

Mahendran CK

Technical Program Manager | Cloud & DevOps Enablement | AWS, Docker, CI/CD

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PROFESSIONAL SUMMARY

Technical Program Manager with 18 years of experience delivering enterprise software and engineering programs across healthcare, SaaS, and startup environments. Experienced in leading cross-functional engineering teams, driving Agile delivery, and enabling cloud and DevOps transformation through AWS, Docker, and CI/CD practices. Proven ability to bridge engineering and business stakeholders while delivering scalable technology solutions and improving release processes.

CORE COMPETENCIES

Program Delivery: Program & Project Management, Agile/Scrum, SDLC, Sprint Planning, Backlog, Release Governance

Technical: JIRA, AWS (EC2, IAM, S3, RDS, LAMBDA), Docker, Nginx, CI/CD (Bitbucket Pipelines), Linux (Ubuntu), PostgreSQL, REST API Integration, Database Architecture

Delivery Leadership: Cross-functional leadership, Stakeholder management, Risk mitigation, Vendor management, Change management

PROFESSIONAL EXPERIENCE

Telepresenz Smart Operations — *Technical Program Manager*

Jan 2021 – Mar 2026 | Bengaluru

Owned end-to-end technical program delivery for B2B SaaS platform, leading 15+ engineers across product, QA, and operations while coordinating release plans, dependencies, and risk mitigation across multiple workstreams to ensure timely and quality product launches.

- Drove a DevOps transformation by migrating manual AWS instance-based releases to Docker and Nginx containers, reducing deployment time from hours to minutes and standardizing environments across development, QA, and production.
- Initiated and owned CI/CD automation in Bitbucket Pipelines with gated production approvals, establishing a controlled release process and reducing manual intervention in deployments.
- Led Agile delivery across distributed engineering teams, managing sprint planning, backlog prioritization, release tracking, and stakeholder updates in JIRA.
- Authored release notes, runbooks, and operational documentation as primary liaison between engineering and business stakeholders, ensuring alignment on launches and facilitating smooth handoffs.
- Delivered a face recognition and PPE compliance detection feature for Tata Power's Suraksha Kavach app by integrating Telepresenz REST APIs with Ultralytics object detection for real-time safety checks in the field.

ITC Infotech — *Lead Consultant*

May 2019 – Dec 2019 | Bengaluru

- Delivered frontend enhancements and reusable UI components for client-facing enterprise applications, ensuring timely project completion.

Dhobistation Laundry Services — *Co-Founder / Technical Lead*

Mar 2015 – Oct 2018 | Mumbai

- Designed and delivered IT ecosystem, including staff portal, customer web app, backend APIs, and MIS reporting systems to enhance operational support and reporting accuracy.
- Engineered end-to-end business process automation for order booking, operations tracking, billing, and management reporting, improving process control across the business.
- Managed IT infrastructure and vendor relationships while leading a small team and overseeing HR operations to ensure seamless company functions.

Thyrocare Technologies — *IT Manager / Technical Lead*

Feb 2006 – Feb 2015 | Mumbai

- Built and scaled corporate website, online test-booking platform, and patient sample management system, supporting thousands of daily diagnostic transactions.
- Led development of a Lead Management System and MIS portals, giving senior management real-time visibility into operational and commercial performance.
- Delivered integrated platform ecosystem with online payments, automated SMS/email notifications, and role-based access for customers, doctors, franchisees, and internal teams, enhancing user experience and operational workflow.
- Oversaw the full delivery lifecycle — UI/UX design, frontend, backend, database architecture, and production deployments.

KEY ACHIEVEMENTS

- DevOps Transformation: Took Telepresenz from zero automation to a fully containerized, CI/CD-governed release pipeline — enabling rollbacks in minutes instead of hours.
- Built From Scratch: Delivered Thyrocare's patient management, booking, and MIS platforms — handling thousands of transactions per day across a national diagnostics network.
- Full-Stack Startup Delivery: Co-founded Dhobistation and independently built its entire IT ecosystem — web, backend, and operations automation — in a lean, zero-budget environment.
- Long-Term Leadership: Consistently retained in senior delivery and technical leadership roles across 4 organizations; trusted to own programmes end-to-end with minimal oversight.

CERTIFICATIONS

Professional Scrum Master I (PSM I) — In Progress

EDUCATION

B.E. (Information Technology) — Bannari Amman Institute of Technology, Bharathiar University, Coimbatore

Jun 2000 – Apr 2004 | Erode, Tamil Nadu, India

LANGUAGES

Tamil (Native) **English** (Proficient) **Hindi** (Conversational) **Kannada** (Basic)