Gayathri Krishna Kumar

Head Of Delivery

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● An innovative, result-oriented professional with 10 years of experience in Delivery Management with an overall 17 years of experience in Application Development, New Product Launches, Transition Management, Vendor and Stakeholder Management

● Strong experience in banking domain in areas like Digital Banking, Investment banking, Loans, Payments, Collections, Credit scoring etc.

● Skilled in applications of scrum, waterfall, and agile methodologies and in developing processes that facilitate continual progress and team achievement.

● Managed and coordinated multi-site cross platform development teams

● Experience in leading large teams situated simultaneously at various locations (UK, US, Canada, Europe and India).

● Proficient in planning, handling projects & providing the best alternatives during the project

● Strong experience in offshoring of applications from Transition to Steady state for multiple clients (Experian (United Kingdom), Credit Suisse (Switzerland), IBM(Netherlands), Zafin (APAC))

🏷 Skills

- Data Analysis Expertise
- Stakeholder Relationship Management
- Managed Services
- Product Lifecycle Management
- Vendor Performance Oversight
- Change Management
- Team Leadership
- Talent Acquisition
- Client Relationship Management
- Agile Framework Deployment
- Strategic Business Assessment
- Strategic Leadership
- Responsive to Change

Awards

- Joined Tagit as Senior Project Director and got promoted to Head of Delivery within 7 months
- Rated as the best talent in the account which is amongst the top 10% of the Mindtree Minds
- Hats off Award from Mindtree for FY19 - for achieving extraordinary results
- Unstoppable Award from Mindtree for FY19 - for displaying execution excellence
- NTT DATA SBP award – FY17 for outstanding contributions and continued commitment
- Dell Silver Quarterly Award – Q4 FY17 for the outstanding achievement and dedication
- Dell Champion Award – From Dell for the year 2014-2015 for the exceptional contribution for the year
- Dell Champion Award – From Dell for the year 2013-2014 for the exceptional contribution for the year
- Credit Excellence Award – From Experian UK client for 'doing it right'
- Excel award – From Experian UK client for 'driving towards results'

Work History

2019-12 - 2022-05

Head of Delivery
Tagit Pte Ltd

- Accountable for achieving the targeted revenue of $12 m
- Mentoring the Leadership team comprising of Delivery Managers, Principal Architects, Head of Quality Analysts, Head of Business Analysts to effectively manage their respective streams
- Define clear goals and strategies for the Product Delivery teams
- Responsible for prioritization of the cross functional activities between the Product, Services, Infra and Testing teams
- Define effective Software delivery methodologies
- Accountable for the Service delivery commitments to customers for their account(s)
- Drive Monthly steer committee reviews with the stakeholders
- Review training needs and approve the necessary training sessions
- Performance Management for the Leadership Team and their respective delivery teams
- Forecast and Budget the Delivery Teams' Head Count aligning it to their respective project streams
- Identify, Manage and approve Staffing requirements

2018-04 - 2019-11

Project Manager
Mindtree Limited

- Delivery management of contracted solutions at program level and in accordance with outlined cost, schedule and quality terms

- Monitor customer quality metrics and took proactive steps to implement resolutions and restore acceptable levels
- Work allocation and progress tracking, risk, issues, dependency, escalation and Change request management
- Plan and Organize scrum implementation
- Collaborate with scrum masters to improve the methodologies' efficiency
- Build and sustain effective communications with all stakeholders and cross-functional teams to maximize the customer experience

Software Development Senior Advisor
2008-05 - 2017-10

NTT DATA (formerly Dell), India & UK

- Coordinate with UK Client Project Manager and UK QA Manager, prioritize Requirements and get the development & testing executed by the India Teams
- Frequent interactions with Senior client representatives for status reporting and tracking
- Diligently track efforts of the team members & productivity using the Burn down charts
- Responsible for planning & prioritizations of various sprint backlog items as per business needs
- Transition management, responsible for planning & executing knowledge transfer in three different phases: Transition (Shadow & reverse shadow), Stabilization and Steady state
- Study the client systems and prepare system design documents for the new development and enhancements
- Coordination of the client requirements with the offshore team and query clarification
- Participate in the core-team discussions and guide project team and other functional teams in making releases on time and as per the agreed schedule

Senior Software Engineer
2006-11 - 2008-01

Trifusion Intelligent Solutions, Switzerland

Software Engineer
2005-11 - 2006-11

IBM, India

Software Engineer
2004-06 - 2005-10

Hexaware Technologies, India

Education

MBA: Data Science
2025-02

Swiss School of Business And Management

Bachelor of Engineering
2002-04

Madurai Kamaraj University