

# KARTHIK SUBRAMANIAM

Senior Technical Program Manager, PMP, SAFe

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Senior IT Technical Program Manager with over 20 years of IT experience working in the US, Australia, and India with companies like PepsiCo, Odyssey Logistics, 7-Eleven, Home Depot, Title Resources Group (Realogy), JP Morgan Chase, Citibank, Washington Gas and Light, DFS Retail Group, RadioShack etc.

## WORK EXPERIENCE

**Technical Program Manager** — Cognizant | Dec 2024 - Present

Customer: *PepsiCo, Purchase, NY (REMOTE)*

- Currently manage a BI Simplification Assessment Program for PepsiCo Beverages North America (PBNA)
- Responsibilities include
  - Program Management - Program level Planning, Solution Delivery, Risk Management, Stakeholder Management, Status Reporting, Business Relationship Management
  - Subject Matter Expertise - Knowledge of the overall approach to keep the team on point with the assessment.
  - Implement best practices and Process & Productivity Improvement guidelines.
  - Trend Analysis and Status Reporting to IT and Business Executive Leadership Teams
  - Run daily Stand up meetings that bring all the different teams together to harmonize the overall functioning and issue resolution for the program.

**Cloud Solutions Implementation Program Mgr.** — Cognizant | Feb 2024 - Nov 2024

Customer: *Odyssey Logistics and Technology, Charlotte, NC (REMOTE)*

- Currently manage a Business Transformation Program to implement Cash Application Management and Collection Management Cloud Solutions from HighRadius.
- Responsibilities include
  - Program Management - Program level Planning, Solution Delivery, Risk Management, Stakeholder Management, Status Reporting, Business Relationship Management
  - Subject Matter Expertise - Knowledge of how the solution works and walkthrough of the various part of the solutions.
  - Implement best practices and Process & Productivity Improvement guidelines.
  - Trend Analysis and Status Reporting to IT and Business Executive Leadership Teams
  - Run daily IT Stand up meeting that brings all the different teams together to harmonize the overall functioning and issue resolution for the program.

**Senior Operations and Cloud Program Manager** — Cognizant | Nov 2021 - Feb 2024

Customer: *7-Eleven, Irving, TX*

- Managed a digital transformation program to modernize store systems hosted on AWS for all 7-eleven stores in US and Canada. (~14000 stores and 9 different store systems). This includes new Point of Sale Interfaces, Fuel System Interfaces, Integrations between store systems, 7-Eleven Mobile Devices such as 7MD, iPads, iPhone, and Android Phones.
- Managed an Enterprise IT Program to implement a Learning Management Solution on Google Cloud for 7-Eleven.
- Managed a Team of 12 supporting Store system Items' Master Management on Google Cloud for all 14,000 7-Eleven Stores.
- Managed an Enterprise IT Program to implement Workday on AWS at 7-Eleven for all HR and Finance functions.

## CERTIFICATIONS

**Certified SAFe 5 Agilist**

Current

**Project Management**

**Professional - PMP**

Current from PMI

## EDUCATION

**Master of Computer**

**Applications (MCA)**

Madurai Kamaraj University

Class of 1998 (India)

**Bachelor of Science (B.Sc.)**

**in Computer Science**

Bharathiar University

Class of 1995 (India)

## SKILLS

**Professional**

Leadership and Strategy

People Management

Program Management

Stakeholder Management

Effective communication

Research and innovation

Vendor Management

Business Relationship

Management

**Technical / Products**

Jira, Confluence

Azure Devops, AWS, GCP

Secure Web Gateway

O365 Enterprise

Office Pro Plus

- Implemented best practices and Productivity Improvement guidelines.
  - This streamlined the Item Master Support process across the Business, IT and Franchisees.
  - Increased the productivity of Teams by at least 25% both from an Issue Reporting and Resolution standpoint.
  - Increased the MTTR (Mean time to resolve) by more than 40%.
  - These process improvements also regained the confidence of the Business in Item Master IT Team.
- Trend Analysis and Status Reporting to Senior IT Leadership and Business Operations Teams
- Execute the Business System Health Check weekly to monitor the level of positive impact of IT Systems on Item Master Business Operations
- Run daily IT Stand up meeting that brings all 5 components of Item Master Management together to harmonize the overall functioning and issue resolution for the program.
- Execute Item Master working sessions between IT and the various Business teams to make sure the new Item Master Management systems are aligning with day-to-day Business Operations.

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## **Sr. Cloud Solutions Implementation Program Manager** – Cognizant | Mar 2016 - Oct 2021

Customer: *PepsiCo, Plano, TX*

- Managed Service Reliability and Customer Experience enhancement programs in ServiceNow as ITOM, Predictive AIOps using Health Log analytics, Standardizing Monitoring Tools, Self-Healing Automation items etc.
- Ran the Sprint meetings for AIOps and ITOM Activities using Azure DevOps.
- Managed Enterprise Zoom Phone Deployments.
- Managed Zoom Rooms Rollout for North America PepsiCo locations.
- Managed Enterprise Rollout of Zoom Meeting and Chat Solutions Program.
- Managed Product Selection Initiative for Enterprise Meeting and Chat Solutions for PepsiCo.
- Managed Proof of Concept, Pilot, and Initial rollout of Secure Web Gateway NW Proxy bypass project.
- Managed Office ProPlus Enterprise Rollout Program for PepsiCo and Win10 rollout for North America.
- Managed O365 Enterprise Collaboration Capabilities Readiness and Rollout program for PepsiCo. Capabilities include SharePoint Online, OneDrive for Business, Yammer, Teams, Planner, Delve, Forms and Stream.

All the above programs involved the following.

- Main Point of Contact for IT stakeholders and Business Engagement Leads/Teams for the overall program.
- Run Sprint meetings for Enhancements and New features using Azure DevOps (Stories, Epics etc).
- Work with the various PepsiCo IT and Business Teams to deliver the Solution per the established PepsiCo standards.
- Establish & Operate on Program governance procedures.
- Work closely with Vendor Partners and Global Procurement in Reviewing Contracts, Negotiating Contracts for SLAs, Forecasting and Planning Enterprise Deployment Plans.
- Status Reporting: Document, communicate and follow through Open Items, Risks, Issues, Service Offerings, Onboarding approvals with all stakeholders.
- Work together with the Technical Points of contacts, Delivery Leads and the Business Teams including the BRMs.
- "First" Escalation Point for the team on Program's Operational issues.
- Provide thought leadership, clarify questions, and provide guidance to the leads on program governance.
- Work with capability and engagement leads to establish and operate on best practices and new solution approaches.
- Identify potential readiness risks and mitigation strategies.
- Work with Global sector points of contact for various deployment lifecycle dependencies related to the program.
- Support PepsiCo IT in driving and managing Adoption at the Enterprise level.
- Execute Change management for the program.
- Provide weekly status updates to Senior Leadership teams from IT and Business.

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## **Senior Technical Program Manager** – Cognizant | Sep 2015 - Feb 2016

Customer: *Washington Gas and Light*

Services Transition and Data Center Migration Program Manager involved in Data Center Migration and Services Transition projects.

- Manage various stages of Data Center Migration Project Lifecycle including Assessment, Design, Planning, Execution and Post Migration activities.
- Plan and Manage IT infrastructure Services Transition Project, syndicate project plans and review status with IT staff and other business units.
- Good problem solving, analytical and communication skills.
- Adept at successfully directing and managing, multi-million-dollar projects, supervising the complete project life cycle spanning across geographies.
- Manage a large team at multiple levels based across the US and India Operations.
- Manage multiple areas of Project Management including resource management, planning, client relationship management and end to end service delivery.
- Extensive firsthand experience managing the transition and outsourcing of a large team from an onsite to an offshore location.
- Developed and maintained a knowledge management portal, project documentation and reporting.

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### **IT Operations and Technical Program Manager** – Allegiance Title Co | Jul 2013 - Aug 2015

- Responsible for the overall IT Operations and Technology of the company.
- Propose budgets for programs and projects, purchases, and upgrades equipment, supervise computer specialists and IT workers, and preside over IT-related projects.
- Provide Statement of Work for Projects, Create and maintain Communication Plan, Create Project Charter and Maintain Project Timelines and Status, Report Project Status including issues and risks to stakeholders.
- Track and Review Software Licenses including Microsoft Products, Appliances, Firewalls etc.
- Create a cost-benefit analysis as well as supporting a detailed definition of project requirements and work-efficiency benefits.
- Design and Create an IT Customer Service Management platform and processes, for all users of the system to log and track trouble tickets.
- Create and track project financials against budget, and coordinate funding approval.
- Manage Stakeholder communications.
- Vendor Management (Telecom, Internet, Hardware, Software, Office Buildouts).
- HA/BCP Disaster Recovery Data Center Setup.
- Infrastructure (Hardware) Refresh - Telecom, Printers, Desktops, Routers, Switches and Servers.

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### **Project and Business Relationship Manager** – Cognizant | Jan 1999 - Jul 2013

*Customers: Realogy Title Resource Group, JP Morgan Chase, Citibank, Duty Free Shops (DFS), IMS Health*  
Some of the key projects are listed below

- Application Enhancements and Integration projects.
- Business Process definition and re-engineering.
- Infrastructure (Network/Web) and Email Security projects.
- Data Center Migration and Disaster Recovery Setup (HA).
- Service Transition and Tools Implementation Programs.
- Data warehousing and Data Marts for Business Intelligent reporting.
- Infrastructure Refresh Projects including Servers, Desktops, Telecom and Network Equipment.
- Manage Network, Telecom and Desktop Migration and System Implementation for M&A Projects.
- Network Standardization and Business Continuity projects (BCP).
- Application Enhancements and Migration projects.
- Infrastructure Stabilization Projects and Security Control Implementations.
- Data Warehouse / Data Marts for Business Intelligence (Cognos and SSRS).

#### **Responsibilities**

- Initiate project discussions (With the project team including internal and external stakeholders).
- Project Budgeting, Forecasting, Ownership and Accountability.
- Business Relationship Management (One of my core skills).
- For projects using Agile Methodology
  - Execute daily JAD Sessions. (Project initial state)
  - Define Sprints

- Setup and Execute Daily Scrum meetings.
  - Sprint reviews
  - Sprint Retrospection.
  - Plan and Manage IT Project Status Meetings, reporting, scope changes, financials, administrative and technical issues.
  - Manage POC - Proof of Concepts where applicable, mostly with 3rd Party product integrations.
  - Define, Communicate and Control project schedule.
  - Create Requests for Proposals (RFPs) for external technology services.
  - Mediate between the IT teams and Business for requirements management.
  - Work with the procurement team for hardware needs.
  - Prepare and Execute Production change control processes.
  - Production Implementation and postproduction support.
  - Work with different IT teams to estimate and integrate project work (Network, Desktop, Device Operations, Data and NW Security, AppDev, Testing, DBA, Product Mgmt, etc.)
  - Spearheaded business process improvement initiatives through dromain expertise and process re-engineering for business operations and IT.
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## **PROFESSIONAL TRAINING**

**Certified SAFe 5 Agilist** – Cognizant USA

**Project Management Professional (PMP)** – Cognizant USA

**PM LEAP (Lead, Energize and Accelerate Performance)** – Cognizant USA

**Foundations of Business Execution (Execution Culture)** – Cognizant USA

**Program Management, Managing Client Expectations** – Cognizant USA

**Best Practices of Project Management** – Cognizant USA

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