RAMAKRISHNANN SASIKUMAR

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Program Manager | Integration and Cloud Delivery | PMP, CSM

PROFESSIONAL SUMMARY

PMP and CSM certified delivery leader with 10+ years managing technology projects and programmes, including 4+ years at NTT DATA running **MuleSoft**, **Salesforce**, and ERP integration portfolios. Directs a USD 20M portfolio of 20+ projects at 40%+ gross margin across 7 industry verticals, including banking, e-commerce, construction, telecommunications, and automotive services. Known for recovering troubled accounts, including a flagship account taken from minus 30% to plus 70% margin. Recipient of the NTT DATA India Delivery Excellence Award, given to 65 of around 40,000 employees.

CORE SKILLS

Delivery and Governance: Programme and Portfolio Management; P&L, Budgeting and Forecasting; RAID, Change and Scope Control; ISO 27001 and ISO 9001 Compliance; Stakeholder and Vendor Management

Integration and Platforms: MuleSoft; API-led Connectivity; Salesforce Sales Cloud and Service Cloud; SAP Integration; Oracle Cloud; Microsoft Dynamics and Business Central; AWS and Azure

Methodologies: Agile, Scrum and SAFe; Kanban; Hybrid and Predictive Delivery; Earned Value Management

Tools: JIRA and Confluence; MS Project and Smartsheet; Power BI

AI and Programming: AI and Machine Learning; Deep Learning; Generative AI; Hugging Face; Python; Java; JavaScript; C++

PROFESSIONAL EXPERIENCE

Delivery Lead Consultant, NTT DATA, Chennai, India **May 2022 to Present**

- Directs a **USD 20M** portfolio of **20+ projects** across MuleSoft, Salesforce, and ERP programmes for US and UK clients, delivering 5% quarter on quarter growth at 40%+ gross margin.
- Owns P&L, budgeting, cost control, and forecasting, including SOWs, fixed price and time and materials contracts, change request pricing, and milestone billing, to protect **40%+ margin**.
- Plans each programme from charter, WBS, and critical path schedule in **MS Project**, and tracks delivery through **earned value (CPI and SPI)** and KPI dashboards.
- Leads monthly steering committee reviews, presenting status, risks, and decisions to client **C-level stakeholders** and NTT DATA leadership.
- Leads a flagship global e-commerce account through legacy ERP modernisation, taking account margin from **minus 30%** to a sustained **plus 70%**, one of the strongest recoveries in the Business Unit.
- Runs a construction sector modernisation programme on **MuleSoft** and Acumatica, lifting gross margin from 35% to 55% and monthly revenue from **USD 35K to 75K**.
- Delivered a **Salesforce** Sales Cloud and Service Cloud transformation for an equipment and software provider, managing CRM migration, SAP integration, and hypercare (Apr 2025 to May 2026).
- Manages end to end SDLC delivery on AWS and Azure across Agile, **SAFe**, Kanban, and hybrid models, from UAT and cutover to go-live and hypercare, with **64+ integrations** built as reusable APIs.
- Leads a 50+ member cross functional team in an onshore and offshore model, covering hiring, onboarding, capacity planning, and vendor management; named **Best People Manager**, Q4 2025.
- Mentors **15+** project managers and Scrum Masters across the portfolio on planning, risk, and client communication.
- Grows existing accounts through account mining and value added services, and supports **pre-sales** for MuleSoft and Salesforce opportunities.
- Recovers escalated client accounts through restructured delivery and transparent governance, restoring each to healthy, high satisfaction status **within 2 months**.
- Leads audit readiness and compliance against **ISO 27001** and **ISO 9001**, running internal audits, RAID logs, change control, and executive dashboards, with 99% on-time audit closure.
- Leads organisational change for ERP and CRM rollouts, covering end user training and handover to business and support teams.
- Authored an **AI-assisted Agile** project management method that embeds ChatGPT into Agile ceremonies, cutting person-hours per sprint by around **45%** on a live MuleSoft project.
- Drives **Generative AI** tool adoption across delivery teams, raising productivity by up to **15x** on targeted workflows.
- Brings AI into pre-sales, including a feasibility assessment of **MuleSoft Intelligent Document Processing (IDP)** for AutoCAD drawing automation.

Project Manager, Altsense Technology Solutions, Chennai, India **May 2016 to Dec 2021**

- Managed end to end delivery of **10+ embedded systems** and **robotics** projects, from requirements to client handover.
- Planned schedules, budgets, and resources for a team of around **50**, tracking scope, risks, and milestones.
- Delivered **Industrial IoT** products including a building management system, automatic gates, Wi-Fi controlled lighting, and a food serving robot, coordinating hardware integration with Java and C++ development.
- Acted as primary client contact, running status reviews, managing change requests, and securing sign-off at each milestone.

CERTIFICATIONS

- Project Management Professional (**PMP**), PMI, above target in all 3 domains

- Certified ScrumMaster (**CSM**), Scrum Alliance
- Salesforce Certified Platform Administrator, Salesforce
- Salesforce Certified MuleSoft Integration Associate, Salesforce

AWARDS AND RECOGNITION

- **India Delivery Excellence Award** (Delivery Execution), NTT DATA, FY25: 65 recipients of around 40,000 employees
- **Best People Manager**, NTT DATA, Q4 2025
- **Best Technical Paper**, NTT DATA, 2025: "AI-Adopted Agile Project Management: The Time Saver", presented to the NTT DATA Management Excellence Program
- Apisero (now NTT DATA): Raving Review, Apisero ACE, Kokua (Selflessness) Award, Vendustrious Award

EDUCATION

M.E., Solar Energy, Anna University **2019**
B.E., Electrical and Electronics Engineering, Anna University **2016**

KEY PROJECTS

ERP and Integration Modernisation, global gaming and e-commerce brand **Jun 2022 to Present**

Tech: MuleSoft, Oracle Cloud, Oracle ERP, Salesforce CRM, Microsoft AX

- Moved core processes off a legacy **Microsoft AX** estate that could not scale with e-commerce growth, and rebuilt integrations on an **Oracle Cloud** framework, with MuleSoft as the integration backbone.
- Built AX connectivity to a global IT distributor for distribution operations, plus integrations for 2 money management tools.
- Designed a library of reusable integration components and a live Salesforce to Oracle data bridge, enabling a low disruption move to Oracle ERP and Salesforce CRM.
- Result: account margin taken from **minus 30%** to a sustained **plus 70%**.

End to End Credit Card Integration, leading Indian private sector bank **Jan 2024 to Present**

Tech: MuleSoft

- Delivered an end to end credit card solution with **MuleSoft** as the middleware, covering the full card lifecycle from application to bill payment.
- Integrated national ID (Aadhaar) and tax ID (PAN) checks for customer KYC, credit limit recommendation, and bill payment flows into one API layer.
- Result: one connected credit card journey for customers, with **faster card issuance** and stronger regulatory compliance.

Multi-system Modernisation, construction and infrastructure client **Feb 2024 to Present**

Tech: MuleSoft, Acumatica, ASITE

- Replaced legacy Zapier driven API flows with a **MuleSoft** integration layer and migrated CRM from SugarCRM to **Acumatica**.
- Delivered real-time Acumatica to ASITE sync of payments, bills, and revenue and cost budgets, ending manual financial reconciliation across active projects.
- Result: gross margin up from **35% to 55%**, and monthly revenue up from **USD 35K to 75K**.

Salesforce Sales and Service Cloud Transformation, equipment and software provider **Apr 2025 to May 2026**

Tech: Salesforce Sales Cloud, Salesforce Service Cloud, SAP, MuleSoft

- Managed an enterprise **Salesforce** transformation covering **Sales Cloud**, **Service Cloud**, legacy CRM migration, and SAP integration, replacing fragmented sales and support processes with one platform and a unified customer view.
- Led sales to delivery handover, SOW validation, scope baselining, RACI, and governance, and facilitated discovery workshops across Sales, Service, Finance, Integration, Data, and Security.
- Coordinated architects, consultants, developers, integration, data migration, QA, and DevOps teams on two week sprints, managing backlog, dependencies, and change control.
- Governed 3 Opportunity processes (Equipment Sales, Software Sales, Maintenance Renewals), geography based lead routing, and Email-to-Case with Enhanced Omni-Channel, plus SLA tiers (Standard, Gold, Platinum) using Entitlements and Milestones.
- Governed the security model (private OWD, role hierarchy, sharing rules, Permission Set Groups) and **Salesforce to SAP** integration patterns covering retry, idempotency, and reconciliation, reducing manual handoffs between the two systems.
- Owned data migration, SIT and UAT governance, Go or No Go decisions, production deployment, and hypercare, then handed over to support with documentation and monitoring in place.

Escalated Account Recovery and ERP Integration, technology services client **Nov 2023 to Oct 2024**

Tech: MuleSoft, Microsoft Dynamics 365 Business Central, Salesforce, Inform Billing

- Took over a stalled engagement; produced a full delivery plan, dependency analysis, and project brief, and restructured delivery with transparent progress governance.
- Integrated **Microsoft Business Central** with Salesforce and Inform Billing across 3 use cases: account sync across all 3 systems, Salesforce to Business Central order flow, and a monthly Inform Billing to Business Central invoice run.
- Added MuleSoft payment notification APIs, with every integration handed over as a reusable component.
- Result: account restored to healthy, high satisfaction status **within 2 months**.

LANGUAGES

English (Fluent), Hindi (Fluent), Tamil (Fluent)