



SREEHARI M

IMMEDIATE JOINER- IT leader with MBA from IIM Bangalore. 17+ years of experience in the IT industry- Global Delivery, Global Client Management, PreSales, Planning, Execution, Governance, Program Management, Project Management, Account Management.

Current Designation: **Program Manager**

Current Company: **Yash Technologies**

Current Location: **Bengaluru / Bangalore**

Prof. Location: **INDIA,United Arab Emirates (UAE),Singapore**

Functional Area: **IT Software - Application Programming / Maintenance**

Role: **Head/VP/GM-Technology(IT)/CTO**

Industry: **IT-Software/Software Services**

Marital Status: **Married**

Key Skills: **global delivery management, director, engineering director, program management, digital transformation, salesforce, application development,delivery director,delivery head,application maintenance,account management,project management,pega,Agile,Scrum**

Verified : Phone Number | Email - id

Total Experience: **17 Year(s) 0 Month(s)**

Notice Period: **15 Days or less**

Highest Degree: **MBA/PGDM[Business Administration and Management, General]**

Last Active: 21-Jan-21

Last Modified: 21-Jan-21

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Summary

Holding MBA from IIM Bangalore. Results driven Thought Leader with Growth mind set having 17+ years of experience in the IT industry. Worked in companies like start-up, Fortune 10 listed, CMMI level 5 and Product Company.

- * Full IT Business Life cycle leader contributing in Sales Pursuits, PreSales, IT Strategy, IT solutions, Technology Consulting, Business Planning, Execution and Governance
- * Built start-up practices through hyper growth in digital solutions business: Salesforce CRM and Java, J2EE
- * Verticals/ Service Lines: Delivered 10 Digital Transformation implementations, 4 Products, 100+ enhancements in Application Development, Product Development, ADM, Application Maintenance and Support, Production Support (24x7), and QA/Testing Managed services business in the onsite-offshore Global Delivery model, Shared Services model and Factory model
- * Presales: Worked on 100+ proposals that includes large deals of Multi Million size

Work Experience

Yash Technologies as Program Manager
Oct 2018 to Till Date

Yash Technologies as Delivery Manager
Oct 2018 to Feb 2020

Responsible for Delivery of multiple Key accounts and Large Digital Transformation Implementation Engagements/ Programs including Public sector clients and Product Delivery

- * Global Client Management, Customer Expectation Management and Escalation handling
- * Pega Practice/CoE building, Growth plan, Sales Pursuit, PreSales and Product Management
- * Presales: RFP analysis, RFI creation, Estimates, Solutions, Pricing Models, Proposal response, proposal defense, presentations and bidding/ e bidding
- * Pega Competency Building, Resource planning and Career building
- * Delivery Excellence, Operational Excellence and Business Excellence
- * Digital Transformation Strategy, Agile Transformation, Design Driven Development (DDD)
- * Pega implementation, Upgrades, Migrations, Maintenance and Support
- * Creating Case Studies, success stories and proactive presentations to the prospective customers
- * Key Account Management, Strategic Accounts, Program Governance, P&L Management, Gross Margin (GM/GP), Billing & Invoicing, Creation of Budget tracker, monitor and control the budgets
- * Creation and execution of Delivery excellence Strategy, Delivery Plan & Project Plans
- * Client Management, CSAT improvement and Escalation Management
- * Reviewing Project Plans, SOWs created by the Project managers/Project leads
- * NPI tollgate review and approvals, SOW/contract creation, review and approvals
- * Scrum Ceremonies: Sprint Planning, Execution, Reviews, Retrospectives
- * Best practices, process improvements, Value add initiatives and Productivity Improvement
- * DevOps: Continuous Delivery (CD), Continuous Integration (CI), CTI
- * ROI analysis and Sales support. QBR (Quarterly Business Reviews) with client



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

- * Performance and sales support, with quarterly business reviews, milestones
- * Delivery Dashboards, Metrics: Weekly, Monthly Reviews, and Steering committee meetings
- * Risk Management, Issue Management, Knowledge and Transition Management
- * IT Service Management (ITSM) using ITIL Framework, SLA Management, Release Management
- * Performance Management, Training Planning, People Management, Resource Management
- * Audits: Internal & external audits of ISO and Client specific Compliance & Security
- * Mentoring global team of 120: Program/Project Managers, Architects, leads, Consultants
- * Technologies, Tools: PEGA, Weblogic, Jboss, Tomcat, JIRA, TFS, Test Link

• **TEKsystems Global Services Pvt Ltd** as Delivery Manager May 2016 to Oct 2018

Responsible for Salesforce Practice building, growth and Delivery of multiple accounts/ projects in ADM (Application Development and Maintenance) & Salesforce (SFDC) CRM Practices

- * Salesforce Practice: Sales Pursuits, PreSales, Delivery Management, Client Management, Salesforce implementations and support for global clients
- * End to end management of execution of projects of type Application Development (4 scrum teams), Maintenance and support, Production support, Migration and Testing
- * BCP and Disaster Recovery Plans creation and updating periodically and conducting mock drills
- * Mentoring team of managers/ project leads, module leads, senior developers. Team Size: 100
- * Achievements:
 - o Setup an ODC for a large US Insurance customer and 4 times growth in one year
 - o Setup new account in Digital Printing space and was at onsite client place for smooth knowledge transition in the absence of architect and technical lead; renewed it as multi-year Multi Million (6M) contract with in 6 months from the start date
 - o Salesforce practice growth 10 times from 4 to 40 member team in 2 years
 - o 10% improvement of GM/GP for Managed Services FP projects.
- * Technologies: Salesforce, Java, J2EE, JSP, SOA, JavaScript, JQuery, Angular JS, Struts, Spring, Hibernate, JDBC, Maven, WAS8.5, Linux/Unix, Shell Script, Perl, Python, Jenkins, GitLab
- * Tools: JUnit, Version One, HPSM (HP Service Manager), Service Now, JIRA, Test Link
- * Clients: Statefarm, Southwest Airlines, RR Donnelley, Mobil Mini, Intelli, P&G and Sony

• **Unisys** as Engagement Manager Feb 2015 to Apr 2016

Responsible for Delivery of 3 Product lines: Angola National ID, Biometric Access Control System for Bank of Colombia & R&D project- Development of new features for SIMS product

- * Managed end to end project development life cycle: Requirement Analysis, PoC execution, Design, Development, Testing and Implementation, Release Management & Production Deployment
- * Mentoring team of project leads, module leads and senior developers. Total team Size: 50
- * Scrum Ceremonies: Sprint Zero, Sprint Planning, Sprint Execution, Sprint Review & Retrospective
- * Technologies: Java, J2EE, Struts, Spring, Hibernate, Jboss, WebLogic, Oracle, Java Script, MS.Net, AWS Cloud, Python, AI (Artificial Intelligence) and ML (Machine Learning)
- * Tools: MPP, MS Project, MSPS (Microsoft Project Server), Microsoft TFS, HP QC/ ALM

• **Birlasoft** as Program Manager Jan 2006 to Jan 2015

Performed Program Manager, Project Manager, Project Lead and Senior Software Engineer roles during 9 years tenure.

Responsible for Delivery of large Program (\$6MACV) of ADM, Application Development, Product Development, Maintenance and support, Migration, Production support(24x7) & Testing services in onsite-offshore Global Delivery model

- * Managed end to end project development life cycle: Requirement analysis, design, development, testing and production deployment. Agile SRUM: Sprint planning and execution, Sprint Reviews
- * Mentoring global team of Project managers, Architects, Project leads. Global team Size: 250+
- * Achievements:
 - o Overachieved on Delivery and 10 times growth in one year and 15 times by the second year translated into Top line/ Revenue increment and team growth from 14 to 200+ in 1 year
 - o Productivity improvement of 7% for Managed services business
 - o 10% GW Bottom line improvement and 100% contract renewals
 - o Resources have been cross trained to backfill Critical resources for continuity
 - o 100% Contract compliance/GE GDC compliance & Security guidelines
 - o Migrated 30+ web applications from Weblogic to Jboss
 - o \$ saving to the Client: Application consolidation and application retirement
- * Clients: GE Healthcare-USA, Europe, APAC, Australia
- * Technologies: Salesforce, SalesLogix, Java, J2EE, C, C++, OpenCL, Struts, Spring, Hibernate, SOA, MS.Net, Peoplesoft, Linux, Unix, Oracle, SQL Server
- * Tools: Peoplesoft ESA, MS Project, MPP, Rally, HP-PPM, HP QC (Quality Center)/ALM, SDM, Service Now, Clarify, Remedy, Vantive

• **Satyam Computer Services** as Software Developer Jun 2004 to Jul 2005

- * Applications development and maintenance work for EBC (E-Business Cards), E-Rural and Distributor Claims applications
- * Requirement analysis, Coding and Unit Testing, Integration Testing and Deployment

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Education

UG: **MCA (Computer science and applications)** from **Sri Venkateshwara University (SVU), Tirupati** in 2002

PG: **MBA/PGDM (Business Administration and Management, General)**, Part time from **Indian Institute of Management (IIM), Bangalore** in 2018

Other Qualifications/Certifications/Programs:

ITIL Foundation in IT Service Management
CSM
Salesforce Admin

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IT Skills

Skill Name	Version	Last Used	Experience
SALESFORCE		2018	7 Year(s) 6 Month(s)
JAVA		2018	14 Year(s) 0 Month(s)
PEGA		2020	1 Year(s) 5 Month(s)
J2EE		2018	14 Year(s) 0 Month(s)
SQL		2020	15 Year(s) 0 Month(s)
Delivery Management		2020	9 Year(s) 0 Month(s)
PROGRAM MANAGEMENT		2020	9 Year(s) 0 Month(s)
PROJECT MANAGEMENT		2020	9 Year(s) 0 Month(s)
Agile Methodology		2020	10 Year(s) 0 Month(s)
Global Client Management		2020	10 Year(s) 0 Month(s)

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✓	✓	✓

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Affirmative Action

Category: **General**
Physically Challenged: **No**

Work Authorization

US Work Status: **Need H1 Visa**
Job Type: **Permanent**
Employment Status: **Full time**

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