

# AJITHA RAJKUMAR

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## PROFILE SUMMARY

Certified Scrum Master / Agile Delivery Project manager with 3.5+ years of experience at Jio Platforms delivering telecom digital transformation and workflow automation projects across SDLC in large-scale enterprise environments. Strong expertise in requirement elicitation, business process analysis, and translating business needs into functional specifications. Proven ability to act as a bridge between business and technology teams, ensuring alignment of system solutions with business goals. Experienced in BRD/FRD documentation, user stories, BPMN process modelling, UAT coordination, and stakeholder management, leveraging tools like Power BI, Azure DevOps, and SQL for data-driven decision-making.

## PROFESSIONAL EXPERIENCE

### Jio Platforms Limited, Mumbai

Scrum Master / Project Manager – PMO | July 2022 – Present

- Manage **5–7 concurrent** digital transformation and automation initiatives in Infrastructure P2B (OSS), owning end-to-end delivery from requirements gathering and analysis to solution design through deployment and post-production support across PAN-India.
- Designed and implemented **an AI chatbot using Cursor** to streamline business workflow understanding, minimizing operational support dependency and driving improved process efficiency and performance.
- Partner with **30+ cross-functional stakeholders** (IT, Network, Operations, Business) to align scope, priorities, and execution plans, achieving **95–98% on-time delivery** with strong schedule adherence and minimal budget variance.
- Prepared and maintained **BRD, FRD, and process flow diagrams (BPMN)** to ensure clear communication of requirements between business and technical teams. Led requirement elicitation sessions with business stakeholders to analyze workflows and translate business needs into **functional requirements, user stories, and use cases**.
- Acted as servant leader and Agile coach, mentoring teams on Scrum principles, facilitating continuous improvement, and strengthening Agile maturity.
- Lead **Agile (Scrum) delivery** using **Azure DevOps**, driving **Product Backlog refinement**, Sprint Planning, Sprint Goal alignment, and release readiness; delivered **40+ sprints**, improving velocity by **~20%** and reducing sprint rollover by **~15%** through capacity-based planning and retrospective actions.
- Drive **business process improvements and system enhancements** that reduced production support tickets by **~70%** and improved CSAT by **~25–30%**
- Conducted gap analysis to identify process inefficiencies and recommended system enhancements improving operational efficiency and user experience
- Standardize and document processes using BPMN and align workflows to eTOM standards, improving compliance, audit readiness, and scalability across OSS domains.
- Coordinated delivery across distributed teams and multiple operational locations, ensuring alignment on roadmap and release plans.
- Own delivery governance through RAID (risks, assumptions, issues, dependencies), change control, and periodic reviews; proactively manage risks and dependencies to improve predictability and reduce last-minute escalations.
- Build and maintain **Azure DevOps and Power BI** dashboards for portfolio tracking and KPI/SLA monitoring, reducing manual reporting effort by **~40%** and improving visibility into risks, dependencies, and delivery status.
- Track SLAs and KPIs for **20+ critical deliverables**, sustaining **>98% SLA adherence** and ensuring timely closure of high-priority incidents and change requests.
- Partner with InfoSec and Risk teams on **GRC (Archer)** controls and assessments, enabling **100% closure of audit findings** for IT digitalization initiatives

- Recognized as a top performer across **3 consecutive appraisal cycles** for delivery execution, collaboration, and contributions to digitalization programs.

## CORE COMPETENCIES

- **Project / Program Management:** Project planning & scheduling, scope and change control, RAID (risk/assumption/issue/dependency) tracking, governance cadence (weekly reviews/SteerCos), status reporting, stakeholder communication, delivery forecasting.
- **Agile (Scrum) Delivery:** CSM-certified; Sprint Planning, Sprint Goal alignment, Product Backlog refinement (user stories, acceptance criteria), Sprint Backlog management, Daily Scrum facilitation, Sprint Review & Retrospective, release planning, continuous improvement.
- **Tools & Platforms:** Azure DevOps (work items, boards, dashboards), Jira, Microsoft Project, Confluence, SharePoint, Power BI (KPI/SLA dashboards), Advanced Excel (pivot tables, lookups), MySQL/SQL, Archer GRC, Avolution ABACUS.
- **Business Analysis & Functional Skills:** Requirement Gathering & Elicitation, Business Requirement Document (BRD) & Functional Requirement Document (FRD), User Stories, Use Cases & Acceptance Criteria, Gap Analysis & Process Improvement, Business Process Modelling (BPMN), UAT Planning, Execution & Defect Tracking, Stakeholder Workshops & Requirement Validation.
- **Process Excellence:** BPMN process modelling, eTOM-aligned workflows, SOP creation, workflow optimization, process standardization, stakeholder sign-offs.
- **Reporting & Analytics:** KPI/SLA monitoring, operational reporting, resource utilization tracking, trend analysis, executive dashboards.
- **Stakeholder & Vendor Management:** Cross-functional coordination (IT, Network, Ops, Business, QA), vendor follow-ups, expectation management, escalation handling, communication planning.
- **Quality / Compliance / Audit:** UAT coordination, test readiness support, SLA compliance, InfoSec/audit readiness, GRC control adherence, documentation for audits.

## EDUCATION

- Post Graduate Diploma in Management (PGDM), Data Science & Analytics (Pursuing)  
Great Lakes Institute of Management, Chennai | 2024–2026
- Bachelor of Engineering (Electronics and Telecommunications), CGPA: 8.69/10  
Don Bosco Institute of Technology, Mumbai | 2018–2022

## CERTIFICATIONS

- Certified Scrum Master
- Microsoft Power BI Data Analyst
- IBM Applied Software Engineering Fundamentals

## KEY ACHIEVEMENTS

- Star Performer award for contribution to establishing Jio Business Process Management COE - Sep 2024
- Recognized for providing timely resolutions to support tickets - Nov, 2023
- Awarded Best Outgoing Student at Don Bosco Institute of Technology - May, 2022

## LANGUAGES

- English – Professional Proficiency
- Hindi – Native / Professional Proficiency
- Tamil – Conversational / Professional Proficiency