

ARVIND RAMACHANDRAN

Digital Transformation Leader | AI-Enabled Enterprise Transformation | SAFe SPC | Ex-IBM

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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

Digital Transformation Leader with 30+ years of experience driving enterprise-wide transformation across BFSI, FinTech, Manufacturing, FMCG, Energy, Telecom, and Digital domains. Proven track record of converting legacy, project-based organizations into product-centric, digitally enabled enterprises through technology modernization, business process re-engineering, Agile operating models, and AI adoption. Combines hands-on agentic AI capability (built an IT Operations Copilot on an LLM) with board-level advisory experience, large-scale ERP/SAP modernization, and portfolio leadership of programs up to EUR 30M. Recognized for turning around struggling portfolios and delivering measurable business outcomes.

CORE COMPETENCIES

Digital Transformation Strategy & Roadmaps | Operating Model & Organization Redesign | Agentic AI, GenAI & LLM Adoption | Business Process Re-engineering | ERP Modernization (SAP, QAD, Infor) | Enterprise Agile & SAFe Transformation | Value Stream Mapping & Optimization | Program & Portfolio Management (P&L up to EUR 30M) | Executive Coaching & Change Management | OKRs, Metrics & Outcome Tracking | DevOps, CI/CD, TDD/BDD | Design Thinking & Customer Centricity

AI & DIGITAL INNOVATION

- **IT Operations Copilot (Capstone, Agentic AI Program – IITM Pravartak, 2026):** Designed and built an agentic IT Ops Copilot on an LLM — applying tool use, retrieval-augmented generation (RAG), and conversational memory to assist IT operations teams with incident triage, diagnostics, and guided resolution.
- Hands-on experience with agentic AI architectures, prompt engineering, vector stores/embeddings, and LLM orchestration frameworks; positioned to lead responsible enterprise AI adoption.

NOTABLE TRANSFORMATION ACHIEVEMENTS

- Spearheaded enterprise digital and Agile transformations impacting 500+ practitioners across multiple portfolios, shifting organizations from project-based delivery to product-centric, digitally enabled operating models.
- Architected IT strategy and end-to-end process re-engineering for a major chemical manufacturer — reporting directly to the MD and presenting to the board — delivering heightened efficiency and substantial cost savings.
- Managed multi-million-euro technology portfolios (up to EUR 30M) across ERP, SAP, and enterprise platforms for global FMCG and manufacturing clients.
- Provided turnaround leadership for critical, underperforming programs — restoring stakeholder confidence, stabilizing delivery, and delighting customers.
- Designed enterprise transformation roadmaps covering value stream alignment, Agile Release Train (ART) launches, PI Planning, and digital tooling adoption.

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.
- Drove digital product innovation directly, balancing product vision against cost and time constraints.

Digital Transformation & Strategy Consultant / Agile Transformation Leader | 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 model — using customer-journey and value-stream mapping to refocus delivery teams around value rather than capability silos.
- Catalyzed digital and Agile transformations for organizations in FinTech, Banking, Energy & Automation, and Digital Solutions — defining transformation strategy, target operating models, and execution roadmaps.
- Spearheaded IT strategy and business process re-engineering for a major chemical manufacturer; engaged at MD and board level to deliver efficiency gains and significant cost savings.
- Guided leadership teams through transformation using Kotter-based change management, value stream identification, ART formation, and outcome-driven metrics (OKRs).
- Championed product and customer centricity — redesigning organizational structures and processes around customer-facing value delivery using design thinking principles.
- Established Communities of Practice and Agile Dojos to scale transformation capability across the enterprise.
- Conducted executive workshops on Business Strategy, Business Agility, Value Stream Mapping, and digital ways of working for leading MNCs.

Program / Delivery Manager | IBM 2003 – 2015

- Orchestrated technology portfolios up to EUR 30M across ERP, SAP, and enterprise platforms, leading global transformation initiatives for FMCG and manufacturing majors.
- Drove organizational transformation and change management strategy for a global FMCG giant, securing executive buy-in for new ways of working.
- Pioneered early Agile adoption across client programs through influential workshops and delivery transformation initiatives.
- Revitalized and stabilized large ADM operations, executing seamless transitions across multiple projects with full P&L accountability.
- Headed SAP implementations and supply-chain blueprint design for global manufacturing companies.

Project Lead / ERP Consultant | Multiple Organizations 2000 – 2003

- Steered ERP implementations and enterprise platform rollouts for a leading automotive MNC and a prominent Italian trade-show organization.
- Spearheaded pre-sales for a technology startup, helping establish its market presence.

ERP Consultant / Lead | IBM 1995 – 2000

- Delivered ERP implementations, rollouts, and business process re-engineering across diverse industry verticals, driving 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

- **Professional Certificate in Agentic AI and Applications – IITM Pravartak (IIT Madras), 2026**
- SAFe Practice Consultant (SPC 6) – Scaled Agile, Inc.
- 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

- AI & Automation: Agentic AI, LLMs, tool use, RAG, vector stores, prompt engineering
- Enterprise Platforms: SAP, QAD, Infor; ERP modernization, upgrades, and migrations
- Agile & Delivery: SAFe, Scrum, Kanban, Spotify Model; DevOps, CI/CD, TDD/BDD
- Governance: Portfolio governance, financial controls, budgeting, value-driven delivery
- Industries: BFSI | FinTech | FMCG | E-Commerce | Manufacturing | Automotive | Energy | Oil & Gas | Telecom | Consumer Electronics