

Chandra S. Venkataraman

Delivery Executive & AI Product Management

Chandra Venkataraman is a global IT delivery executive, AI implementation evangelist and business transformation leader. He has led global transformation programs in insurance, retail, healthcare, life sciences, banking, financial services, logistics & transportation, IT consulting and consumer goods. He led programs ranging from \$5m to \$200m and teams ranging from 20 – 250+ in highly matrixed environments for global organizations.

Select Achievements

- AI Agents technology at Berkshire Hathaway Group (Geico, National Re, BNSF) and Citi, generating **\$22M in savings, \$17M new revenue**
- Big 4 experience (Deloitte, EY, IBM, TCS, Wipro, UST Global, NEC - **Achieved CSAT 9/10, NPS 87, NRR 120%, Service Upsell > 25%**
- As Chief Architect solutioned and delivered end to end Insurance capabilities at Farmers Insurance (Zurich Insurance) leading a 5-year transformation program including EasyPay® **generating \$38M revenue**
- As part of M&A, integrated 21st Century Insurance to AIG portfolio; Divestiture of Dr Pepper from Cadburry Schweppes & IPO of DPS
- Digital Transformation at Citibank, CX /UX, AI Bots - Mobile
- Healthcare EHR – EPIC @Kaiser; Pharma process & Data Governance @ Merck, Astellas; Vendor management, Systems Implementation - Cyber security
- Technical Program Management at Bank of America & Santander
- CRM transformation at Boston Private Holdings Wealth management
- Led cloud migration programs for federal government clients, Compling with FedRAMP, GRC and SOC 2 requirements.
- Deep experience setting up, scaling and maturing Agile frameworks, PMO's.

Core Competencies

- AI agent's strategist, Portfolio, Program & Project Management
- Scaled Agile Methodologies SAFe® Coach & Mentor
- AI Governance, PMCoE®, Lean Agile Center of Excellence
- Data Analytics Capabilities and Transformation
- Executive Advisory: Digital Strategy & Emerging AI Tech, EV
- Mergers, Acquisitions (M&A) and Divestiture
- Design Thinking and Customer Experience improvements
- Change Management & Culture Transformation
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Kelly Services -Softworld -Motion Recruitment Partners (Nov 2023 – Current)

Delivery Executive Plano, TX; San Jose, CA; Evanston, IL

- Drove 23% lift in renewals and cross-sell by AI based client profiling and upsell
- Led BNSF's ITSM to ServiceNow, improving SLA compliance and automation.
- Program Managed AWS migration of 900+ apps and 6,000 servers with zero disruption, FedRAMP-compliant.
- Built AI tools for workforce engagement and internal knowledge sharing.
- Cut RFP turnaround by 40% with prompt-engineered agents increasing win rates.
- Unified PMO standards introducing Monday.Com and Agile frameworks during Kelly SETT merger with Softworld, Motion Recruitment Partners, Seven-Step Pro.
- Delivered Nissan EV Battery AI program, earning senior leadership praise.
- Delivered 30% cost reduction deploying intelligent integrated workflow, AI Agents in the team assisting Project Teams in StatementworX and FrameworkX.

818 749 8314

Chandra.Venkataraman@gmail.com

Dallas, TX; San Jose, CA

Boards

Member of the Information Systems Board @ Sam Walton College of Business, University of Arkansas

Skills

AI Product Management & Program Delivery Executive
Technical Program Management
SAFe Agile Coach
Budget, Project planning, tracking & Risk Management
Governance, Risk & Compliance GRC, FedRAMP, SOC 2
Steering Committee Presentation - ROI, Business Case, KPI, OKRs, NPS, CSAT CI/CD, PCI, Fintech
M&A Director
Monday.com, Jira, Confluence, Rally, Robotic Process Automation (RPA)

Education

MBA, RMIT University, Australia
Masters in project management, George Washington University, USA
Bachelor of Engineering (Honors) University of Madras, India

Certifications

AI Product Management, AI Generalist
SAFe SPC®, SP®, RTE®, CSM®
PMI PMP®, PgMP®, ACP® Agile Certified Practitioner
ASQ Six Sigma Black Belt
IBM Certified Program Manager - Complex Programs
ITIL/ITSM, SOX, HIPAA

AI Productivity & Assistants

AI Agents, MCP, Utility Frameworks, Multi-agent architecture, RAG, Reinforcement learning, Multi-modal capabilities, MS Copilot, Perplexity, Gemini, Claude, ChatGPT, DeepSeek, AI Intelligent Integrated Workflow, Human-in-the-loop, Prompt Contexting, Data Analytics

Tata Consultancy Services (Jan 2018 – Sep 2023) Program Director & Delivery Partner Plano, TX

- Led AI transformation pilot across Citi Bank, Kaiser Permanente, Merck, and Santander—managed 40-member team delivering program and data governance with quantified ROI
- Directed OKR strategy and PI planning—translated complex initiatives into agile increments; presented status and risk plans to steering committees, securing stakeholder buy-in Program managed Bizinput Framework at Santander - Implemented SOX control, maker-checker approver processes, and governed secured data access
- Drove agile transformation at Citibank—delivered biometric-enabled digital banking (CBOL/MBOL) for card and CD registration; led fraud alerting and authorization for 20-member team
- Led Merck's data modernization—executed enterprise-wide Data Rationalization and Master Data Management initiatives; Program led the Lifesphere products for Astellas Pharma

UST Global (Apr 2015 - Dec 2016) VP Program Manager Digital Transformation, Dallas, TX

- Delivered global program management services - EPMO, PMCoE®, Agile Center of Excellence initiatives for clients. Established PMO Compliance process, ensured total accountability in all project's delivery.
- Led SAFe® agile implementation of Salesforce cloud solutions, saving client \$6M. Managed API integration, mitigating risks. Cultivated strong relationships with major clients delivering programs budget of \$15M, including Florida Blue and Walmart, enhancing service delivery.
- Built trusted relationships with clients, identified pain points, and provided innovative technology solutions. Implemented Step it up America - STEM program – for training the workforce.

IBM (Apr 2013 – Mar 2015) Partner, Complex Program Management, Dallas, TX

- Delivered \$50M+ engagements using Watson AI/ML LLM, to enable advanced data analytics capabilities for Geico Insurance. Delivered Digital Virtual Agent (DIVA) and saved \$22M for Geico, generated \$17M revenue for Berkshire Hathaway company – National Re.
- Built Program Management Practice, EPMO, SAFe, Lean Agile Center of Excellence (LACE).
- Led agile transformation to product-focused approach with mobile/responsive UX.
- Recognized for leading professionals to new levels of success in fast-paced, competitive industries.

Preston Consulting (Aug 2010 – Apr 2013) Client: Bank of America Senior Program Consultant, Dallas, TX

- Program managed major initiatives - Making Home Affordable and HUD mortgage modification; Emergency Homeowners Loan Program (EHLP) and generated \$80M revenue for BofA.
- Established governance model. Provided Six Sigma leadership, optimizing processes and reporting.
- Managed team of 50+; trained 2,000+ employees on Treasury programs assisting 200K+ customers.

American Home Mortgage Servicing (Jun 2009 - Jul 2010) VP - Enterprise Program Manager

(Company was acquired by Ocwen Financial Corporation)

- Redesigned business processes and delivered applications solutions for 48 tier 1, 180+ overall application portfolio delivering to 8000+ end users, employees, brokers servicing for 500,000+ loans.
- Led a team of 45 employees and managed a budget of \$40M. Delivered cost reductions of \$5M.
- Implemented Enterprise Project Management Methodology, Continuous Business Process Improvement approaches

Preston Consulting (Dec 2007 - Jun 2009) - Client DR Pepper Snapple Group Program Manager, Dallas TX

- Prioritized and planned strategic multi-year IT initiatives including divestiture of DPSG from Cadbury Schweppes and M&A with Bottling Groups.
- Led vendor management, delivery, governance and risk mitigation.
- Delivered systems separation from Cadbury Schweppes and merger with Bottling Groups.
- Standardized and integrated procure-to-pay and Order to Cash workflows with SAP / ECC 6.0.
- Launched Trade Promotions and Direct Store Delivery capabilities on time and budget.

Kaiser Permanente (Oct 2004 - Dec 2007) - Senior Program Manager - National Programs, Los Angeles CA

- Program managed the \$28M National Provider ID program enabling HIPAA compliance across business units and regions with 80 staff over 18 months.
- Led successful enterprise-wide deployment of EPIC® Electronic Health Record (EHR) including integrated systems for revenue cycle management, pharmacy, point-of-sale, PACS Imaging solution and care delivery across hospitals in Southern California.
- Implemented cutting-edge digital health solutions portfolio enhancing quality, affordability, and access to care through worksite clinics and retail partnerships. Led the modernization of Health Plan Insurance, Kaiser inpatient and outpatient Pharmacy processes.

Other significant contributions: (Jan 2002 – Jun 2004)

Director Program Management at EPolicy Solutions, pioneered “Right Risk” with Rate, Quote, Bind and Issuance (RQBI®) solutions; Senior Manager at Deloitte & Touché – Implemented innovative client programs prioritizing with C-Suites - \$35M budget; implemented enterprise billing for AIG – 21st Century Insurance.

EY / Zurich Insurance (May 1995 – Dec 2000) - Senior Consultant, Los Angeles CA

- As the chief software engineer, architected multi-year, \$40M, end to end transformation of core business of Farmers Insurance - Farmers New World Life (FNWL), Homeowners Policy & Claims, Farmers Easy pay® billing systems and installment payment for Auto, Fire, Mid-century Non-Auto (MCNA), Commercial lines.
- Built data management capability and Business Intelligence for Zurich Insurance Group of Companies.
- Led the M&A of Foremost into Farmers portfolio and Farmers Insurance into Zurich Insurance portfolio.

Senior Manager, Software Engineer: (May 1986 to May 1995) Melbourne Australia

- Integrated Federation Insurance (Insurance Products) Insurance with Switz Insurance.
- Program Managed the deployment of Supply Chain, Point of Sale and Warehouse Management System at REPCO Retail Auto Parts. At NEC Australia - Implemented Distribution Systems, Workforce Management and Job Scheduling.
- As part of M&A, led the integration of State Insurance Office (SIO) into Government Insurance office (GIO)Australia. Program managed the design, development and implementation of COGEN Insurance Application system.

Wipro Info Tech - Software Engineer, India (June 1983 – May 1986)- Software solutions to clients including Life Insurance Corporation, Supply Chain solutions to Gabriel Limited, Finance HR products to Richardson & Cruddas Limited.