Karthikeya Sarma A.V.S. **E-Mail**: [sarma.karthikeya@gmail.com](mailto:sarma.karthikeya@gmail.com), fgfdfjh.fgggf@gmail.com **Mobile**: 9948721253, 9658321475

**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, coordinating 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 NIT, Sikkim in the year 2007 with an aggregate of 78%.
* Graduated in B.Sc. from Acharya Nagarjuna University, Andhra Pradesh in the year 2004 with an aggregate of 70%.
* Higher Secondary School from Rao’s Junior College, Nandyal, Andhra Pradesh in the year 2001 with an aggregate of 82%.
* Secondary School Education from Govt. High School, Komarole, Andhra Pradesh 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:**

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| --- | --- |
| **Date of Birth** | 03rd April 1984 |
| **Gender** | Male |
| **Marital Status** | Married |
| **Father’s Name** | Mruthyunjaya Sastry. A |
| **Languages Known** | Telugu, English, Hindi |
| **Permanent address** | H.No. 3-54, Rajupalem, Komarole (Mdl),  Prakasam (Dt), Andhra Pradesh |
| **Passport** | 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 (**A.V.S. Karthikeya Sarma**)