Ramachandran Iyer

IIM Ahmedabad Alumnus| SMP | CSM | ITIL

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- *19 years' experience in managing large global clients across different verticals, building operations, creating Customer Success Stories with strong focus on delivery*
- *Led strategic initiatives centered on Customer Experience, Operational efficiencies, SLA Management, streamlining processes in coordination with stakeholders like Product, Revenue, Design & Support teams.*
- *Led Talent management strategy, Career Framework, Competency mapping & Skill Gap Analysis, Succession planning, Retention & performance management*
- *Experienced in setting up and operationalizing Delivery Centers right from scratch*
- *Expertise in handling ITIL operations including Incident, Problem & Change Management*

SKILLS

- Strategy, Planning & Leadership
- Product and Project Management
- Application Support, SLA management and Continuous service improvement
- Client relationship management
- Resource management
- Vendor Management
- IT Infrastructure and Networks
- Service Now | JIRA | Confluence

EXPERIENCE

Nectarium Pvt. Ltd.   *June 2021 to April 2022*

Director

- Led business Operations of 2 diverse domains (Software development & VFX). Hired and managed 150 resources from Pre-Sales, Delivery, Product, IT, Human Resources teams
- Setup a new delivery center in Indore, Hired 50+ resources for project delivery in less than two months
- $0.5 million business acquired after several rounds of negotiation with client in hot lead market place using structured planning with Pre Sales & Delivery
- Set up employee performance and career pathing process right from setting up goals, tracking KPI's, conducting reviews and doing appraisals and promotions
- Automated process for the lifecycle of a sales lead right from inception to its closure within the CRM portal saving precious time and also available for real time status from anytime, anywhere

BNY Mellon Technology   *January 2010 to June 2021*

Vice President

- Led multiple teams across New Client Onboarding, Technical Operation Managers & Application Support for SaaS Product management, Daily operations & Support
- 100% contract retention of all the clients on boarded over the years through effective Client Relationship Management, upselling & cross selling improved version of existing products and new product offerings
- Transitioned support process from Boston to Pune and build a 24*7 support team. In phase-2, setup follow the sun model by building teams in other strategic locations i.e. Sydney & Singapore
- 50+ clients on boarded around the globe helping them setup their Development, Test & Prod regions, enabling support models and handling escalations
- Working in rotational shifts handling client queries, triaging issues, installations, upgrades, service packs, migrations, Database refreshes, DR Testing, Capacity testing, and setting up VPN Tunnels
- Implemented ITIL best practices including Continuous Service Improvements (CSI), Incident, Problem, Change, Release, Stakeholder & Vendor Management.

- Achieved optimal operational efficiency by over 35%, Client SLA's met 100%, fine-tuned TAT by over 40% and overall substantial $ savings in the same span of time
- Achieved 30% reduction (Year on Year) in number of incidents, eliminated repeat issues through timely product changes by collaborating with product engineering teams
- Delivered 99.5% average uptime of the systems throughout the year and annual savings of close to $2 million on resource costs
- Participated in Vendor Management activities including requirement gathering, feasibility check, UAT signoff & Third party integration in areas like Client Reporting, Business Intelligence (BI), Single Sign On (SSO), DRS & Firewall Security
- As a Business Analyst acted as a bridge between technology teams, business and the clients to ensure requirements are understood and transformed into tools with the help of product teams wherever feasible
- Resource planning based on business projections, tracking of utilization and ensuring compliance related to billing, timesheet.
- Published metrics related to Headcount, attrition, Utilization and other stats for quantifiable analysis. Ensured resource demand fulfilment through cross-skilling | re-skilling talent.
- Won multiple awards during the past decade including the yearly Outstanding Leadership Award (2019) and
- Quarterly Awards for client production and application support
- Deputations – Boston, USA & Brisbane – Australia

Syntel Ltd.
November 2007 to November 2009

Project Lead

- Project lead role with EDW production support process
- Business analyst role for onboarding 5 clients in Transaction lifecycle management process
- Requirement gathering & Data mapping, time evaluation & resource requirement analysis to complete project planning
- Provide post implementation support

Bank of Nova Scotia
May 2003 to October 2007

Consultant

- Completed due diligence of all documentation pertaining to Gold & Silver sales to customers across Mumbai & New Delhi centers
- Conduct data reconciliation of sales documents with export receipts from customers
- Created SOP for document compilation and submission to competent authorities and ensured requisite procedures followed for Bond cancellation
- Driven process efficiency measures to improve TAT for data reconciliation and availability

EDUCATION

IIM Ahmedabad

Senior Management Program (SMP) - General Management

University of Mumbai

Bachelors of Commerce

CERTIFICATIONS

Certified Scrum Master (CSM)

ITIL V4 Foundation (ITIL)

Six Sigma Master Black Belt