

Narasimhan DevarajanLakshmi

Engineering Leader · Program & Project Management

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SUMMARY

Engineering leader with 18+ years across software engineering, cloud architecture, and delivery management, including 6+ years managing engineering teams. Currently run both **program management and project management** for the UPS Mail Innovations portfolio at the UPS India Technology Center, leading a 20+ member blended organization of UPS engineers and contract staff. Deep Azure/.NET engineering background; current focus on AI enablement — making teams measurably faster with AI — and data governance for AI.

PROFESSIONAL EXPERIENCE

Applications Development Manager — Program & Project Management Jul 2023 – Present (3+ years)

UPS (United Parcel Service), India Technology Center — Mail Innovations · Chennai, India

- Own both program and project management for UPS Mail Innovations' portfolio of 4 mission-critical logistics applications (MI STARS, MI CSRA, MI View, MPM) — transformed fragmented delivery into predictable execution: portfolio health at Green, sprint predictability up from 60% to 95%.
- Manage a 20+ member blended organization (UPS engineers and contract staff) across 3 Agile/SAFe teams; sustained 100% team retention through organizational change; monthly structured 1:1s with every engineer; developed 3 into technical leads.
- Lead route planning and logistics network configuration management for Mail Innovations — planning and implementing network re-configurations that redirect high-volume mail flows, coordinating Engineering, Product, and Operations from estimate through launch.
- Drove \$250K cost reduction through Azure optimization and DevOps standardization — infrastructure-as-code, automated deployments, and resource governance — across 3 digital-transformation initiatives with zero production incidents.
- Built and launched UPS's enterprise API Hub (apihub.ups.com): centralized catalog and discovery for 2,000+ APIs; migrated 30+ APIs from ULinc to Apigee; defined API governance with automated OpenAPI (OAS)/Spectral compliance and end-to-end Postman test suites.
- Built a real-time observability platform with 3 executive dashboards (system health, delivery metrics, team velocity); established a documentation-first culture (API docs, ADRs, self-service runbooks) that cut onboarding from 8 weeks to 3.
- Standardized engineering practices portfolio-wide — code-review gates, automated testing, release management — reducing defect escape rate by 40% and deployment time by 60%.
- Leading the team's AI enablement program: agentic workflows, an internal AI skills library, and data governance for AI to measurably raise per-engineer output.

Engineering Manager (Grade: Manager 2)

Jan 2020 – Jun 2023

Siemens Gamesa · Bangalore, India

- Managed multiple Agile SCRUM teams delivering digital-transformation applications end to end for a global wind-energy leader, ensuring high-quality outputs aligned to company goals.
- Architected and led microservice migration and containerization to AKS/Kubernetes; hands-on solution design on ASP.NET Core, Azure SQL, Service Bus, Logic Apps, and Functions; CI/CD via Azure Pipelines; Microsoft AD-based security for front-end and inter-application communication.
- Partnered with HR on strategic recruitment and team performance planning; mentored junior consultants and direct reports; built a quality and security culture meeting industry standards.
- Applied data-driven strategies to lift team productivity and output quality; drove innovation through PoCs and technology-stack evaluations; recorded every technical decision as architecture decision records.

Principal Software Engineer

Feb 2019 – Aug 2019

Dell Technologies · Bangalore, India

- Led migration of web applications from .NET to .NET Core; designed and validated REST APIs; piloted a PoC with Entity Framework, MongoDB, and GraphQL.

.NET Developer

Jul 2017 – Nov 2018

Lagerinn Dutch Holding (end client: JYSK) · Bangalore / Netherlands client

- Modernized ASP.NET Web API to .NET Core with Azure SQL; architected new product solutions and established client-side workflows with design teams.

Technology Lead

Jun 2015 – Dec 2016

Infosys · Bangalore, India

- Led a team building reservoir-engineering plugins in the energy sector; coordinated international, cross-functional delivery with industry-standard tooling.

Senior Software Engineer

Mar 2012 – Oct 2014

Indecomm Global Services · onsite Western Europe (Belgium)

- Reengineered a data-intensive risk-management system into modern frameworks; drove agile practices and service-oriented integration across cross-functional European teams.

Software Engineer

Nov 2010 – Jan 2012

Thomson Reuters · Bangalore, India

- Built a centralized portfolio-management system (WCF); improved portfolio data ingestion and processing speeds for flagship products used by global teams.

.NET Developer

Dec 2007 – Jun 2010

O2H Surewaves Pvt Ltd · Bangalore, India

- Developed the Surecast TV-advertising application suite and the scalable Sureview Media Grid aggregation platform.

EDUCATION

B.Tech, Computer Science & Engineering — Vellore Institute of Technology (VIT), Vellore · 2007

SKILLS

Leadership & Delivery: Program management · Project management · SAFe / Scrum at scale · Stakeholder management & business reviews · Blended-team and contract-staff management · Mentoring & coaching · Escalation management

Platform & Engineering: Azure (SQL, Service Bus, Functions, AKS, DevOps) · .NET / C# / ASP.NET Core · API management (Apigee, OpenAPI/Spectral, Postman) · CI/CD & infrastructure-as-code · SQL · React integration

Data & AI: Executive dashboards & observability · Metrics-driven delivery · AI agent enablement · Data governance for AI

Languages: English (fluent) · Tamil (native) · Kannada (spoken)