

ARVIND RAMACHANDRAN

Agile Coach & Transformation Leader | SAFe SPC 6 | Enterprise Coach | Ex-IBM Program Leader

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Certified SAFe® Practice Consultant
SPC 6



MBA, IIM Kozhikode
Strategy & Marketing

Design Thinking & Innovation Masterclass Series
Stanford | Center for Professional Development



Agentic AI & Applications
Professional Certificate
Programme

PROFESSIONAL SUMMARY

Enterprise Agile Coach and Transformation Leader with 30+ years of experience — including 10+ years dedicated to Agile coaching and transformation — across BFSI, FinTech, Manufacturing, FMCG, Energy, and Digital domains. Expert in SAFe transformations, value stream optimization, Lean Portfolio Management, and Lean-Agile leadership coaching. Certified SAFe Practice Consultant (SPC 6) who trains and certifies SAFe practitioners. Augments deep transformation expertise with hands-on agentic AI skills, having built an IT Operations Copilot on an LLM. Recognized for turning struggling delivery portfolios into high-performing, customer-centric organizations delivering measurable business outcomes.

CORE COMPETENCIES

Enterprise Agile Transformation | SAFe Implementation & Agile Release Trains (ARTs) | Lean Portfolio Management | Leadership & Executive Coaching | Business Agility & Operating Model Transformation | Value Stream Identification & Optimization | Agile Dojos & Communities of Practice | Agile Metrics, OKRs & Outcome Tracking | Kotter Change Management | Design Thinking & Customer Centricity | DevOps, CI/CD, TDD/BDD | Program & Portfolio Governance | AI-Augmented Ways of Working

NOTABLE TRANSFORMATION ACHIEVEMENTS

- Led enterprise Agile transformations impacting 500+ practitioners across multiple portfolios, fostering a Lean-Agile mindset and a culture of adaptability and continuous improvement.
- Designed and executed enterprise SAFe transformation roadmaps — value stream identification, ART launches, PI Planning, and execution — using Kotter's Leading Change approach adopted by SAFe.
- Coached executives and portfolio leaders on Lean-Agile leadership and Lean Portfolio Management, enabling the shift from project-based delivery to product-centric operating models.
- Provided turnaround leadership for critical programs, restoring stakeholder confidence and delivery outcomes.
- As SPC 6, trained and certified SAFe practitioners: SAFe Scrum Master, SAFe Product Owner/Product Manager, SAFe Agile Product Management, and more.

AI & INNOVATION

- **IT Operations Copilot (Capstone, Agentic AI Program - IITM Pravartak, 2026):** Built an agentic IT Ops Copilot on an LLM, applying tool use, retrieval-augmented generation (RAG), and conversational memory to support incident triage and guided resolution — bringing first-hand AI fluency to coaching teams on AI-augmented ways of working.

PROFESSIONAL EXPERIENCE

Founder & Product Owner — Aredvi (Healthcare Platform) | Independent Venture 2015 – 2017

- Founded a healthcare-platform venture and owned the product end-to-end — roadmap, prioritization, and feature scope across mobile and web — plus the full commercial model (pricing, GTM, revenue), from concept and design through a working MVP.
- Brought this first-hand product-owner experience into subsequent coaching of Product Owners and Product Managers.

Agile Coach / Strategy & Transformation Consultant | Freelance 2015 – Present

- Currently coaching product management at a large FinTech on effective prioritization across multiple, conflicting stakeholders.
- Advised the FinTech's leadership on shifting from per-hour custom 'service delivery' toward a scalable platform operating model — using customer-journey and value-stream mapping to reorganize delivery teams around value rather than capability silos.

- Catalyzed Agile transformations across FinTech, Banking, Energy & Automation, and Digital Solutions, coaching organizations that adopted SAFe and SAFe-like models through the full transformation roadmap.
- Defined and implemented Agile transformation strategies for leading MNCs — assessing current state, defining the future state, and building comprehensive organizational roadmaps with key stakeholders.
- Coached and consulted on value stream identification, formation of Agile Release Trains, PI Planning, and execution; established metrics aligned to business objectives to demonstrate the value of Agile.
- Provided guidance, support, and coaching to teams, leaders, and managers on Agile principles, practices, and delivery frameworks through specialized Agile Dojos.
- Championed product and customer centricity through process and value stream mapping, organization design, and design thinking adoption.
- Facilitated dynamic workshops on Business Strategy, Business Agility, and Value Stream Mapping; trained Dev Teams, Scrum Masters, and Agile Coaches for peak performance.
- Established vibrant Communities of Practice; led TDD/BDD and DevOps automation initiatives emphasizing robust CI/CD pipelines.
- Spearheaded IT strategy and process re-engineering for a major chemical manufacturer, reporting to the MD and presenting to the board.

Program / Delivery Manager | IBM 2003 – 2015

- Pioneered Agile adoption in projects for prominent MNCs, conducting influential workshops and securing buy-in from executive leadership for Agile transformation.
- Orchestrated technology portfolios up to EUR 30M across diverse technologies and platforms; supported organizational transformation and change management for a global FMCG giant.
- Resuscitated and stabilized underperforming ADM projects, executing seamless transitions with full P&L accountability and consistently delighting customers.
- Headed SAP implementations and supply-chain blueprints for global manufacturing companies.

Project Lead / ERP Consultant | Multiple Organizations 2000 – 2003

- Steered ERP implementations for a leading automotive MNC and a prominent Italian trade-show organization; led pre-sales for a technology startup.

ERP Consultant / Lead | IBM 1995 – 2000

- Drove ERP implementations, rollouts, and business process re-engineering across industry verticals; facilitated change adoption through design workshops and training programs.
- Designed and led the development of an Indian Taxation module for QAD/MFG-PRO — integrated it into the ERP and rolled it out across implementations (1996–1997).

CERTIFICATIONS & EDUCATION

- **SAFe Practice Consultant (SPC 6) – Scaled Agile, Inc.**
- **Professional Certificate in Agentic AI and Applications – IITM Pravartak (IIT Madras), 2026**
- MBA (Strategy & Marketing) – IIM Kozhikode, 2022
- Design Thinking & Innovation Masterclass Series – Stanford Center for Professional Development
- B.E. Computer Engineering – Madurai Kamaraj University, 1993

TECHNICAL & DOMAIN EXPERTISE

- Agile Frameworks: SAFe, Scrum, Kanban, Spotify Model
- AI & Automation: Agentic AI, LLMs, tool use, RAG, prompt engineering
- Engineering Practices: DevOps, CI/CD, TDD, BDD
- Enterprise Platforms: SAP, QAD, Infor
- Governance & Finance: Portfolio governance, budgeting, value-driven delivery, project P&L
- Industries: BFSI | FinTech | FMCG | E-Commerce | Manufacturing | Automotive | Energy | Oil & Gas | Telecom | Consumer Electronics