

ANURAG ARYA | IT Delivery Manager

High - energy senior manager in IT with the distinction of executing prestigious projects hands on of varied magnitude and complexities with high levels of stakeholder satisfaction and financial results



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Pune



Core Competencies

SAP Delivery Management

Stakeholder Management

Requirements Management & Scoping

Project Planning & Scheduling

Program monitoring & control

Communication Management

Service Delivery Management

Escalation Management

Program Financial Management

People & Resource Management

Quality Management

Driving Automation

Training & Development

Agile



Profile Summary

- An achievement-oriented **IT leader**, offering **20+ years** of rich experience in **SAP projects** playing different roles as a consultant in **SAP ABAP, Team Lead, Project Manager and Delivery Manager**
- Managed projects of different types like **SAP Application Development, SAP Application Maintenance, SAP Data Migration, SAP Upgrade, Legal compliance, SAP rollouts, S/4 HANA implementation, SAP IBP implementation**, etc.
- Excellent record in **Service Delivery Management** covering processes like **Incident Management, Service Management, Problem Management and Change Management** ensuring the program delivery with achieving high service levels
- Proactively managing the relationship and communication with the client to ensure a high level of satisfaction and continued business
- Excellent at planning & execution of projects to ensure successful delivery with cost optimization
- Worked extensively with onsite teams from countries such as **US, UK, Japan, France, Malaysia**
- Exposure of working with the pre-sales teams on **RFP/RFI** & with COE and consulting teams for successfully winning new deals and for account mining activities including up-selling and cross selling
- Hands-on experience in analyzing information system needs, evaluating end-user requirements, custom designing solutions and troubleshooting for complex information systems management
- Wealth of expertise entails **SAP ABAP Reports, BDC programs, User Exits, Business Transaction Events (BTEs), Business Application Programming Interface (BAPI), Intermediate Documents (IDOCs), Smart forms, Business Add-In (BADI), SAP ABAP program performance optimization and Data Dictionary**
- Analyzed functional specifications and technical requirements; participated in application development, testing, debugging, runtime analysis and performance optimization
- An effective communicator with relationship management skills with the capability to relate to people at any level of business and management
- Experienced professional having scope to work in projects as well as product development environment to put skills to best use and achieve organizational goals



Certifications

- Project Management Professional (PMP) valid till Dec'26
- Certified Scrum Master (CSM) valid till Mar'23
- SAP Certified Associate – SAP Activate Project Manager valid from June 2021



Soft Skills

Thinker

Collaborator

Communicator

Motivator

Planner



Career Timeline

2008-2023

Wipro Ltd.

2003-2007

Satyam Computer
Services Ltd.

Accenture

2007-2008

Bajaj Tempo Ltd.

2002-2003



Achievements at Wipro Ltd

Best Team Lead in 2011

Best People Manager in 2012

Best Project Manager in 2019



Work Experience

Since Apr 08-Feb 23 with Wipro Ltd, Pune

Key Result Areas:

- Track record of 100% customer retention as a Manager role; drive account team to deliver high level of customer satisfaction which has led to consecutive renewals in succession of the support and maintenance contracts over multiple years.
- Took the credit of bagging of **SAP UPGRADE, SAP Roll Out Projects, SAP Development, Data Migration Projects, S/4 HANA Cloud Implementation and SAP IBP implementation, S/4 HANA on prem implementation** which together added close to \$ 13 Million of revenue
- Received customer satisfaction score of **7 out of 7 year on year** under my leadership since 2014 till 2020 before moving to next role
- Encouraged and facilitated the upskilling of the employees to create high performing resource pool in different skillsets
- Created techno functional talent pool and engaged in niche areas like **SAP IS Insurance and SAP IS Telecom** involving SAP FICA which enhanced competence of Wipro in these niche areas as a strategic direction towards achieving organizational objectives
- Established self as a respected people manager. Mentored new talent for various roles and nominated deserving contributors for internal awards and recognition to keep account team members motivated and engaged. Merit of having one of the best talent retention record in the practice
- Interacted with business people to gather requirement and worked with customer at different levels to manage risks
- Led the end-to-end delivery (analysis, design, development and testing) of SAP ABAP objects, functional configuration, data migration, etc. for global clients. Have worked with teams of Non SAP systems for integrated process design, development and maintenance

Delivery Manager Experience:

Portfolio : Multiple accounts in Hi tech sector in USA geography

Period: Jun 2021 – Feb 2023

Role : Cluster Delivery Manager

Head Count : 30 - 50

Description : I was managing a set of accounts (Hitachi America Ltd, SEAGATE Technology, Tech Data Corp) in the Hi Tech sector for the USA geo from offshore as the delivery manager since Jun 2021. The accounts were for clients in different businesses in the Hi Tech industry and apart from presence in USA the clients have presence in other geos like APAC and Europe

Key Result Area:

- Assuring high levels of delivery from the projects and programs in the portfolio and reviewing the same on periodic basis along with addressing key concerns of the program and project managers. Driving performance improvement and tracking the same in reviews.
- Maintaining P&L results as per the expectation of the organization
- Conducting necessary hiring drives and recruitment through other channels to fulfill key positions
- Steered responsibilities of escalation management, stakeholder management, account planning, customer and employee satisfaction management, implementation of best practices and monitoring service levels
- Enhanced the skills of the account team members through training and rotation, driving certification of the SAP skills of the team members
- Steered responsibilities for account revenue recognition and for managing the budget, timeline, resources and scope, identification of new opportunities for additional revenue and for strategic advantage of the organization
- Worked with the sales and pre sales team for new proposals and presented the same to customers along with undertaking the required resourcing activities along with the program manager for ensuring timely kick off of the projects
- Addressing employee expectations for controlling attrition in the accounts
- Encouraged account mining and cost control measures in the accounts

Account: Oki Data Corporation

Team Size: 50-60

Period: Jan'19-Dec'20

Client: Oki Data Corporation Limited, Japan

Role: Account Delivery Manager

Description: Started in the account as project manager and grew in position to play the role of delivery manager. The account had multiple projects getting executed in different geographies and in onsite – offshore model. While in this role, continued to manage Oki Data AMS project additionally

Key Result Areas:

- Supported the project managers and ensured successful delivery while being conscious of the P&L expectation of the organization
- Worked with the customer and the COE, pre sales to support the customer decision making process based on Return on Investment, opportunity cost, etc
- Steered responsibilities of escalation management, stakeholder management, account planning, customer and employee satisfaction management, implementation of best practices and monitoring service levels
- Enhanced the skills of the account team members through training and rotation, driving certification of the SAP skills of the team members
- Steered responsibilities for account revenue recognition and for managing the budget, timeline, resources and scope, identification of new opportunities for additional revenue and for strategic advantage of the organization
- Engaged in risk management and enabled cross service line collaboration
- Assessed the customer feedback and work with the project managers, leads and SMEs creatively to improve and refine services delivered
- Encouraged adoption of automation and LEAN improvements in the account for higher efficiency and cost optimization
- Strategically expanded the foot print in the niche technology beyond the account for fostering organizational competence and revenue growth

Projects Executed:

Project 1: Oki Data AMS

Client: Oki Data Corporation Limited, Japan

Team Size: 25 – 35

Location: Pune, India

Period: Mar'14-Dec'18

Role: Project Manager

Description: Project was an Application Maintenance and enhancement project for the 3 different system landscapes (US, UK and Japan) with an onsite-offshore model. The modules involved are SAP SD, SAP CS, SAP MM, SAP PP, SAP FICO, SAP APO, SAP CRM, SAP ABAP, SAP BASIS, SAP IBP and SAP BW on different versions of SAP listed below:

- SAP R/3: version 4.6 C and 4.7 E
- SAP APO: version 5.0
- SAP ECC 6.0 EHP 5
- SAP CRM: version 5.0
- SAP BW: version 4.0
- SAP IBP

Key Result Areas:

- Responsible for global delivery management for the customer located in 3 distinct geos i.e. Japan, UK and USA following an onsite-offshore model
- Steered responsibilities for incident management, problem management, service request management and change requests. Team worked in 3 different shifts as per the geographies of Japan, US and UK
- Monitored project, SLA compliance, process compliance, client expectation settings, delivery planning, risk management, escalation management, resource planning and allocations, team skill development, estimation, pricing of new contracts and change requests, invoicing, project governance, quality management and team communications
- Published the metrics to the management and customer
- Implemented broad basing of good practices across geos
- Responsible for people management as well recruitment, development, termination and performance review of both onsite and offshore team
- Accountable for project revenue recognition and managed the project budget, timeline, resources and scope
- Built new functionalities, carried out SAP roll out in new geographies, currency conversion related enhancements along with data migration and conversion for IFRS compliance, implementation of process automation and multiple development and transformation projects
- Co-managed SAP Upgrade project, transformation projects like greenfield S/4 HANA Cloud and SAP IBP implementation which involves more than 15 countries in scope
- Exposure of working with the Pre Sales, Finance and Legal Team for creating the new contracts and change requests

Project 2: SFR ADM

Client: SFR (LA SOCIETE FRANCAISE DU RADIOTELEPH), Paris

Team Size: 20

Location: Pune, India

Period: Oct'10-Jan'14

Role: Project Manager

Description: Project involved both the ticket-based maintenance and enhancement projects. The module used in the project is the SAP RMCA module (Receivables Management and Contract Accounting which is part of IS-Telecom) to cater to billing, payments, reimbursements, customer master, dunning. The SAP solution supported was SAP IS-Telecom. The project team worked in both 4.7 E and ECC 6.0 versions

Key Result Areas:

- Transitioned the incumbent vendor to Wipro and ensured conclusion of the same on time with all milestones met
- Responsible for Application Development project planning, capacity planning, project monitoring and control, process compliance tracking, client expectation settings, delivery planning, escalation management, resource allocations, high level solution design, estimation and team communications.
- Managed a team comprising of SAP ABAP, SAP BASIS, SAP RMCA functional and SAP PI consultants working in an onsite-offshore model
- Supervised the project risk, account governance, budget, timeline, resources and scope
- Empowered, guided, mentored & monitored the performance of team members to ensure efficiency in project delivery and for developing competency among the team members. Also responsible for providing appraisal feedback for the onsite and offshore teams

Previous projects I worked on are listed below with details in brief:

Project #	Project Name	Customer	Location	From	To	Employee	Role	Team Size Managed	Technology / SAP Modules	Skills used
3	Cameron International Application Maintenance Services	Cameron International, Texas, USA	Pune, India	June 2010	Sep 2010	Wipro Limited	Project Lead	8	SAP SD, MM, FICO, HR on SAP ECC 6.0	Technical Skills: SAP ABAP, SAP HR ABAP Management Skills: Estimation, Team Management, Communication, Deliverable Tracking and Quality Control
4	Lloyds TSB Claims Branding	Lloyds TSB, UK	Pune, India	Jan 2010	June 2010	Wipro Limited	Project Lead	12	SAP FS-CM, SAP FS-CD on SAP IS Insurance ECC 6.0	Technical Skills: SAP ABAP Management Skills: Estimation, Team Management, Communication, Deliverable Tracking and Quality Control
5	Capital Group Companies Application Development and Maintenance	Capital Group Companies, USA	Pune, India	April 2008	Dec 2009	Wipro Limited	Project Manager	5	SAP HR, SAP SD, SAP MM on SAP ECC 5.0 and ECC 6.0	Technical Skills: SAP ABAP, SAP HR ABAP Management Skills: Estimation, People Management, Communication, Deliverable Tracking, Effort Reporting, Staffing and Quality Control
6	Vodafone EVO	Vodafone, UK	Pune, India	Aug 2007	Mar 2008	Accenture Services Pvt Ltd	Team Lead	8	SAP HR on SAP ECC 6.0	Technical Skills: SAP HR ABAP Management Skills: Estimation, Deliverable Tracking, Communication, Code and document review

7	SWIFT SAP Implementation	SWIFT, USA	Pune, India	Feb 2007	June 2007	Satyam Computer Services Ltd	Sr Software Engineer	NA	SAP SD, SAP MM and SAP FICO on SAP ECC 6.0	Technical Skills: SAP ABAP
8	BAT Application Development and Maintenance	British American Tobacco, Kuala Lumpur, Malaysia	Kuala Lumpur, Malaysia	June 2005	Jan 2007	Satyam Computer Services	Sr Software Engineer	NA	SAP SD, SAP MM on SAP ECC 6.0. Also SAP SRM system was involved.	Technical Skills: SAP ABAP
9	LN Mittal Steels SAP Implementation	LN Mittal Steels, Dubai	Pune, India	Jan 2005	June 2005	Satyam Computer Services Ltd	Software Engineer	NA	SAP SD and SAP MM on SAP 4.7e	Technical Skills: SAP ABAP
10	GSK ERO Wave 5 and 6	GlaxoSmit hKline, UK	Hyderabad, India	Feb 2004	Dec 2004	Satyam Computer Services Ltd	Software Engineer	NA	SAP SD and SAP FICO on SAP 4.6c	Technical Skills: SAP ABAP
11	GSK ERO Wave 4	GlaxoSmit hKline, UK	Welwyn Garden City, UK	Nov 2003	Feb 2004	Satyam Computer Services Ltd	Software Engineer	NA	SAP SD and SAP MM on SAP 4.6c	Technical Skills: SAP ABAP
12	Upgrade Project Systems Enhancement	Satyam Computer SAP Upgrade Practice	Chennai, India	July 2003	Sep 2003	Satyam Computer Services Ltd	Software Engineer	NA	SAP 4.6c	Technical Skills: SAP ABAP
13	Bajaj Tempo Application Development and Maintenance	Bajaj Tempo Ltd	Pune, India	Sep 2002	April 2003	Bajaj Tempo Ltd	Trainee	NA	SAP 4.0 B	Technical Skills: SAP ABAP

Note: Satyam Computers Services Ltd is now Tech Mahindra and Bajaj Tempo Ltd is now Force Motors Ltd.



Academic Details

- **MMS (Systems)** from N.L. Dalmia Institute of Management Studies and Research, Mumbai, University of Mumbai in 2002 with 77.4%
- **B.E. (Mechanical Engineering)** from K.J Somaiya College of Engineering, Mumbai in 1999 with 59.43%



Personal Details

Languages Known: English, Hindi and Marwari
Preferred Location: Pune



References

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