for a difficult situation.
- ✓ Keep a track of defects count and work towards till the closure of defects during the sprint.
- ✓ Identify customer priority of the tickets in support track, and close the tickets based on priorities.

Role: Project Manager**Company: Accubits Pvt Ltd****Jul 14th 2020 - Jan 29th 2021****Responsibilities:**

- ✓ Understanding the core functionalities of existing application and gather new requirements from the client.
- ✓ Creation of different tasks and assign it to the team members based on their capabilities.
- ✓ Identify and connect with different vendors to find the tool which is required for our business needs.
- ✓ Creation of timeline chart, and PowerPoint presentation for the customer.
- ✓ Proactively identify the risks involved in the project, and measures taken to mitigate the risks involved in the project.
- ✓ Facilitate and communicate with customers to understand the requirements perfectly to meet customer satisfaction.
- ✓ Creation of project status reports weekly and monthly status report and making sure that the project is on track.
- ✓ Communicate with the customer and understand their satisfaction level based on our deliverables point of view and access the customer confidence on our team.
- ✓ Communicate and understand client perspective also understand the priorities and work towards till the closure of issues.
- ✓ Consistently delivered customer satisfaction, earning organization-wide recognition and client appreciation, which led to addition of new projects.

Role: Project Manager / Team Management

Company: Doodleblue Innovations Pvt Ltd

Dec 6th 2019 - Jun 28th 2020

Responsibilities:

- ✓ Role is to manage the project and team. Remove impediments, blockers in team's work.
- ✓ Creating tickets in Asana and assign it to the Development & QA team members.
- ✓ Understanding the core functionalities, design expectations that the client wants.
- ✓ Make sure that the team understands the concepts and let them do the development and testing. And I do the final testing of design and functionalities to match the client requirements.
- ✓ Give valid suggestions to higher management to understand the risk of project delivery and do the needful before it comes to an Issue.
- ✓ Protect team and manage the project by clearly understanding the client perspective to do the needful based on the priority.
- ✓ Prepare and send weekly status reports to the Client & Management team.
- ✓ Check the functionality and UI design part to make sure it's good to go for a DEMO with stakeholders.
- ✓ Getting feedback from the client and reporting it to the Asana tool and complete the tasks based on client needs.
- ✓ Release and Demo plan will be done based on the team's capacity by actively understanding the team's capability to commit to the customer.

Role: IT Project Manager

Company: Webzer Solutions

Feb 20th 2013 - Nov 11th 2019

Responsibilities:

- ✓ Worked in entire SDLC with different Stakeholders, Business Partners, Subject Matter Experts, and IT partners.
- ✓ Analyze the client's business requirements and processes through technical documentation and Workflow creation.
- ✓ After Technical documentation arrange a meeting with the team members to have tech and non-technical discussions to understand the feasibility of achieving those functionalities.
- ✓ Create the project plan of actions by estimate the time and effort of project modules.
- ✓ Create design mockup, wireframes and design references for client approval.
- ✓ Liaise between Team and stakeholders to ensure a mutual understanding of processes and application development requests have been taken care of on time.
- ✓ Proactively evaluate and execute needful activities by foreseeing risks related to requirements, implementation, testing processes, and project communications.
- ✓ Making sure that we always meet the project deadlines and quality delivery of service/products on time - that's the key to make the clients happy and successful of the project.
- ✓ Coordination of different meetings with the team, management, and clients.

- ✓ Create different types of matrices to the top management to showcase the team's achievements, KPI and client satisfaction levels.
- ✓ Some of the major areas that covered in scrum are Daily Scrum Meeting, Sprint planning, Sprint review, and Sprint retrospective meetings and also make sure that all the meetings are time-boxed and follow the agile practices.
- ✓ Making sure that the team is progressively doing continues development, continues integration, continues testing and deployment.
- ✓ Facilitating and removing impediments of the development team.
- ✓ Create Release Plan, Burndown chart, Sprint chart, Velocity chart and Pie charts for status reporting.
- ✓ Working closely with the Product Owner to organize the product backlog.
- ✓ Make the backlog well refined during the sprint cycle for upcoming sprints and make sure that we met the definition of ready (DOR).
- ✓ Create capacity planning for sprint teams and always commit doable user stories during the sprint cycle.
- ✓ Maintain the backlog healthy condition to plan for upcoming sprints and INVEST well before the sprint meetings.
- ✓ Making sure that the sprint backlog is completed on time and release the increment (a potentially releasable product) which is usable. (By making sure the definition of DONE).

Role: Unix Production support and Enhancement Engineer

Company: UST-Global

Jan 17th 2011 – Jan 25th 2013

Responsibilities:

- ✓ Resolve the tickets according to the priority of SLA and issue in the POS system store retail application.
- ✓ Develop the existing script such a way that scripts will do multiple actions in a single script execution.
- ✓ Identifying the issue and analyze the root cause of the issue and fix them as soon as the requirements come from the application.
- ✓ Documenting the Program Description Procedure (PDP) for existing issues and new issues.
- ✓ Knowledge transfer and technical mentoring of newcomers on architecture and the technical support system of the existing applications.
- ✓ Tracking Incidents/Service request to absolute the resolution, while taking up small-time enhancements to improve the ability & accuracy of production system.
- ✓ Worked in Development of scripts and deployed to production based on client requests.
- ✓ Taking care of POS payment system such as credit card, debit card issue fixes and support documentation.
- ✓ Setting up small-time internal tools that improve support performance and agility in tracking various production issues.

Role: Accounts Receivable Executive
Company: Accentia Technologies

Aug 07th 2009 – Dec 15th 2011

Responsibilities:

- ✓ Responsible for calling different clients and collecting the required information.
- ✓ We are working for doctors hence we need to call the insurance companies and collect the status of the patient's health insurance coverage status and update it into the software.
- ✓ Achieve high quality and delivery in collections / Accounts receivable procedure and scenario movements in the software.
- ✓ Providing feedback to the process manager at the end of the day.
- ✓ Ensuring all administrative and IT records are entered and updated correctly.
- ✓ Conveying the client requirements to the team in align with the process.

Skills

Tools Used	JIRA, Confluence, Kanban, Base camp, Trello, Asana, Excel, MS Project, PowerPoint, Word, Outlook, Photoshop, HPSM, SQL Developer, HPQC, Citrix, CRM.
Management Skills	Project Management, PMO, Stakeholder Management, Risk Management, Scope Management, Schedule Management, Quality Management, Conflict Management, Procurement Management, Agile Project Management, Budget Management, Resource Management, Integration Management, Digital Transformation Leader, Agile Coach.

Date:
Place:

Signature