

Ramchandar RS

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PROFESSIONAL SUMMARY

A seasoned PRINCE2 certified professional with 16+ years of progressive experience in Service Operation management and Project management.

WORK EXPERIENCE

Bradman Technologies Pvt. Ltd
(Operations Management)

Jul 2018 to Present

- Accountable for the Service Levels, drive the team to deliver as per the agreed SLAs
- Develop and implement processes to strengthen delivery operations
- Manage escalations and ensure concerns raised by the clients are addressed in a timely and professional manner
- Drive effective problem management by eliminating repeated service issues
- Analyze resource utilization and plan productivity & efficiency improvement
- Periodic budgeting of company assets and employee expenses including remuneration
- Plan promotions and career progression for team members in addition to yearly performance appraisal
- Ensure all new clients are on boarded in line with the standard service offerings, for a smooth operation
- Weekly and monthly meeting with the leads to ensure team is delivering 100% outcome and review any feedback from the client(s)
- Plan and formulate Service Improvement Programs (SIP) to deliver sustained results and avoid disruptive service issues
- Improve operational efficiency by periodically reviewing and enhancing the shift pattern
- Seek feedback for contractors and setting up the weekly/monthly reviews to improve quality and time of delivery
- Prepare and present weekly/monthly Service Delivery Reports to Directors
- Introduced HRM site by setting clear requirements that has to be tracked
- Came up with innovative ideas for employee engagement
- Improved efficiency in vendor management

Accenture Solutions Pvt. Ltd
(Project Management)

Jun 2015 – Jan 2018

- Facilitate and review status update on the project(s) and involve in measuring the achievement as per the planned objectives – including task assignment, resource assignment, scheduling of effort hours, based on the project requirement.
- Responsible for Metrics and Management Reports, by analyzing and interpreting the trends of implemented project related activities which includes monitoring, measuring, reporting and reviewing performance of services.
- Responsible for end to end service and Project Delivery management with strict SLA, for all domains as per SOW. Meeting the expectations of all the business stakeholders effectively and efficiently.
- Responsible for resource management by co-coordinating entry / exit process E2E, maintaining resource calendar, resource allocation, Utilization reporting and Effort Forecasting.
- Ensured all projects undergo an appropriate approach to creating, maintaining and controlling product baselines. Performed responsibilities of maintaining existing departmental policies and procedures of project and ensured that the Project Management process is kept up to date.
- Managed multiple Program Administration folders/files on SharePoint (Project Logs, program project - documents, training materials and master program schedules). Prepared and maintained weekly and monthly project status reports.

- Applying project management techniques with providing strong leadership, management and development to lead and define the IT services and closely manage all processes
- Monitor all events that occur through the IT infrastructure to ensure normal operation and to detect and escalate exception conditions and co-ordinate with multiple tools teams to ensure process improvement and compliance.
- Responsible for continuous Process Improvement, developing and improving IT services within the project on regular basis.
- Oversee and manage operations of all systems and applications or services within the project scope to ensure their stability, integrity and business continuity and thus meeting customer SLA.
- Ensured that specific and measurable targets are developed for project management activities and need to report the weekly status of SLAs to all Stakeholders.
- Responsible for day to day co-ordination for project related Incident, change and SLM related tickets thus reinforcing of project related project improvements. Also communicate process and project updates to Stakeholders and team members through meetings and trainings.
- Change Management feedback - Completing the feedback loop is critical to ensure that the people being impacted are able to provide feedback on how the change was managed.
- Managed procurement requests, followed up for purchase orders and payment tracking.
- Budgeting and executing the entire Project with the support of higher managers.
- Monitored and controlled expense overheads and liaised with various statutory compliances.

HCL Technologies
(Buyer – Global Support Service)

Jul 2014 - Jun 2015

- Responsible for Vendor/Catalogue Management - Creation of Vendors, Making the changes in existing vendors and analyzing the monthly performance report for rating the vendor reliability / effectiveness.
- Maintained the E-catalogue, to provide the customers, various products offered by the company and help the customers to know about the specs, description and cost etc.
- Followed up with Suppliers and Warehouse to resolve issue for quick part receiving.
- Engaged with suppliers on time part delivery and to expedite back order parts, managed push outs with planning team and immediate customer order fulfillment.
- Spend analysis with vendor to compare the Cost/Expense over various Quarters.
- Extracted the open orders, communicated to the vendors and follow up for the past dues.
- Ensured scrap management – Scrapping non-repairable defectives approved by Engineer and performing PO.
- Sent FA/RA (Failure Analysis / Repair Action) forms to supplier.

IIPMR Technologies & Services
(Sourcing)

Jul 2013 - Jul 2014

- Responsible for vendor, supplier operations management
- Finding the list of suppliers for products provided by client using secondary research to get details about the suppliers for that product or service
- Sent RFQs via e-mail to shortlist the supplier with lowest quotation and recognized certifications
- Conducted Reverse Auctions to enable suppliers to bid and co-ordinate between client and winning supplier to exchange invoice and purchase order
- Identified cost reduction opportunities through category management and spend analysis
- Conducted market research in terms of products, supplier databases and risk mitigation to identify / track competitive pricing structures and risks involved
- Evaluated suppliers through score carding and negotiate & co-ordinate with them to get best quality and best price
- Maintained cordial business relations with vendors for procurement of necessary items for the organizational infrastructure to attain competitive advantage as well as cost savings

Maersk Global Service Centre
(Equipment Maintenance & Repair)

Sep 2009 - Jun 2013

- Responsible for the on-board reefer container and fulfillment of the team's KPIs
- Focal point for management system audits that were carried out within the GSC
- Coached and mentored team members, wherein the personnel (new and existing) were able to perform their assigned tasks/responsibilities in an exceptional manner, which resulted in improved results and performance both at the individual and organizational levels
- Single point contact for "Gemba" reviews. Project leader for process migration

KMK Shipping & Clearing Pvt. Ltd
(Operations)

Aug 2007 - Aug 2009

- Managed operations with Supplier, Shipping Company, Clearing agent for local city
- Administration - Responsible for maintenance of assets, provisioning and logistics
- Shipping Documents - Preparation of invoices, packing list, certificate of origin, B/L instructions and other documents
- Preparation of Management Reports - Imports & Exports Shipment status, Freight Payments status, Creditors & Debtors accounts

ACADEMIC CREDENTIALS

- Master of Business Administration (Human Resource and Marketing) from Dr. M.G.R University, Chennai – 2007
- Bachelor of Business Administration from University of Madras, Chennai – 2005

IT SKILLS & PROFESSIONAL CERTIFICATIONS

- Certified PeopleCert PRINCE2 (Foundation & Practitioner) from AXELOS, UK
- Certified Business Analysis (Foundation) from BCS, UK
- Certified Supply Chain Specialist (CSCS) from IIPMR, USA

COMPETENCIES

- Analyze complex data
- Structured and well organized
- People management skills
- Creative problem-solving skills
- Accuracy and attention to detail
- Good organizational and time-management skills

PERSONAL DETAILS

Nationality	:	Indian
Marital Status	:	Single
Date of Birth	:	15 th August 1982
Languages Known	:	English and Tamil