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### **Objective:**

To pursue a highly rewarding career in a healthy and challenging work environment where I can utilize my skills and knowledge for both organizational and personal growth.

### **Professional Summary:**

- Having 9+ years of experience in software development, business operations, project management and IT service management with PRINCE2 Practitioner and ITIL V3 Foundation Certification.
- Responsible for planning, executing and managing the delivery of IT products and services.
- Areas of expertise include project management, requirements engineering, system design, data modeling, application development, business operations and service improvements.
- Manage relationship and bridge communication between stakeholders.
- Experience in working comfortably with both internal and external teams including vendors and contractors.
- Comprehensive understanding of PRINCE2, ITIL, SDLC and CMMI frameworks.
- Proven capability of working with various teams and proactively picking tasks up, co-ordinating and bringing them to successful closure.
- Hands on experience on Oracle PL/SQL, SQL Server, Java Script, .Net Framework, Excel macros, HP Service Manager, ServiceNow, MPP.
- Good knowledge in Life Sciences, Healthcare and GRC (Governance, Risk and Compliance) domains.

### **Project 1:**

**Organization:** Tech Mahindra

**Client:** Mazars

**Domain:** GRC (Governance, Risk and Compliance)

**Duration:** Apr 2016 till date

### **Job Duties:**

- Responsible for planning, executing and delivery of GRC solutions.
- Providing technical, functional and process expertise to the team.
- Planning and managing project schedule, scope, cost, quality, risks and benefits.
- Working on Request for Proposals (RFP), Statement of Work (SOW) and estimates.
- Monitoring and controlling the project and taking appropriate measures to align with agreed timelines.
- Escalation management and communication management to provide periodic status updates to the concerned stakeholders.
- Managing stakeholder relationship including customers, end users, vendors and internal teams.
- Metrics preparation & productivity measurement.

- Conducting regular internal team meetings to discuss key project updates, on-going issues, milestones etc.

### Project 2:

**Organization:** Infosys Limited

**Client:** Pfizer, Zoetis

**Domain:** Life Sciences

**Duration:** Oct 2010 to Apr 2016

#### **Job Duties:**

- Responsible for Incident, Problem, Change, Release and Deployment management of GxP and SOX applications.
- Planning and managing application on-boarding, knowledge transition and off-boarding/retirement.
- SLA monitoring and taking appropriate measures to comply with SLAs, metrics preparation and sharing with customers and account management.
- Requirements gathering for change requests, enhancements & migrations; estimates elicitation and Statement of Work (SOW) preparation.
- System design, data modeling and peer reviews.
- Co-ordination during UAT, Production deployment and Go-live.
- Responsible for defining and setting up process guidelines using ITIL framework.
- Operational meetings with customers, end users, vendors and internal teams.
- Continual service improvements like elimination of legacy, licensed and dormant systems by providing alternative and cost-effective solutions there by reducing cost and improving client margins.
- Compliance monitoring and coming up with Non-compliance reports.

### Project 3:

**Organization:** HCL Technologies

**Client:** Microsoft

**Domain:** PE

**Duration:** Feb 2010 to Oct 2010

#### **Job Duties:**

- Requirements gathering and analysis.
- Systems Requirements Document(SRD), Design Document, Unit Test Cases(UTC), Release notes preparation.
- Data modelling, application development and unit testing.
- Co-ordination during User Acceptance Testing(UAT), Production deployment and Go-Live.

### Project 4:

**Organization:** Satyam Computer Services Limited

**Client:** EMRI

**Domain:** Health Care

**Duration:** Oct 2007 to Feb 2010

#### **Job Duties:**

- Requirements gathering and analysis.
- Preparation of User Requirements Document(URD), System Requirements Specification(SRS), Design Document, Unit Test Cases, Installation instructions, Release notes and User manual.

- System design, Data modeling, application development and unit testing.
- Co-ordination during deployment and Go-Live.

#### **Educational Qualification:**

- Post Graduation in M.C.A from IIM, Shillong in the year 2007 with an aggregate of 78%.
- Graduated in B.Sc. from IIM, Shillong in the year 2004 with an aggregate of 70%.
- Higher Secondary School from IIM, Shillong in the year 2001 with an aggregate of 82%.
- Secondary School Education from IIM, Shillong in the year 1999 with an aggregate of 82%.

#### **Work Experience:**

- Working as a Tech Lead with Tech Mahindra from Apr 2016 till date.
- Worked as a Technology Analyst with Infosys from Oct 2010 to Apr 2016.
- Worked as a Senior Software Engineer with HCL Technologies from Feb 2010 to Oct 2010.
- Worked as a Senior Software Engineer with Mahindra Satyam from Oct 2007 to Feb 2010.

#### **Certifications:**

- PRINCE2 Practitioner.
- ITIL V3 Foundation Certificate in IT Service Management.

#### **Onsite Travel:**

- Travelled to Italy while working with Infosys.

#### **Achievements:**

- Received "Award for Excellence in Risk Management" for my efforts during project transition.

#### **Personal Details:**

<b>Date of Birth</b>	03 <sup>rd</sup> April 1984
<b>Gender</b>	Male
<b>Marital Status</b>	Married
<b>Father's Name</b>	Mruthyunjaya Sastry. A
<b>Languages Known</b>	Telugu, English, Hindi
<b>Permanent address</b>	H.No. 3-54, Rajupalem, Komarole (Mdl), Prakasam (Dt), Andhra Pradesh
<b>Passport</b>	G0558006 (Exp 05-Nov-2016)

#### **Declaration:**

I hereby declare that the above furnished details are fully true to the best of my knowledge and belief.

Date: 20/03/2017

Place: Bangalore  
**Sarma)**

**(A.V.S. Karthikeya**