KARTHIK NATARAJAN

TECHNICAL PEOPLE & DELIVERY LEADER

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Agile, results-driven Technical People & Delivery Leader with over 18 years of expertise driving success in technology, product, and program management. Proven track record of delivering large-scale enterprise tech modernization, data simplification and delivery transformation programs and initiatives. Recognized for optimizing operations and achieving measurable outcomes.

KEY ACHEIVEMENTS & CONTRIBUTIONS

- Spearheaded strategic migration of ASR inference service from CPU to GPU architecture, enabling multi-turn conversational Alexa experience with LLM models
- Effectively executed a tech modernization initiative, elevating Citi Bank Online (CBOL) from monolith to a cloud-ready microservices architecture. Oversaw the seamless migration of 200+ applications across Citi Consumer business and orchestrated the decommissioning of legacy infrastructure
- Championed and executed a series of strategic delivery transformation initiatives at American Airlines, orchestrating transition from Waterfall to Agile methodologies, Project to Product Model adoption, and Cloud migration with Microservices Architecture
- Facilitated and orchestrated monthly Agile Breakfast sessions at American Airlines, providing training and coaching to a cohort of 100 individuals

SKILLS

- Delivery Transformation
- Strategic Leadership
- Business Relationships
- Emotional Intelligence
- People Development
- Conflict Management
- Presentation Skills
- Change & Risk Management
- Cross-team Collaboration

- Technical Leadership
- Program Management
- Planning And Execution
- Quantitative Skills
- Goals And Objectives
- Costing & Budgeting
- Communication
- Problem Solving
- Team Building

- Technical Vision
- Agile Methodologies
- Cloud Computing
- Amazon Web Services (AWS)
- Web & Mobile Development
- Java & Database Tools
- JavaScript & JS Frameworks
- Artificial Intelligence (AI)
- Machine Learning (ML)

PROFESSIONAL EXPERIENCE

AMAZON.COM, SEATTLE, WA   **Oct. 2021 – Dec. 2023**

Technical Delivery Leader | Sr. TPM

- Led the migration of the Automatic Speech Recognition (ASR) inference service from CPU to GPU architecture, facilitating multi-turn conversational Alexa experience using Large Language Models (LLM) Models

- Achieved annual operational cost savings of $1 million for Amazon by orchestrating the seamless integration of on-device and cloud-based SpeakerId (Speaker Identification) Engines
- Provided technical program leadership for developing Edge Alexa Speech2Intent (S2I) Engine, which facilitated on-device processing of Smart Home and Media controls, resulting in sub-1-second execution times, a significant enhancement compared to cloud-based processing
- Achieved 60% reduction in Go-to-Market time for multiple Amazon Digital Businesses such as Luna, AGG and Alexa Disney Skills by utilizing ADG Catalog and Payment Services leveraging Amazon Digital Services (ADS)
- Identified and harnessed synergies diverse product offerings and streamlined customer onboarding experience for new and existing digital businesses and products in Amazon

SOFTWARE GUIDANCE & ASSISTANCE, INC., TARRYTOWN, NY   Aug. 2019 – Sept. 2021

Principal Technical Program Manager | Lead TPM
Client: Citibank, Irving, TX

- Technical Delivery Leader responsible for multi-million dollar cross- functional tech modernization initiative transforming Citi Bank Online (CBOL) from existing monolith architecture to cloud-ready microservices architecture
- Achieved operational cost savings for Citi Consumer business by efficiently migrating and decommissioning the legacy infrastructure, cleaning-up and retiring obsolete applications
- Led a team of Technical Program Managers (TPMs) in delivering platform simplification and modernization programs. Hired, mentored and developed the team of TPMs & Software Engineers
- Collaborated across matrix organization of Product Management, Architecture, Engineering, Design, Data science and support for successful execution of program objectives
- Managed risks, issues & dependencies in program successfully by identifying, evaluating, tracking and mitigating them in a timely fashion
- Drove simplification, and optimization of IT systems and processes through better stakeholder engagement, requirements gathering and effective implementation strategies

AMERICAN AIRLINES, FORT WORTH, TX   Oct. 2015 – Aug. 2019

IT Portfolio Manager | Technical Program Manager

- Technical Portfolio Leader responsible for strategy, execution and implementation of various customer facing programs for Shopping portfolio at American Airlines - Customer Technology
- Led a cross-functional team of 12 individuals and successfully delivered multiple customer-facing features, resulting in significant additional revenue for American Airlines.
- Led multiple multi-million-dollar programs that delivered on critical business goals and created delightful customer experience in AA.com and Mobile Application(s)
- Successfully managed, mentored, and trained cross functional agile teams
- Created Program/Product roadmaps, directed work/projects, controlled cost/schedule elements, management of resources, communications management, reporting, and change management
- Managed vendor relationship with AA's external vendors for successful program execution

CIGNTI TECHNOLOGIES INC. (aka GALLOP SOLUTIONS), IRVING, TX   May 2011 – Sep. 2015

Agile Project Manager | Scrum Master | Technical Project Manager
Clients: American Airlines, Ft. Worth, TX & Harley Davidson Financial Services, Plano, TX

- Program Leader for multiple Web development and Infrastructure projects ($1-6 Million USD) with AA including Content Management System (CMS) upgrade which resulted in 50% reduction in Publishing time for AA's Marketing team
- Led a cross-functional team of 10 individuals and managed wing to wing execution, issue resolution, risks, and resource allocation and vendor relationship for AA.com customer technology programs
- Managed client expectations and ensured customer satisfaction through outstanding communication regarding project scope, schedule, and direction

COGNIZANT TECH SOLUTIONS US CORP., TEANECK, NJ   Apr. 2007 – Apr. 2011

Associate | Technical Project Manager
Clients: PepsiCo, Plano, TX & Alliance Data, Richardson, TX

- Led global team of 12 programmer analysts across multiple projects and delivered projects successfully exceeding client's expectation; acted as an application subject matter expert for clients delivering IT solutions
- Identified risks, issues & bottlenecks and resolved them by working closely with stakeholders

COGNIZANT TECHNOLOGY SOLUTIONS INDIA PVT. LTD, INDIA   Aug 2005 – Apr 2007

Programmer Analyst | Technical Project Lead
Clients: British American Tobacco, Malaysia and Mitsubishi, 3M & Centrica Plc., Chennai, India

- Delivered successful upgrade of Handheld Point of Sale (PoS) system used by thousands of sales reps of British American Tobacco Malaysia in Kuala Lumpur, Malaysia
- Managed a team of 9 engineers at Chennai office, overseeing entire project lifecycle, encompassing strategic planning, implementation, and post-release Ops support for diverse global clients

E D U C A T I O N

MBA - Innovation & Entrepreneurship   Aug 2013 - May 2015
THE UNIVERSITY OF TEXAS AT DALLAS, RICHARDSON, TX

Bachelors in Electronics & Communication Engineering   Aug 2001 - May 2005
ANNA UNIVERSITY, CHENNAI, INDIA

C E R T I F I C A T I O N S

PMI-Certified Project Management Professional (PMP)	Mar. 2013
Scrum Alliance Certified Scrum Master (CSM)	Dec. 2012
AWS Certified Solutions Architect – Associate	Jul. 2019
Machine Learning (Stanford University)	Apr. 2020
ICAgile Certified Professional in Agile Coaching (ICP-ACC)	Apr. 2015
ICAgile Certified Professional in Agile Team Facilitation (ICP-ATF)	Nov. 2015