

# Application Form

## Profile

Ramapriya \_\_\_\_\_ Raju \_\_\_\_\_  
First Name Middle Initial Last Name

693 Monte Verde Lane \_\_\_\_\_  
Home Address Suite or Apt

Brentwood \_\_\_\_\_ CA 94513  
City State Postal Code

Mobile: (925) 787-8411 \_\_\_\_\_  
Primary Phone

\_\_\_\_\_ \_\_\_\_\_  
Email Address

### [District Locator Tool](#)

Resident of Supervisorial District:

None Selected

IBM \_\_\_\_\_ IT Manager \_\_\_\_\_  
Employer Job Title

### Length of Employment

8 years

Do you work in Contra Costa County?

Yes  No

If Yes, in which District do you work?

How long have you lived or worked in Contra Costa County?

1 year

Are you a veteran of the U.S. Armed Forces?

Yes  No

## Board and Interest

Which Boards would you like to apply for?

Advisory Council on Aging: Submitted

**Seat Name**

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**Have you ever attended a meeting of the advisory board for which you are applying?**

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Yes  No

**If Yes, how many meetings have you attended?**

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**Education**

**Select the option that applies to your high school education \***

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High School Diploma

**College/ University A**

**Name of College Attended**

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Madras Universtiy

**Degree Type / Course of Study / Major**

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Bahelor of Science, Nutrition and Dietetics

**Degree Awarded?**

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Yes  No

**College/ University B**

**Name of College Attended**

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Madras University

**Degree Type / Course of Study / Major**

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Master of Social Work

**Degree Awarded?**

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Yes  No

**College/ University C**

**Name of College Attended**

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SSI

**Degree Type / Course of Study / Major**

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Diploma in Computer Applications

Ramapriya Raju

**Degree Awarded?**

Yes  No

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**Other Trainings & Occupational Licenses**

**Other Training A**

Duke Trained Health and Well-Being Coach

**Certificate Awarded for Training?**

Yes  No

**Other Training B**

**Certificate Awarded for Training?**

Yes  No

**Occupational Licenses Completed:**

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**Qualifications and Volunteer Experience**

**Please explain why you would like to serve on this particular board, committee, or commission.**

I'm a Duke Trained Health and Well-Being Coach, in the process of being certified. My passion for Health and wellness has always driven me and I currently do Pro bono work for IACS, Seattle helping Health coach their seniors through. I'm passionate about women's health topics having seen through some tough health situations personally and that of my parents. I'm a Software professional with over 21 years of experience, having worked in multiple geographies. I have managed, led, and delivered along with large and small teams. I want to be able to put this to good use now toward the community and people. I strongly believe my diverse experience, patience, interpersonal skills, leadership skills from my professional experience can be put to good use for the needs of this organization.

**Describe your qualifications for this appointment. (NOTE: you may also include a copy of your resume with this application)**

I'm a natural communicator, motivated and keen to engage within the community

[Upload a Resume](#)

**Would you like to be considered for appointment to other advisory bodies for which you may be qualified?**

Yes  No

Ramapriya Raju

**Do you have any obligations that might affect your attendance at scheduled meetings?**

Yes  No

**If Yes, please explain:**

I Health Coach a large group of Seniors, and those schedules might conflict sometimes. As long as there is time to plan, I can work around schedules.

**Are you currently or have you ever been appointed to a Contra Costa County advisory board?**

Yes  No

**If Yes, please list the Contra Costa County advisory board(s) on which you are currently serving:**

**If Yes, please also list the Contra Costa County advisory board(s) on which you have previously served:**

**List any volunteer or community experience, including any advisory boards on which you have served.**

I have volunteered in both of my children's Elementary, Middle and High school initiatives. Have led and taken multiple teams to Odyssey of the Mind competitions and Science Olympiads. Have volunteered within IBM as a Women mentor for over 8 years. Have Volunteered in the Indian community centers helping with women and senior needs.

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### **Conflict of Interest and Certification**

**Do you have a familial or financial relationship with a member of the Board of Supervisors? (Please refer to the relationships listed under the "Important Information" section below or Resolution No. 2021/234)**

Yes  No

**If Yes, please identify the nature of the relationship:**

**Do you have any financial relationships with the County such as grants, contracts, or other economic relationships?**

Yes  No

**If Yes, please identify the nature of the relationship:**

**Please Agree with the Following Statement**

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**I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publicly accessible. I understand that misstatements and/or omissions of material fact may cause forfeiture of my rights to serve on a board, committee, or commission in Contra Costa County.**

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I Agree

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Important Information

1. This application and any attachments you provide to it is a public document and is subject to the California Public Records Act (CA Government Code §6250-6270).
2. All members of appointed bodies are required to take the advisory body training provided by Contra Costa County.
3. Members of certain boards, commissions, and committees may be required to: (1) file a Statement of Economic Interest Form also known as a Form 700, and (2) complete the State Ethics Training Course as required by AB 1234.
4. Meetings may be held in various locations and some locations may not be accessible by public transportation.
5. Meeting dates and times are subject to change and may occur up to two (2) days per month.
6. Some boards, committees, or commissions may assign members to subcommittees or work groups which may require an additional commitment of time.
7. As indicated in Board Resolution 2021/234, a person will not be eligible for appointment if he/she is related to a Board of Supervisors' member in any of the following relationships:
  - (1) Mother, father, son, and daughter;
  - (2) Brother, sister, grandmother, grandfather, grandson, and granddaughter;
  - (3) Husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, stepson, and stepdaughter;
  - (4) Registered domestic partner, pursuant to California Family Code section 297;
  - (5) The relatives, as defined in 1 and 2 above, for a registered domestic partner;
  - (6) Any person with whom a Board Member shares a financial interest as defined in the Political Reform Act (Gov't Code §87103, Financial Interest), such as a business partner or business associate.

# Ramapriya Raju

Brentwood, California 94513

(864) 787-8419 • ramapriya.raju@gmail.com • <https://www.linkedin.com/in/ramapriya-raju-32a2901>

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## Software Engineering & Transformation Leader

*Experienced Engineering professional skilled in Software Delivery, transformation, Agile @Scale, Contracts Negotiations/build/management, strategy, quality engineering and innovation known for successfully delivering complex software programs and projects.*

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Software Engineering and Transformation professional with 21+ years of experience in the information technology industry. Expert in client facing leadership with CXO level relationships and IBM Certified Client Advocate, Agile expert, large scale Agile Transformation, Contracts Management, New Proposals/Deal builds, Global portfolio management, innovation and strategy generating revenue in millions to Client, change/risk management experienced, and successful at Transformation through Innovation. Effective Senior manager known for successful project, client, staff, and complex program management. Innovative executive focused on providing exceptional results using Agile, DevOps, Shift-Left, Automation, CI/CD, Quality assurance, and process improvement. Excellent communicator with the ability to make complex technical issues understandable with frequent presentation engagements at industry conferences and seminars.

### Core Competencies:

- Client Relationships at CXO layer
- Agile @Scale (Framework & Principle)
- Transformation & Innovation
- Agile/DevOps Certified
- Automation and Optimization
- ALM, JIRA, Java, C++, Selenium, Python
- CI/CT/CD
- Design Thinking Co-Creator
- Quality Assurance
- Cloud Technologies
- New Proposal/business opportunity builds
- Large contracts build/management
- Program/Portfolio/People Management
- Omni-Channels
- Client Advocacy
- Insurance Essentials
- Microsoft Office, Visio, & Project
- IBM Certified "Client Advocate"
- Banking Essentials
- Mergers/Acquisitions & Divestitures

## Awards & Accreditations

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Agile Certified  
IBM Design Thinking Co-Creator  
IBM Client Advocacy Practitioner  
Cognitive Practitioner  
IBM Insurance Insights & Solutions (Silver)  
IBM Patent Submitted on Innovative Automation solution implemented in Largest FSS Client deployment

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## Industry Representations

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- QUEST, 2018  
<http://qaiquest.org/2018/sessions/stax-robust-selenium-test-automation-framework/>
- QAI 2019  
<http://qaiquest.org/2019/webinar-detail-page-jan2018/>
- QUEST 2019  
<http://qaiquest.org/2019/sessions/shift-left-test-automation-demystified/>
- Testing Mind - Test Automation & Digital QA Summit - Raleigh Durham 2019  
<https://www.testingmind.com/event/test-automation-and-digital-qa-summit-raleigh-durham-2019/>
- TechWell Star East 2020  
<https://stareast.techwell.com/program/concurrent-sessions/yes-devops-and-continuous-testing-are-possible-non-agile-environments-stareast-virtual-2020>
- NC State University, MBA Program – 2020 Innovative Women’s Conference  
<https://sites.google.com/view/nc-state-jenkins-mba2020iwc/home>
- Test Automation & Digital QA Virtual Summit 2021, USA Season4  
<https://www.testingmind.com/event/testautomationsummit21-usaseason5-virtual/agenda/>

## Professional Experience

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IBM, Brentwood, California

**Global Quality Leader, Mergers, Divestitures & Acquisitions, Jan 2021-Present**

Manage Global test for IBM largest Divestiture till date, Kyndryl

Manage North Americas HyperCare

Manage IT Operations as part of post Spin, Kyndryl

Raleigh-Durham, North Carolina

**Engineering & Transformation Leader, October 2014 – Dec 2021**

Lead and Manage Engineering, Innovation and Transformation focused on client requirements, strategic innovation, and client roadmap growth. Most recently handled content and strategy build for a large new business proposal for Global QA opportunity. Handled aggressive contractual obligations range \$60M+. Generated new business deals and opportunities through delivery metrics/Innovation and Transformation range \$3M+. Implement DevOps driven programs with active CI/CD implementations. Leading Agile @Scale transformation with scope of 150+ Client application migration to Cloud driven Agile methodologies. Led testing projects in a semi-federated environment and govern globally distributed IBM teams into a continuous delivery model, range 300+ members. Implement repeatable QA strategies bringing additional annual revenue range \$3M+. Primary Client liaison for IBM with a focus on innovation, emerging technology, 25+ tools strategy and implementations. Developed and Executed both short- and long-term strategies ensuring 50% improvement in QA response time and over 95% SLA/SLO achieves. Develop and Establish partnership with Business leaders and Clients to continuously bring in business opportunities/revenue generation. Implement automation/DevOps/shift-Left guidelines, best practices, and methods across global teams to improve time to market and reduce cost to client. Migrate Client from aging technologies into a Omni channel, Cloud driven environment. Strategized and built open source-based asset model for Client, thereby bringing in 85% cost reduction via automation and dependency minimisations.

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## *Selected Projects & Achievements:*

- Key stakeholder in managing and delivering aggressive contractual obligations to IBM clients in multiple development model including Agile
- Built a strong strategy and proposal content for multiple large global new business opportunity bids
- Implementing Agile @Scale with scope of 150+ application management
- Implementing Shift Left methods to improve IBM delivery to client from Application Development to QA into Production implementing Agile methodology
- Implemented a Continuous Integration/Continuous Development/Continuous Testing model as part of the Client DevOps strategy and reduced defect find rate in production by up to 90%
- Implemented a factorized delivery model into Application Development for cost effective solutions to clients
- Operationalized automation operations in direct relations to the company motto of "Everything cannot be automated, but everyone can automate". For example, successfully transformed client's independent automation center of operation into an semi federated, integral, viable, and scalable part of core delivery team. Transformed the operation from a stand-alone function with limited scalability potential into an integrated techno functional operation with integrated automation and acceleration performed for every BAU operation. Currently 65% of QA Organization transformed from Manual to Techno Functional (Automation enabled) skills
- Implemented a proprietary Automation framework for Client, enabling them to shift into Gartner Leader quadrant in the Test Automation space
- Represented IBM in May of 2018 at Quest QAI by presenting "STAX- Robust Selenium Test Automation Framework", a white paper. Presented in QAI Jan, 2019 Webinar on "Automation Tool Selection and Implementation Techniques". Selected to Present in Quest, 2019 on, "Shift-Left Automation, Demystified"
- Developed from strategy to implementation an open source-based automation framework that exceeded client's expectations which gained a client referral for IBM and was submitted for IBM Patent in September of 2017.
- Co-created multiple Design thinking workshops to aid client in identifying annual goals and achievement benchmarks

ChangeAgents, India

**IT Consultant & Trainer**, May 2012 – October 2013

Provided consulting and training for a wide range of clients on Software Delivery Methods, Organization assessments, Senior Manager risk-based testing approaches, Global Program Delivery methodologies, Distributed Team Setup and Operationalize

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Logica Pvt. Ltd, India (Currently CGI Group)

**Delivery Head** – Business Delivery, August 2008 – March 2012

Oversaw the Testing Services Unit in Chennai with 225+ employees including resource management, test center deliverables, staff and client management, and risk mitigation. Provided project management across verticals and multiple portfolios covering a wide range of domains and technologies. Acted as key location owner responsible for all client and customer visits alongside improvement of test business farming organization wide. Contributed to organizational and sector specific initiatives, interfaced with global operations and outsourcing services, supported many graduate initiatives, and performed parallel/stretch assignments as a Global Test Delivery/Competency Champion.

*Selected Projects & Achievements:*

- Built team in new location from baseline to skill level and built automation competency from beginning to end.
- Successfully delivered the HPTP CONNECT program for Logica India which consolidated the HP toolset and converted it into the Par per use model including transition of licenses and support from France to India.
- Managed the MRC, MeSH, UK program with functional, end-to-end, regression testing (manual and automation), and UAT support from the UK.
- Met key criteria and 100% compliance to regulatory norms by directing the NHS, UK testing delivery from offshore.

ANZ Information Technology,

**Delivery Manager**, February 2005 – February 2007

Managed delivery on testing services and built test team in Bangalore with more than 100 members. Grew offshore business, provided resource management and deliverables, and led staff all while mitigating risks when necessary. Facilitated identity and access management, testing, third-party code such as Computer Associates and Wipro, and collected and collated metrics for CMM Level 5 compliance expectations.

*Selected Projects & Achievements:*

- Directed the Vision+ Cards project which included feasibility analysis, automation framework design and implementation, and innovating the existing manual test cases.
- Testing Competency Champion responsible for procuring testing projects in Australia, New Zealand, and India while aiding delivery managers with marketing.

## **Additional experience**

- *Feature Test Manager for Talisma Corp in India, 2004-2005*
- *System Test Lead for Norwich Union in the United Kingdom, 2001-2004*
- *Senior QA for Mercado Software in the United States, 2000-2001*
- *QA Engineer for Mercury Information System, 1997-1998*

## **Technical Proficiencies**

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<b>Business Skills</b>	Contract Management, Contract Negotiations, Client interfacing at CXO layer, Global/Distributed Team Management, Generating Business Opportunities, Team Leadership, Project Planning, Analysis, Design, Testing, Test Management, Project Management, Training, Support Management, Program Management, Delivery, Transformation
<b>Technical Skills</b>	Selenium, Java, .NET, Microfocus Quality Center, UFT, WinRunner, QTP, Windows Performance Monitor, MS-Office Suite, MS Project, MS Visio, Rational Tool Suite, Java, DHTML, HTML, CRM Tool Testing, Visual SourceSafe, Siebel CRM, Agile Frameworks
<b>Spoken Languages</b>	English (Fluent), Tamil (Fluent), Hindi (Basic), French (Basic), Telugu (Basic)

## Education

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**Master, Business Administration**  
Annamalai University, TamilNadu

**Master, Personnel Management**  
Madras University, Madras, India

**Bachelor, Science**  
Madras University, Madras, India

**Post Graduate Diploma, Computer Applications**  
Software Solutions India LTD, India

### Certifications

- Certificate in Software Testing - Information Systems Examinations Board (ISEB) Foundation, UK
- Certificate in Organizational Behavior - Edinburgh Business School, UK
- Certificate in Organizational Marketing - Edinburgh Business School, UK