

Ambrish Raval

Delivery Manager/Program-Project Manager

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Profile

- Accumulating a wealth of over 17+ years in the field of Information Technology, with a substantial tenure of 10+ years specifically focused on Project and Service Delivery Management, specializing in the Telecom and Finance domains.
- My professional journey includes collaborations with esteemed clients such as **British Telecom, UK, Telenor, Norge, Vodafone, Hungary, UPM, Finland, Maxis Telecom, Malasiya, Bechtle, Germany.**
- Over the course of my career, I have undertaken diverse roles, serving as Team Lead, Release Manager, Project Manager, and Service Delivery Manager, E2e Delivery Management.
- Proficient in managing applications like CRM (Siebel) / ERP (Oracle eBS) and other strategic applications.
- Demonstrated skills encompass a broad spectrum, from team building, recruitment, and team management to overseeing project deliveries and ensuring the effective service delivery of applications.
- I have actively contributed to the establishment of governance structures, managed revenue and Total Contract Value (TCV), and ensured quality assurance in alignment with ISO 9000 standards.
- Key Result Areas (KRAs) include Sales, Revenue, Governance, Customer Satisfaction, and Resource Management.
- In my current role, I am at the helm of a delivery team, comprising approximately 115 resources and overseeing a revenue of 20-25 Million Euros.

Key areas of expertise

- **Project Delivery/Release management of Siebel CRM SDLC Projects:** Experience in Delivery management and agile implementation of Siebel CRM which includes Estimations, Release planning, Sprint Planning and capacity management, and Risk Management.
- **Siebel CRM Development:** Rich experience in implementing Siebel EAI / Scripting / Workflows for extending Siebel vanilla functionality.
- **Customer Support / Problem Analysis :** Analysing production issues related to CRM & providing – and implementing Tactical / Strategic solutions.
- **Agile Methodology:** Proven expertise in adopting and implementing agile methodology for time-bound delivery.
- **Quality management:** Understanding & implementing quality initiatives like Test Driven Development, Code reviews, Test Reviews.
- **Requirement Analysis:** Getting customer requirements & converting them into deliverables, track their performance at Customer end after delivery.

Technical Skills

Language	Visual Basic 6, C, XML, PL/SQL, ASP.NET, Siebel tools, Python
Tools and Methodologies	Agile Methodology, OOPS, Quality Center, JIRA tool
Database	MS SQL Server 2008, Oracle 8.0/7.3
Operating Systems	Windows NT2000/4.0, Windows XP/95/98.

Professional Experience

NetCracker Technology India Pvt Ltd. (02nd May 2022 to till date)

Designation: Service Delivery Manager

Client: Vodafone Hungary

Role: Service Delivery Manager - Products

1. Application Development/Service Delivery Support:

- Technical proficiency across all aspects of the SDLC
- Focused on addressing Priority 1 and Priority 2 incidents, ensuring timely resolution.
- Drives the handling of Priority 1 and 2 incidents, providing regular updates to customers and stakeholders.

2. Engagement in the product development process

- Closely working with the product development team, as per the process, if we identify any product bug, create ICE/Product ticket, provide all necessary details logs in the ticket, assigning a ticket to the product team, if product team identified/replicated issue, they raise the patch and test internally. Once tested successfully, team will publish/release the patch and it needs to deploy along with release to perform through patch testing along with regression, mostly, product-related fixing aligning with the release.

3. Change Board Control - Change management

- Conducting the Leading Change Board Control Meeting, where we will review all proposed changes submitted by the team leads. This includes verifying that each change has undergone comprehensive testing, including regression testing and impact analysis. We will also evaluate the post-deployment verification process and the rollback procedures. Additionally, we will ensure that all necessary hygiene parameters have been addressed by the team. Final approval for production deployment will be granted only after all required checks are satisfactorily completed.

4. Customer Engagement and SLA/KPI Management:

- Conducts monthly reviews with the customer to present and assess Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).
- Accountable for overseeing and maintaining SLAs and KPIs throughout the service delivery process.

5. Financial Management and Ownership:

- Owns Key Performance Indicators (KPIs) to sustain a profitable delivery margin for the Application Service Management project.
- Assumes responsibility as a Change Board member, leading the implementation of daily hotfixes and data fixes for production deployment.
- Manages financial planning, capacity planning, financial tracking, and budget management in the IT delivery domain.

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6. Stakeholder Management and Leadership:

- Actively manages relationships with senior stakeholders, demonstrating strong negotiation and influence skills.
- Holds ownership over IT delivery, encompassing responsibilities for financial planning, capacity planning, and budget management.

7. Service Level Adherence and Continuous Improvement:

- Ensures service delivery aligns with SLAs, analysing performance reports, and proactively identifying opportunities for continuous service improvement.
- Possesses hands-on experience in ITIL processes, including incident, problem, change, and service level management.

8. Workforce Operations and Collaboration:

- Manages workforce operations, including capacity planning and forecasting.
- Proficient in collaborating with internal and external customers, implementing procedures and service standards for excellence in business performance.

9. Active Participation and Engagement:

- Actively engages in weekly Service Management meetings and ensures presence in all essential customer interactions

Previous Experience

1. TietoEVRY (16th May 2016 to 29th April 2022)

Designation: Senior Service Delivery Manager

Client: Telenor Norge, UPM – Finland

I was responsible for spearheading Service Delivery for Telenor in Norway and UPM (Forest & Timber) in Finland. This includes overseeing Application Management, Application Operations, and providing support for Infrastructure Management. My role involves ensuring the maintenance of Service Level Agreements (SLAs) and revenue targets, guaranteeing the delivery of high-quality services, improving customer satisfaction, effectively managing escalations, and promoting employee retention

2. Tech Mahindra Ltd. (Feb 2007 – May 2016)

Designation: Project Manager

Client: British Telecom – UK

Role: BT Retail –Release Manager - March 2008 to 13 May 2016

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Responsibilities:

Project Documentation:

- Proficient in creating Project Briefs, End Stage Reports, Highlight Reports, and Business Cases.

• Project Management:

- Expertise in risk and issues management, quality checks, and change management.
- Skilled in project planning, resource allocation, monitoring, estimating, and budget management.

• Communication and Stakeholder Management:

- Complete stakeholder management, including engagement in Product Line, Program Governance calls, and Release Management calls.
- Conducts regular checkpoint meetings and project board meetings, with well-defined communication plans.

• Team Management and Mentoring:

- Manages project teams, both external vendors and internal staff, effectively addressing concerns and queries.
- Conducts daily scrum calls with delivery leads, ensuring a comprehensive understanding of development progress.

• Knowledge Transfer and Documentation:

- Actively mentors new joiners and organizes Knowledge Transfer (KT) sessions.

• Revenue Management:

- Submits Resource Utilization Sheets (RUS) monthly to secure project revenue.
- Creates and submits quotes to customers on a quarterly basis.

• Release and Change Management:

- Takes responsibility for the complete release of BT Retail Business.
- Works closely with the Client Manager for planning deliveries on the release roadmap.
- Involved in scope identification, release/sprint planning, change management, and identifying work/functional dependencies.

• Collaborative Calls and Meetings:

- Conducts daily calls with BT Line Manager, providing updates on releases and highlighting key issues.
- Chaired Sprint calls with components delivery leads to understand the status and address key concerns.
- Runs Delivery Board calls with technical delivery managers to address open issues, new changes, open defects, test pass rates, etc.
- Leads daily Top Ten Key Issue calls with Technical Delivery Managers to understand the latest position of key issues.

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- Facilitates Sprint deployment communications to all components as per the plan on test environment and production.
- Works closely with BT Retail Delivery Hub Director, providing weekly release reports/dashboards.

- **Go-Live and Estimation:**

- Takes complete involvement in Go-LIVE pre-post deployment plans and meetings.
- Actively participates in estimation calls, estimating user stories, and evaluating functional technical feasibility.

3. J.M. Baxi & Co., (India's largest shipping agency) Mumbai (16th Oct 03 – 10th Feb 07)

Designation : Executive (IT)
Domain : Accounts/Finance
Role : IT Project Manager
Team Size : 15+
Technologies : Visual Basic 6/ Oracle 8i/.Net

Academics

- Master in Computer Application, IGNOU., 2002-3 with 61%.
- Bachelor of Commerce, Saurashtra University, 1998 with 63%.
- 12th (Gujarat Education Board), 1995 with 68%.
- 10th (Gujarat Education Board), 1993 with 72%.

Leadership & Management

- PRINCE2 Foundation
- ITIL V4 Foundation
- Certified Scrum Master

Personal Details

- Name: Ambrish Ashvin Raval
- Address: Summit-1210, Joyville Shapoorji Housing society
Off Maan Gaon Road, Hinjewadi, Phase 1
Pune - 411057
- Passport : (Valid up to – 17/11/2031)
- Date of birth: 9th April 1978.