



RAMESH KUMAR, PMP

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Aspiring an accomplished & knowledgeable professional aiming for senior level assignments in areas of business development, Relationship and Delivery management,

PROFILE SUMMARY

Result oriented professional with commendable **19+ years** of experience in IT Project management, IT Service delivery, Relationship management and Business development. Career started as Customer Support Engineer in late 1997 and performed various roles in multiple organization like Network engineer, System Administrator, Project Manager, Engagement manager, Client briefing manager, Transition Head, Transition Solution Architect and **currently as Associate Director in Delivery of Cognizant Infrastructure services (CIS)**. Strong interpersonal skills with adequate leadership ability and team management. Effective communication skills to interact with global clients and internal stakeholders. Innovative, committed and possess positive attitude to adapt to challenging situations.

ACADEMIC DETAILS

- Bachelor of Science, **Specialization in Computer Science** from Bharathiar University in 1997
- PGDBA, **Specialization in Client Relationship Management (CRM)** from Symbiosis center of Distance Learning in 2011

CERTIFICATIONS

Successfully completed certifications like:

- Project Management Professional, **PMP**
- **AWS Certified** Solution Architect – Associate
- Cisco Certified Network Associate (**CCNA**); **Microsoft** Certified System Engineer (**MCSE**)
- ITIL V 3; IBM Accredited Associate Project Manager

ACCOLADES

- **Shining Star award, Q 1 2016, Q3 2016, Q1, 2017** received in Cognizant for 3 quarters in overall 6 Quarters tenure (*Awarded to most outstanding performer of the quarter for providing excellent support on a consistent basis, ensuring high quality, meticulous work, great accountability, passion to lead from front and willingness to go the extra mile*)
- **Triumph award for AACB bid, Q3, 2016** in Cognizant
- **Best Deal award, Outstanding contributions in Alliance Data Systems (ADS) bid** in Cognizant
- Winner of the **IBM Bravo** Individual performance award, IBM India **Special award** – March 2006

AREA OF EXPERTISE

~ Business Development ~ Relationship Management ~ Delivery Management ~ Project management

Business development:

- Understand the client solution requirements, develop, implement growth opportunities and facilitate solution development
- Drive infrastructure service offerings and capabilities into specific industry verticals and target accounts to drive revenue growth setting the sales strategy and win plan
- Present the proposal/solutions to customers

Achievements:

- Contribution to major wins as part of business development in 2016 -2017 accounting for deal value **more than 800Mn USD** in span of **18 months** in Cognizant
- Designed Transition solution for **more than 200+** global clients during the business development (RFP) phase
- Introduced the **Engagement Complexity Index (ECI) approach** to evaluate the engagement complexity in Cognizant
- Established **governance and compliance system** with the business development function in Cognizant

Project management:

- Skilled in managing end to end projects keeping the three constraints in perspective
- Accountable for delivering the project plan to scope, timescales and budget by tracking all activities against plan and all actual Costs against budget
- Conducting project definition workshops, regular Project Review Meetings and producing all documentation as applicable

Achievements

- Key Member in Semi Annual Control Assessment (SACA) Business Control project – IBM Project – July 2005
- As Engagement and Transition project manager have successfully closed various bids and projects

Relationship management:

- Strong communication and coordination skills in building a solid rapport with business and its clients
- Creating partnership between stakeholders
- Executes and manages the account plan under the guidance of the Account Manager and client Partner

Achievements

- Representative for Infrastructure services in IBM for clients visits. As a Client Briefing Manager, presented to more than **350 + clients** who visited Global delivery center, India

Delivery management:

- Responsible and accountable for ensuring the delivery of the service or ensure the technical solution meets SLA's defined in the Statement of Work and understand the experience of the stakeholders and focus to achieve the customer satisfaction.
- Source the new business requirements, aligned with the stipulated business budget to achieve the challenging SLA's.
- Ensure overall development/growth, implementation and operational effectiveness regarding service delivery issues and requirements.

Achievements

- Represented as India Intel representative for Global Best Practices Project – IBM Project – May 2006
- Offshore Point of Contact (POC) / Delivery Lead for pharmaceutical client operating in 8 European countries
- Setup the Global command center specially for British multinational alcoholic beverages company in 2006

ORGANIZATIONAL EXPERIENCE

Mar '2016 – to till date: Cognizant Technology Solutions, Bangalore & UK as Associate Director, Business Development, Account Management

Current Role: Program / Demand Manager – US Retail client - Corporation producing mid-range to luxury fashion products.

- Key responsibilities
 - People manager for Project's team shaping / guiding people's career by mentoring
 - Build solutions for requirements that are part of the program by working alongside the Architect and SMEs
 - Responsible for planning, execution of solution implementation, best practices to ensure timely and quality deliverables
 - Plan for scope, timelines, and resources, milestones for new solutions and monitor / report for existing projects too.
 - Provide day to day guidance to project managers across the program
 - Proactively identify resolve / mitigate the issues and risks
 - Owns the overall portfolio delivery involving multiple projects and services lines

Highlights:

- As Demand manager have contributed to over **40 + Projects**. The break up details as follows:
 - 30 + Demand requests were executed as funded projects with **average of 140 k** as revenue on month on month basis.
 - 10 + Demand requests were executed as MPH (Monthly Project Hours) projects with **7300 + hours** taken into account

Role: Engagement Lead / Account Management – UK's Rail Infrastructure and Asset Management Company

- Accountable for
 - Working within a highly focused, dynamic and agile division that centers its principles and deliverables on the clients
 - Working with multiple delivery teams to ensure that all project deliveries is in line with the Scope, Schedule, and Cost baselines and the Product/Deliverable quality adheres to the goals/targets defined
 - Work with internal horizontals (CDB, IPS, AIM, etc.) to arrive at optimum solution for business problems and showcase respective capabilities with customer
 - Ongoing Stakeholder Management including escalation management
 - Own the contract against which the projects are being executed and manage any potential changes on it
 - Coach and mentor the team members on project management, estimation, risk management, change management, stakeholder management, communication, etc.,
 - Responsible for the overall delivery and customer satisfaction, independently managing the program portfolio with most of the Cognizant personnel, operating at offshore
 - Function as the customer SPOC from Cognizant, accountable for overall delivery across multiple projects in the engagement – timelines, deliverables, budgets, SLA and other operational metrics
 - Engaging and building relationships with the multiple client stakeholders, independently manage multiple stakeholder expectations and build efficiencies
 - Expected to be hands-on with the day to day operations of the teams and possess good level technical & functional knowledge to explain business problems to Cognizant internal teams and cascade information in most lucid form
 - Should be aware of how strategies and tactics work in the client's environment with knowledge of Cognizant's competitors as well as broad drivers in client's business
 - Responsible for tracking and reporting SLAs, metrics and other critical hygiene factors that impact the engagement
 - Should be able to tactically handle customer as well as internal escalations among project teams and horizontals
 - Reporting to our internal senior management or Leadership teams on the overall engagement (across different dimensions like delivery, bid management, staffing, financials & Operations etc.)
 - Assist Client Service Executives/Client Partner in related business development activities to grow mindshare and market share in the account

Highlights:

- As Engagement Lead / Account management
 - Setup a robust governance system at different levels (Project and Program levels)
 - Setup the centralized repository for project documentation
 - Streamlined the Release management process
 - Developed solution proposal for NRT upcoming requirements (Control Period 5) – Reporting requirements, Data architecture, Data stage environment setup, Flexera implementation etc.
 - Scorecard reporting for Network Rail account on an ongoing basis
 - Invoice generation, payment follow up with clients on an ongoing basis

Role: Business Development, Transition Solution Architect (TSA)

- Accountable for:
 - Designing transition plan and solution for the RFI / RFP / Proactive bids

Highlights:

- As Transition Solution Architect have designed more than **50 + transition solutions** for global clients in Cognizant of which the recent wins include
 - American financial, retirement, Investment company (~ 400 Mn USD),
 - Leading global securities provider operating from Europe (~ 150 Mn USD),
 - Provider of Integrated card and marketing services based out of US (~ 200 Mn USD)
 - European market leader distributing Industrial product and services (~ 80 Mn USD)
 - Leading security group with operations in Norway, Sweden and Denmark (~ 30 Mn USD)
 - Contributed to also various small and medium size engagements wins

PREVIOUS EXPERIENCE

Sep'2015 – Feb 2016: Dimension Data, Bangalore as Transition Head – Central Delivery Organization

Role:

- Essayed a stellar role in:
 - Effectively leading and managing the activities of CDO transition teams to transition concurrent global and international Enterprise Services contracts
 - Defining, documenting and executing large scale infrastructure projects/programmes, actively driving all phases of the project as defined in the Project Delivery Framework (Transition Implementation Methodology) and delivering to agreed timescale and budget.
 - Dynamically participate in the pursuit phase of potential Enterprise Services client contracts by partnering with the sales and bid teams to analyze, understand and provide guidance on the transition requirements
 - Harmonizing with service architect team during the RFP stages and SOW finalization
 - Endow with executive support to the CDO Transition Managers during the transition execution, helping to ensure a smooth and efficient transition of the client business to Dimension Data
 - Ensuring that all methodologies, processes and tools required for the successful management of transitions are developed and/or sourced and adhere to best practice and global and regional transition teams display the right level of client engagement

Jun'2012 – Aug'2015: Wipro Technologies, Bangalore as Senior Practice Manager, Business Development

Role:

- Accountable for:
 - Designing transition plan and solution for the RFI / RFP
 - Representing client presentation as transition solution architect for solution defense
 - Propose and validate T&T cost model(s) provided by the pursuit team
 - Efficiently provide input to proposal statement of work (SoWs) for transition
 - Generate transition mode of operations, staffing plans including org chart
 - Extend the preliminary integrated transition plans for inclusion in the customer proposal
 - Contributed in due diligence initiated by pursuit team, validate assumptions and document the findings having price impact before final BAFO submission
 - Provide transition costing and staffing input to the lead solution professional that supports the business case

Highlights:

- As Transition Solution Architect have designed more than **100+ transition solutions** for global clients of which the wins include the Takeda Pharmaceuticals (~400 Million USD), Canada Post (~ 100 Million USD), VF Corp and NBN. Other wins are N Power, Affina, AIB, PMI, AXIS Capital etc.

Aug'2004 – May'2012: IBM Global Services India Pvt. Limited Growth Path

Aug'2004 – Sep'2006: Technical Service Professional, **Sep'2006 – Oct'2008:** EMEA RFS Project Manager
Oct'2008 – Oct'2010: EMEA Engagement /Client Briefing Manager; **Oct'2010 – May'2012:** Project Manager – Transitions

As Project Manager – Transitions

- Instrumental role in:
 - Accountable for develop and maintain project plan, develop, and publish status reports, with ramp details, actions, issues, etc.
 - Effectively manage overall project activities in provider locations as per scope and plan
 - Identify and ensure Hiring and Skill Acquisition/Development, infrastructure readiness, etc. progresses per plan
 - Plan for all travel needs, including Visa and Travel Readiness for Provider travel for the various phases of the project
 - Support and implement standards tools and process for SL/Competencies
 - Coordinate and schedule non-standard education and customer unique process (funded by account)
 - Looked into lead, schedule, coordinate daily work, meetings, and projects relevant to the team
 - Taking care of daily issues that affect support at the team and the project levels

As EMEA Engagement/Client Briefing manager:

- Pivotal role in engagement for global infrastructure services deals. understanding of solution requirements and facilitate solution development
- Harmonized with customer (Internal/External) teams for capabilities discussions and requirements understanding
- Effectively lead GDC customer site visits to India - Agenda Finalization, leverage SME's for Customer discussions, Customer briefings and presentations
- Participate in Basic solution development, on boarding the new customer accounts using the Graco – Global risk and compliance office process

Highlights:

- Managed about 350 + **customer visits & presentations for India Infrastructure services** which includes Domestic and Global clients (Just to Name a few are: SunTrust, Car phone warehouse, Disney, JPMC, Service Master, TD Bank, Delta Airlines, Danske Bank, Bank of Ireland etc.)

As EMEA RFS Project Manager:

- Responsible for:

- Accurate RFS Claim recording and billing reconciliation
- RFS Change Control and sign-off. Responsible for ensuring & tracking sign-off of all RFS work once completed
- RFS audit compliance. Assist in RFS solution development
- Ensures staffing and de-staffing of RFS team, identifying redeployment options for obsolete skills and manage transfer into new activities
- Interfacing with competency to ensure no negative impact of RFS on the current service
- Provide a responsive, timely and effective End-to-End RFS process on behalf of the India GDC
- Manage the local RFS process and Resources. Involved in the qualification process
- Recognition of in-scope and out-of-scope RFS, manage link to GDC services roadmap
- Constrain RFS off-shoring rate through identification of further RFS opportunity
- Ensuring RFS conformance to the SOW. Manage sourcing strategy that provides the shortest lead time to acquire acceptable resources

As Technical Service Professional: L3 System Admin

- Preparing RCA documents for Sev.1 problem and assisting customer for further planning and solution. Implements continuous improvement activities for new team members
- Recommended the service management team with required change details to enable them to coordinate with customers to get the change approved

Please Refer for Project Annexure for Project details

Sep'2003 – Jul'2004: Wipro Infotech, Chennai, India as Customer Support Engineer

Role:

- Accountable for handling the technical escalations, commercial related issues
- Accomplishment of CoB (Continuity of Business) and contingency plans, backup strategies and performing test recoveries, real time recoveries as per client requests using Legato Networker software
- Documented the process for Bottleneck identification of server performance and trouble-shooting plan

Highlights:

- Maintained, monitored and administrated systems and their performance i.e. load on the system, I/O performance, logs, disk space, memory usage, network status, hardware errors, and security, to ensure that resources are available up 24 x 7
- Planned and designed the Administration of Clustered windows NT 4.0 and Windows NT 4.0, Windows 2000 and Windows 2003 servers
- Implementation of the Installation and configuration of Windows 2000 server with Active Directory and DHCP

Please Refer for Project Annexure for Project details

Jan'2001 – Aug'2003: OfficeTiger Database Systems India Pvt. Limited Llc, Chennai, India as Network Engineer

Highlights:

- Install and Configure DELL Power Edge 2400 Servers under Windows NT server 4.0 with more than 200 NT workstations
- Install and configure HP Network printers using HP Jet Admin Utility
- Coordinated with VSNL, DOT and SPRINT to provide 100% uptime of the network between the two sites using a 512 KBPS IPLC

Apr'2000 – Jan'2001: CMS Computers Limited, Chennai, India as Customer Support Engineer

Highlights:

- Accountable for maintaining and troubleshooting around 18 leased line circuits both within and across country both 64kbps; 2Mbps
- Conducted BERT tests and manned around 5 Buildings 750 odd end users in the city
- Monitoring and trouble shooting of LAN/WAN including Cisco 2600 Series Router and Cisco 3500 Catalyst Switches

Feb'1999 – Mar'2000: Vectra Systems and Solutions Pvt. Limited, Chennai, India as Customer Support Engineer

Nov'1997 – Dec'1998: Multilink Systems, Chennai, India as Customer Support Engineer

PERSONAL DETAIL

Date of Birth: 17th Feb'1976
 Address: #309, Vandana Flora Apts, 5th Main, 21st Cross, HSR Layout, Bangalore, India
 Language Known: English, Tamil & Kannada

Annexure

With IBM Global Services India Pvt. Ltd

Project: Imperia - Infrastructure Services Global Transition
Client: Danone, Distribution sector client
Period: Aug'2010 – Jul'2011
FTE Involved: 75+

Project: Iberia - Infrastructure Services Global Transition
Client: Scottish Power, Energy and Utilities client
Period: Aug'2011 – Dec'2011
FTE Involved: 25+

Project: Infrastructure Services Global Transition
Client: Henkel, Consumer Product Company
Period: Jan'2012 – May'2012
FTE Involved: 25+

Project: RFS Project Management
Client: IBM – Global Delivery center

Project: Transition and Support of SSO Level 3
Client: UK Pharmaceutical client
Designation: Technical Services Professional
Role: Single Point of Contact (SPOC)

Project: Semi Annual Control Assessment (SACA) - Business Controls
Client: IBM Global Service Delivery Centre (GSDC) India
Role: Project Team Coordinator

Project: Global Best Practices Project
Client: IBM Global (Worldwide)
Role: India Team leader

With Wipro Infotech, Chennai, India

Designation: Customer Support Engineer
Client: Citibank N.A., Chennai
Role: Shift Team Lead

With Officetiger Database Systems India Private Ltd Llc, Chennai, India

Project: Implementation and Administration of LAN and WAN
Client: Office Tigers Database India Ltd
Designation: Network Engineer

With CMS Computers Limited, Chennai, India

Designation: Customer Support Engineer
Client: Citibank N.A., Chennai
Role: Senior Shift Engineer

References: Available on request