



REVATHI SHIVAGURU

Senior Program Manager | Cloud & Big Data Delivery | 15+ Years

Predictable, on-time, on-budget delivery for global enterprises — service protected, cost controlled, clients retained.

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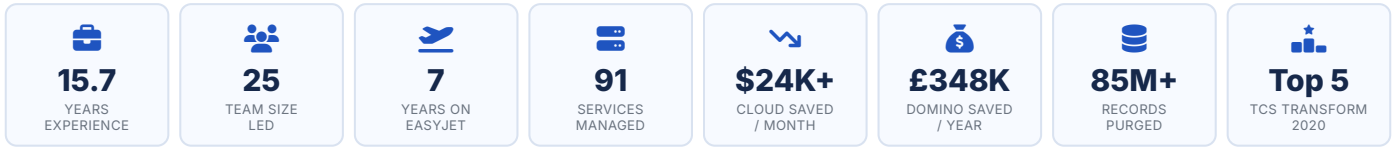
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IMPACT SNAPSHOT

CAREER AT A GLANCE



EXECUTIVE SUMMARY

- Senior Program Manager who makes delivery dependable — turning complex data, Big Data and cloud programs into predictable, on-time, on-budget outcomes for global enterprises across airlines, banking and retail.
- Currently lead easyJet's Analytics Data Hub (ejDP) & Enterprise Integration platform — owning Agile delivery, 24x7 service, cloud modernisation and a high-performing 25-member onshore-offshore organisation.
- Protects what the business cares about: **uptime, cost, risk and stakeholder trust** — through strong governance, crisis management and transparent reporting.
- Drives an automation-and-AI delivery culture — Generative-AI runbooks and ticket triage, self-healing data pipelines, FinOps cost controls and CI/CD — to raise productivity and cut toil.
- A practising Scrum Master and program leader — 7+ years facilitating Agile delivery at enterprise scale — who mentors engineers into leaders and aligns every release to measurable business value.

CORE STRENGTHS

Technically grounded | Excellent communicator

Analytical & problem-solver

Client & stakeholder handling

Crisis & risk management

Quick learner

LEADERSHIP SPAN

- 25-member onshore-offshore organisation across multiple squads.
- ~91 services on a multi-million-pound managed-services engagement.
- Seven-year trusted partnership with easyJet technology leadership.

CORE COMPETENCIES

- Program Management
- Project & Delivery Management
- Agile & Scrum
- Program Governance / PMO
- Stakeholder Management
- Risk & Crisis Management
- Change Management
- Cloud (AWS) Delivery
- FinOps / Cost Optimisation
- Vendor & Offshore Mgmt
- Service Management (ITIL)

TOOLS & METHODS

- Jira
- ServiceNow
- GitHub
- AWS
- Airflow
- Tableau
- Scrum
- Kanban
- SAFe
- ITIL
- SQL/PLSQL
- Gen AI

PROFESSIONAL EXPERIENCE

TATA CONSULTANCY SERVICES · 2010 – PRESENT

Tata Consultancy Services — Program Manager / Scrum Master (ADM)

Apr 2019 – Present

Client: easyJet · Analytics Data Hub (ejDP) & Enterprise Integration Platform · onshore-offshore delivery

- Accountable for the full lifecycle** of easyJet's Big Data & Data Integration platform — strategy, roadmap, delivery, run and 24x7 support — leading a 25-member onshore-offshore organisation.
- Matured delivery into predictable, dual-track Agile**, tightening governance, reporting and release discipline across multiple squads.
- Built and grew a high-performing team**, mentoring engineers into senior and lead roles and embedding a culture of ownership and quality.
- Trusted partner to client technology leadership** across a seven-year engagement — owning escalations, crisis response and continuous improvement.
- Run ~91 services** across easyJet's Analytics Data Hub and Enterprise Integration platforms; coordinate Product Owner, AWS, infrastructure and customer teams via fortnightly governance.
- Led cloud-cost optimisation delivering \$24,419/month (~\$293K/yr) recurring savings** — EC2/EKS right-sizing (Graviton), auto stop/start scheduler, RDS downsizing and estate housekeeping.
- Drove the Domino platform decommission** saving **£230K licensing + £118K infrastructure annually**, plus an EDW data purge freeing 300+ GB (~85M legacy records).
- Leading the EI platform's AWS transformation** — ESB (RedHat Fuse) to EKS single-platform, RHPAM→IBM BAW, CI/CD via GitHub Actions & Terraform, with AI-driven triaging and event-driven architecture.

Tata Consultancy Services — Technical Lead

2015 – 2019

Retail & Banking engagements · global clients

- Led multi-squad delivery of data and application solutions for global Retail & Banking clients across onshore-offshore teams.
- Introduced **Scrum/Kanban** and engineering standards, improving predictability, quality and throughput.
- Owned production stability and major-incident resolution for business-critical systems, with root-cause analysis and preventive action.
- Partnered with business stakeholders to shape requirements, solution designs and UAT for new capabilities and releases.
- Managed offshore delivery, estimation and resource planning to meet milestones on time and within budget.

Tata Consultancy Services — Senior Engineer → Software Engineer

2010 – 2015

Data engineering & application development

- Designed and optimised **SQL/PL-SQL** and Unix-based data pipelines and batch processing for large datasets.
- Delivered enhancements, performance tuning and defect fixes across the SDLC, supporting stable, on-time releases.
- Progressed from hands-on engineering into team leadership, mentoring juniors and coordinating delivery across modules.

ROLES & RESPONSIBILITIES

SCOPE OF THE CURRENT ROLE

Program & Delivery Management

- Plan roadmaps, milestones, capacity and budget; maintain RAID logs and delivery governance.
- Track scope, schedule, cost and quality across multiple concurrent workstreams.
- Manage dependencies, change requests and release planning end to end.
- Forecast and manage the engagement budget, effort and margin against plan.

Agile & Scrum Leadership

- Facilitate sprint planning, stand-ups, reviews and retrospectives across squads.
- Coach teams on Agile maturity, definition-of-done and engineering discipline.
- Curate backlogs and flow with WIP limits and a formal change-intake board.
- Track velocity, predictability and flow metrics to drive continuous improvement.

Cloud, Data & Platform

- Oversee the AWS landing zone, security, IAM and compliance with client standards.
- Govern data pipelines (Airflow), SQL/PL-SQL processing and reporting (Tableau).
- Drive reliability, observability, backup and disaster-recovery readiness.
- Lead FinOps cost governance and cloud right-sizing across environments.

Service Management & 24x7 Operations

- Run incident, problem and change management aligned to ITIL practice.
- Own SLA adherence, on-call rotations, runbooks and post-incident reviews.
- Balance run-the-platform support with change delivery on one team.
- Track service KPIs (MTTR, ageing, backlog) and drive permanent problem elimination.

Stakeholder & Client Governance

- Act as primary client interface; run steering, reviews and executive reporting.
- Align expectations and priorities across business and technology stakeholders.
- Coordinate across geographies and time zones for seamless delivery.
- Build trusted relationships that sustain a multi-year client account.

Risk, Compliance & Quality

- Identify, track and mitigate delivery and operational risks proactively.
- Enforce standards, audits, data governance and quality gates.
- Lead crisis and major-incident response with structured RCA.
- Ensure compliance with security and data-protection requirements.

People Leadership & Capability

- Lead resourcing, hiring, onboarding and capability building for the team.
- Mentor and grow engineers; manage performance, engagement and retention.
- Build succession and reduce key-person dependency across the platform.
- Run knowledge-sharing, upskilling and certification drives.

Vendor, Commercial & Resourcing

- Coordinate vendors and partners; manage demand, capacity and staffing.
- Own effort estimation, forecasting and resource allocation across squads.
- Support commercial governance and contract / SLA compliance.
- Optimise the onshore-offshore mix for cost and delivery efficiency.

DOMAIN EXPERTISE



Airlines — easyJet

Big Data & data-integration platform powering operational and commercial reporting, run 24x7.



Banking

Data & application delivery for global banking clients; high-availability systems and production support.



Retail

Data solutions and reporting for global retail clients; Agile delivery and modernisation.

SELECTED PROJECT PORTFOLIO

DISTINCT PROGRAMS & INITIATIVES

01 Analytics Data Hub (ejDP)

Client: easyJet **Role:** Program Manager
Stack: Databricks, AWS, Cloudera



91
SERVICES



Data
PRODUCTS



24x7
RUN

02 Cloud Cost Optimisation — FinOps

Client: easyJet **Role:** Program Manager
Stack: AWS, Cost Explorer, Tableau



\$24K+
/ MONTH



Ongoing
CADENCE



6
TEAM

03 Domino Platform Decommission

Client: easyJet **Role:** Program Manager
Stack: Legacy ESB · RDS · MQ



£348K
/ YEAR



Lic+Infra
SAVED



FY23
DELIVERED

04 EI Platform AWS Transformation

Client: easyJet **Role:** Program Manager
Stack: EKS · RHPAM → IBM BAW · Terraform



91
SERVICES



Actions
CI/CD



EKS
SINGLE PLT

05 AI Triaging & Automation

Client: easyJet **Role:** Program Manager
Stack: Terraform · Python · KONG · EDA



AI
POC



IaC
TERRAFORM



EDA
EVENT-DRIVEN

06 Retail & Banking Data Programs

Client: Global BFSI / Retail **Role:** Technical Lead
Stack: SQL/PL-SQL, Unix, ETL



9 yrs
SPAN



Multi
CLIENTS



Prod
CRITICAL

AUTOMATION & AI INITIATIVES

PRODUCTIVITY, RELIABILITY & COST

- **Generative-AI runbooks & docs** — auto-draft incident runbooks, SOPs and release notes from tickets and logs.
- **AI-assisted ticket triage** — classify, prioritise and route ServiceNow incidents; surface fixes from past RCAs.
- **Self-healing data pipelines** — Airflow failure detection, auto-retry and data-quality anomaly alerts.
- **Cloud cost automation** — AWS Glue job tagging, EC2 auto stop/start scheduler and cost reporting & control.

- **CI/CD via GitHub Actions & Terraform** — infrastructure-as-code and automated deployments across the estate.
- **Automated data validation** — reconciliation, schema-drift and regression checks across the platform.
- **KONG API gateway & EDA** — modernising integration with API management and event-driven architecture.
- **AI POC use cases** — implementing AI proofs-of-concept against real business requirements.

RUN & SERVICE PROFILE

- **~91 services** run 24x7 across the Data Hub & Enterprise Integration platforms.
- **SLA-governed** incident, problem and change management to ITIL practice.
- **Zero-disruption** platform transformation and legacy decommission on a live estate.
- **On-time, on-budget** delivery sustained across a seven-year client engagement.

KEY ACHIEVEMENTS

- ✓ **Recognised in TCS Digital Symposium** — easyJet's Analytics Data Hub named a **Top 5 transformation journey of 2020**.
- ✓ Led easyJet's **data estate from legacy (Cloudera/Domino) to an AWS/Databricks platform**, retiring legacy and releasing major licence & infrastructure cost.
- ✓ Embedded **FinOps and automation governance** as the account standard, institutionalising continuous cost control.
- ✓ Strengthened the estate's **security, lifecycle & vulnerability posture** through tech-refresh and proactive remediation.
- ✓ Built the Data Platform with **data products, anonymisation (Protegrity) and CI/CD** — client-praised as "ground-breaking".
- ✓ Grew the team via onshore-offshore hiring, mentored **8+ engineers into leads**, and drove **estate-wide automation governance**.

PROFESSIONAL DEVELOPMENT





- FinOps / Cloud Cost Management
- ITIL Service Management
- Data Anonymisation (Protegrity)
- Global Mindset: Leadership (2026)
- Storytelling Masterclass (2026)
- Vulnerability & Lifecycle Management

AWARDS & RECOGNITION

- 🏆 **Applause for Team Award** — twice in 2026 for high-impact delivery.
- 🏆 **Gold Certificate for Mentoring (2026) · Technical Excellence Award.**
- 🏆 Multiple **On-the-Spot Awards** for dependable, time-boxed delivery.

WAYS OF WORKING

HOW I LEAD DELIVERY

 <p>Governance-first</p> <p>Clear plans, transparent steering and predictable, time-boxed releases — no surprises.</p>	 <p>Outcome-driven</p> <p>Every programme tied to SLAs, cost and business value, tracked on live dashboards.</p>	 <p>People-led</p> <p>Coach engineers into leaders, keep attrition low, build teams that deliver under pressure.</p>	 <p>Automation-led</p> <p>Apply AI and automation to cut toil, raise quality and free the team for higher-value work.</p>
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TECHNOLOGY ENVIRONMENT

Cloud & Platform

- AWS
- EC2
- EKS / Kubernetes
- S3
- IAM
- Lambda
- CloudWatch
- AWS Glue
- Kinesis
- RDS

Big Data & Analytics

- Databricks
- Cloudera
- Hadoop
- Apache Airflow
- SQL / PL-SQL
- Oracle
- PostgreSQL
- Tableau
- Protegrity

DevOps & Delivery

- Terraform
- GitHub Actions
- Jenkins
- KONG
- ServiceNow
- Jira
- Confluence
- Snyk

Practices & Frameworks

- Agile · Scrum · Kanban
- ITIL
- FinOps
- Event-Driven Architecture
- Generative AI
- Python

EDUCATION

B.E., Electronics & Communication Engineering

Jerusalem College of Engineering · 2006 – 2010

Languages: English · Tamil

Domains: Airlines · Banking · Retail

CREDENTIALS

 <p>Scrum Master TCS Wings2 · 2025</p>	 <p>Learning Coach TCS · 2026</p>	 <p>Generative AI TCS · 2026</p>	 <p>MentorQ Leadership · 2026</p>
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"How you do anything is how you do everything."

Lead with empathy, act with integrity, and leave people and places better than you found them.