VIKRAM DESHPANDE

Senior Technical Program/Delivery Manager & AI Solutions Architect

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EDUCATION

Master of Computer Science
Monash University
2010
Melbourne
- Honours

Bachelor of Engineering
Computer Science
University of Melbourne
2007
Melbourne

SKILLS

- Program & delivery management: technical program management, strategic project leadership, complex multi-stream delivery, delivery strategy and governance.
- Portfolio & change control: program and portfolio delivery ($5M+), PI Planning and sprint cadence, scope and change control, go/no-go gates, delivery recovery.

CAREER OBJECTIVE

Senior Technical Leader and Certified Scrum Master with 15+ years across Government, Financial Services and Telecommunications (almost eight at ANZ), specialising in end-to-end program delivery, enterprise transformation and architecting AI/ML-driven solutions. Guides Azure/Cloud-based modernisations that cut delivery time by over 30% and translates technical roadmaps into quantifiable business value. Owns project-level financial, schedule, risk and dependency outcomes, from a $5M+ banking modernisation portfolio to the ATO's Payday Super regulatory reform. Known for recovering materially challenged delivery, establishing governance, quality and assurance standards, influencing executive stakeholders and decision forums, fostering agile culture and architectural alignment, and coaching teams to lift capability. Combines business analysis rigour in requirements, traceability and compliance with hands-on Python, TypeScript and cloud-native depth to challenge estimates, unblock teams and lead cross-functional squads to commercial outcomes.

WORK EXPERIENCE

Scrum Master / Project Manager

Australian Taxation Office (ATO)

Mar 2026 - Present Melbourne, VIC

- Agile Delivery Leadership: Lead end-to-end delivery for the Kookaburras squad, one of eight squads on the Payday Super reform program (NTP & Distribution UI capabilities).
- Program Cadence & Reporting: Own sprint cadence, schedule, capacity management, cross-squad dependencies, PI Planning (PI 47–48) and executive status reporting within SAFe 6.0.
- Test Automation Strategy: Architected the program's COBOL/mainframe test-evidence automation for 200+ SIT/E2E scenarios across all eight squads, cutting evidence effort from ~3 hours to ~15 minutes per scenario (≈92% reduction).
- Toolchain & Compliance: Architected the automation on REXX, SMF, SDSF, PCOMM, PowerShell and VBA, securing endorsement without a single new InfoSec approval.
- Delivery Recovery: Converted a mathematically infeasible SIT window (75+ hours of manual evidence per team against 64 available hours) into an achievable plan via a six-day tiered harness build, a formal go/no-go gate and a four-level contingency ladder.
- Governance & Change Management: Authored the executive change request re-baselining Payday Super test capacity from 30 to up to 90 person-days, aligning eight squads and program leadership on scope, risk and schedule.
- Decision Support: Backed the change request with options analysis, a costed recommendation, risk assessment and full Azure DevOps traceability across 40 scenarios and 11 data tables (AC6–AC19) with STT regression scope.
- Stakeholder Leadership: Convened a cross-discipline technical war room that produced a binding automation recommendation in under three hours.
- Testing Enablement: Unblocked stalled NTP function testing through L2 environment escalation and targeted SME enablement while steering Distribution UI delivery to 95%+ completion.
- Ways of Working: Built the Azure DevOps task-template system (Definition of Ready/Done gates, INVEST-compliant tasks).

- Agile & product: Agile/Scrum/SAFe 6.0, product ownership, roadmap and backlog management, Definition of Ready/Done, INVEST task templates.
- Quality: delivery assurance and governance, quality and assurance standards, traceability, SIT/E2E test evidence.
- Financial & risk: risk and budget management, capacity management and forecasting, delivery-risk leadership and issue management.
- Dependencies & compliance: complex dependency management, options analysis and costed recommendations, change requests, regulatory compliance, risk and controls.
- Executive leadership: executive influencing, executive status reporting, executive communication, strategic stakeholder management.
- Stakeholder engagement: stakeholder alignment, workshop facilitation, vendor management, onsite/offshore coordination.
- Team leadership: cross-functional team leadership (squads of up to 40 resources), servant leadership, coaching.
- Analysis: business analysis, requirements elicitation, gap analysis, systems thinking, business intelligence systems, JIRA analytics dashboards.
- Architecture & AI/ML: enterprise architecture, data architecture, MLOps, data and AI/ML solution delivery, LLM pipelines (LangChain, Langfuse), real-time telemetry.
- Cloud & DevOps: .NET/Azure, cloud-native infrastructure (Kubernetes/GCP/AWS), Terraform, CI/CD, DevOps.

CERTIFICATIONS

- Certified Scrum Master (CSM) Scrum Alliance
- Cloud/Data Certifications AWS/GCP (In progress)

Independent AI Consulting & Upskilling

Jun 2025 - Feb 2026 Melbourne, VIC

- JIRA Analytics Dashboard: Architected and developed a Next.js + Supabase analytics application to expose sprint velocity metrics and generate LLM-powered retrospective insights and sprint plans for delivery teams.
- Public-Key Server: Built a robust, production-grade Node.js/Express service for distributing PEM keys for fleet API signing, achieving 100% test coverage (Mocha/Chai).
- Relationship Timeline Visualisation: Developed a React/TypeScript visualisation tool featuring D3 event arcs for showcasing dynamic customer journey interactions.
- LLM Evaluation Stack: Stood up an end-to-end Langfuse + Phoenix evaluation stack to score hallucination, latency and cost across high-volume daily LLM generations, reducing error budget breaches by 38% in a simulated production environment.

Senior Delivery Lead / Technical Product Owner

ANZ

Sep 2017 - Jun 2025 Melbourne, VIC

- Delivery Leadership: Directed a program portfolio valued at over $5M, leading 5+ cross-functional squads (up to 40 resources, including offshore teams) to deliver on-time, high-quality releases of business solutions.
- AI/ML Strategy & Solutions (2022 - 2025): Led the technical delivery of AI solutions, including real-time WebSocket telemetry servers for critical banking services.
- Real-Time Performance: Reduced P95 latency on the telemetry servers to under 200 ms and sustained it across 10,000+ concurrent devices, improving user response time.
- Architecture & Governance: Defined the technical vision and owned the product backlog (business requirements) for major platform modernisations, ensuring 100% compliance with enterprise architectural standards and risk models.
- Stakeholder Alignment: Facilitated workshops for 40+ GMs and executives to align on strategy, improving decision-making efficiency and project clarity by >55%.
- Business Intelligence: Built the ANZ JIRA Analytics Dashboard in Streamlit for the ANZ EFDDH team, tracking sprint progress, velocity and burndown for sprint and capacity planning.
- JIRA Practice: Supported the dashboard with a JIRA Handbook of required fields and estimation practice.

AI/ML Strategy & Solutions Architect

ANZ

2017 - 2022 Melbourne, VIC

- Agile Transformation & Program Management: Orchestrated the transformation of core banking platforms from monolithic to cloud-native (.NET/Azure), cutting delivery time by >30% and reducing infrastructure costs by >15%.

TECH STACK

- Delivery & cloud: Azure DevOps, JIRA, SAFe 6.0, Azure, GCP, AWS, REXX, PowerShell, VBA.
- Operations & security tooling: Docker, Docker Compose, systemd services, TLS checks, alert thresholds, GitHub Actions.
- Data, BI & engineering: Python, TypeScript, FastAPI, Flask, Next.js, React, Node.js, Postgres, Supabase, Streamlit, Plotly, InfluxDB, Prometheus.

PROJECTS BUILT

- Aether (2026): decision-support platform that scores job fit on ten dimensions and reverts any résumé claim the candidate's own evidence cannot support; FastAPI, Next.js, Postgres and systemd services on a VPS.
- AB Entertainment platform (2026): client events site and admin portal on Next.js and TypeScript, with a Node.js AI agent on an Ubuntu VPS under systemd; Docker, autodeploy and TLS-check timers, Playwright E2E tests.
- System-metrics monitoring dashboard (2025): real-time CPU, memory and disk monitoring with configurable alert thresholds, InfluxDB storage and Prometheus exposition; Python, Flask and systemd.
- Portfolio site (since 2025): Next.js static export on Firebase Hosting; hotfixed a production incident, then shipped the React 19 upgrade as the durable fix, verified by a post-merge browser probe.

Senior Project Manager & Business Analyst
National Australia Bank (NAB)

Nov 2016 - Sep 2017 | Melbourne, VIC

- Risk & Compliance Delivery: Managed the delivery stream for a critical risk and compliance program, ensuring 100% regulatory adherence for major data initiatives.
- Business Analysis: Conducted deep-dive business analysis, translating complex regulatory requirements into actionable technical specifications for development teams.

Lead Business Analyst
Microsoft Inc.

Oct 2015 - Oct 2016 | Sydney, NSW

- Gap Analysis: Executed a comprehensive gap analysis for Azure ML telemetry, delivering 10 key insights that enhanced system reliability by 15% and decreased incident MTTR by 10%.
- Standards Alignment: Spearheaded initiatives to align DevOps strategies with overall IT objectives, achieving 95% alignment with enterprise architecture standards.

Business Analyst / Project Coordinator
Telstra

Nov 2014 - Oct 2015 | Melbourne, VIC

- Requirements Management: Developed customer journey scorecards and streamlined JIRA requirements for core delivery teams, improving delivery efficiency by 20% and operational clarity by 15%.

Senior Business Analyst
InfoCentric

Aug 2011 - Nov 2014 | Melbourne, VIC

- Business Intelligence: Delivered analytics and Business Intelligence (BI) projects, boosting client engagement by 20% and automating regulatory reporting workflows to achieve 100% accuracy.

Developer Support / Software Testing / Analyst
MYOB

May 2010 - Aug 2011 | Melbourne, VIC

- Workflow Optimisation: Optimised data-processing workflows for financial data sets via ePAL implementation, improving efficiency by 30% and cutting reporting time by 90%.