MEERADEVI DINAKARAN

Technical Program Manager | Enterprise Transformations & Scaled Automation

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PROFESSIONAL SUMMARY

Technical Program Manager with nearly 12 years of engineering experience (5+ years leading cross-functional delivery, scaled automations, and release governance). Proven track record of bridging the gap between highly complex engineering infrastructures—from large-scale SAP ERP ecosystems to cutting-edge Generative AI and Agentic RAG workflows and customer-centric business goals.

CORE COMPETENCIES

• **Technical Program Management:** Delivery Ownership, Agile Governance, Cross-Team Dependency Mapping, Scope Protection, SoW & Vendor Management	• **Enterprise Cloud & ERP:** SAP S/4HANA, ECC, Solman Cloud RISE Migration, Release Governance, Infrastructure & VM Capacity Scaling
• **AI & Advanced Automation:** Agentic Workflow Orchestration, RAG Governance, GenAI Data Pipelines, Non-Deterministic CI Pipeline Evaluation	• **Global Leadership & Operations:** System-Wide Risk Mitigation, Global Stakeholder Orchestration (Australia On-Site UAT), Capacity Planning, Mentorship & Hiring

AI & Technical Portfolio

- **Slack Project Status Chatbot (AI Triage Engine):** Built an automated AI triage chatbot for project status gathering across multi-system repositories, reducing manual status reporting overhead for TPMs by 80%.
- **PRD Genie (AI Product Documentation Assistant):** Developed a multi-agent AI pipeline converting raw stakeholder meeting transcripts into engineering-ready PRDs, persona-based backlogs, and gap reports in <2 minutes.
- **Product Health Monitor (Multi-Modal Orchestrator):** Built a multi-modal SaaS health monitor integrating real-time product insights and audio synthesis for executive reporting.
- **AI Quality Evaluation Framework:** Engineered automated quality evaluation frameworks in Python to benchmark non-deterministic GenAI outputs in continuous integration (CI) workflows.

PROFESSIONAL EXPERIENCE

Infosys India Pvt. Ltd. | Quality Engineering Lead /Technical Program Manager **June 2020 – Feb 2026**

As QA lead/ Tech manager my role expanded beyond just "testing," program governance, stakeholder leadership, automation strategy, and business operations. Owned capacity planning, release governance and risk management.

- **Enterprise Cloud Migration & Risk Mitigation:** Directed SAP Solman Cloud RISE migration across ECC/S/4HANA; analyzed 900+ scripts, mitigated 15% timeout risk via functional splits, flagged 7% out-of-scope, and delivered 100% coverage with zero defects or downtime
- **Enterprise Release Governance:** Orchestrated 22+ bi-weekly global release cycles annually for 4 years (85+ total releases); standardized a 'Shift-Left' technical governance framework that scaled test automation coverage from 78% to 85% and stopped broken transports from reaching production.

- **Global Stakeholder Leadership (Australia On-Site UAT):** Led on-site UAT orchestration in Rutherford, NSW, Australia during a corporate acquisition (Epicor to SAP transition); conducted 1:1 readiness checks, resolved IAM/infra blockers, elevated Week 1 execution from 15–20% baseline to 60%, and managed a 2-week UAT extension to secure business trust.

- **Automated Data Management & SLAs:** Streamlined quarterly post-refresh SAP data creation, reducing 400-record creation time from 30 hours to 1.5 hours (86% efficiency gain) and creating 4,000–6,000 records in 2–3 days (100% manual effort saved); instituted 24–48 hour prior-notice SLAs and orchestrated a 3-member team to eliminate resource dependency.

- **Infrastructure Optimization:** Scaled Worksoft Certify CTM scheduler utilization from 5% to 40% and expanded VM capacity from 3 to 6 instances, running 400 unmonitored weekend batch scripts (~33 hours saved weekly) to detect defects in Dev 1–2 weeks ahead of regression cycles.

- **Agile Resource Architecture & Bandwidth Protection:** Designed a Google Sheets Allocation Tracker for 27-member team saving ~20 man-hours per sprint, maintaining 100% bandwidth visibility to defend sprint scope during PI planning; automated Solman link extraction (500+ test plan links in 20 mins).

- **Risk Management:** Proactively identified and mitigated technical bottlenecks, reduced data/configuration issue resolution latency by 50% (1–2 days to 1–2 hours) and automated monthly posting period utility scripts to eliminate recurring defects. Eliminating working in silos, improving collaboration.

- **Program Operations & PMO Leadership:** Owned annual Statement of Work (SoW) drafting and positioning, monthly vendor invoicing, technical candidate interviewing, onboarding, and annual performance calibration frameworks.

Boeing India Pvt. Ltd. | System and Data Analyst **Aug 2017 – March 2020**

- **Agile Project Delivery & Testing Facilitation:** Supported test automation for Web and GUI aviation applications (Boeing Commercial Airplanes - BCA) within Agile and DevOps delivery models using MS TFS, UFT, and VBScript.

- **Technical Onboarding & Mentorship:** Engineered automated test frameworks and led technical recruitment, candidate interviewing, and team onboarding for engineering hires.

Cognizant Technology Solutions | Programmer Analyst (System & Process Testing) **Jan 2014 – Aug 2017**

- **Process Validation & Defect Lifecycle:** Executed automated test scripts for enterprise Web and SAPGUI applications using SAP TAO and QTP; managed defect lifecycle tracking and triages in HP ALM across SAP SD and MM modules.

- **Domain Training & Functional Onboarding:** Completed domain training in SAP SD/MM business processes and provided hands-on functional onboarding for new engineering joiners.

EDUCATION & CERTIFICATIONS

Education: Bachelor of Engineering (B.E.) in Information Science | Visvesvaraya Technological University (VTU), India (2009 – 2013)	**Project Governance:** Google Agile Project Management Professional Certificate
AI & Data Analysis: Google AI Professional | Microsoft Generative AI for Data Analysis	**Cloud & Infrastructure:** Microsoft Azure Fundamentals (AZ900)