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Rishab Bhat ⭐ Featured 📝

CSM,CLIENT SERVICE & ACCOUNT MANAGER seeking roles in IT Project Management,Requirement Gathering,Release Management,UAT,Solution Design,Change Management,Project Planning,IT Program Management,IT Service Delivery Management,SFDC

Current Designation: CLIENT SERVICE & ACCOUNT MANAGER - IT

Current Company: Capgemini

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Program Mgr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: CLIENT SERVICE & ACCOUNT MANAGER,Program Manager,IT Project Management,Requirement Gathering,Release Management,UAT,Solution Design,Change Management,Project Planning,IT Program Management,IT Service Delivery Management,SFDC,CSM

Verified : 📞 **Phone Number | Email - id**

Total Experience: 16 Year(s) 0 Month(s)

Notice Period: 1 Month

Highest Degree: B.Tech/B.E. [Computers]

Last Active: 22-Jan-21   Last Modified: 22-Jan-21

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Summary

A highly accomplished professional with 14 years of rich experience in IT Project Management,Requirement Gathering,Release Management,UAT,Solution Design,Change Management,Project Planning,IT Program Management,IT Service Delivery Management,SFDC

Work Experience

Capgemini as CLIENT SERVICE & ACCOUNT MANAGER - IT
Nov 2015 to Till Date

Managing all aspect of client account management including both generating demand and managing projects and working with different pillars within the client engagement to bridge the resource requirement by negotiating with the client's budget constraints
* Involved in generating revenue by continuous engagement with the client by generating demand and business partnering with clients for new projects
* Coordinating with service line for continuous fulfilment of demands raised by the client and resolved any internal conflict for smooth execution
* Understand and effectively navigate client procurement process and managed service pricing and margins according to agreed organization objectives
* Managing the projects by continuous governance for delivering projects in waterfall/agile by controlling and monitoring the projects on daily basis
* Resolving all the conflicts pertaining to projects and demands raised by the clients
* Stakeholder management by establishing and communicating the project plans, actions, project issues and risks aligned with projects to stakeholders. Understanding stakeholder's requirements by documenting and handing over the requirements to technical teams for creating POC's for project bidding

ADOBE as Product Manager
Sep 2012 to Nov 2015

Driving product launches for all Adobe Perpetual products, writing requirement specification, Planning and scheduling timelines for the product launch, Involved in back-end marketing data configuration & Lead configuration for all the product launches to ensure all the leads flow into SFDC , Updating product and Trial pages.

Download bit configuration and validation, and Zero Day mailer configuration using Adobe post office to support product email campaigning
* Determined Business needs by conducting research on customer behaviour. Endorsed the nature and scope of present and future product lines by reviewing product specifications and requirements, appraising new product ideas, understanding the current complexity on the Trial application and coming up with a solution
* Managed the development of a solution for Trial Application and sold the same to different business units within Adobe. Additionally, derived and negotiated the minimum viable points for the project
* Conducted and managed stakeholder kickoff meetings , prepared the Use case diagram, functional and business requirement documents, and customer life-cycle design for the product
* Implemented a new feature in the product real-time reporting capabilities and localization framework. Successfully handled the responsibility for the UAT sign-off for Adobe perpetual products
* Prepared training document on AEM content authoring and workflow for various function in Trials platform & provided training for different business units for self-service model

- **ANZ** as SENIOR SYSTEM ANALYST
  Feb 2007 to Aug 2012

Defined requirement specifications, drafted content migration specifications and prepared Information Architecture for integration of two websites
* Interacted with customers with respect to demonstration of CMS tool and gathered the feedback from ANZ/ RBS Asia Business unit
* Steered customers through the project process and made suggestions for improvements
* Updated the customer on the requirements acceptance and change management
* Interacted with developers on requirements acceptance, deliver estimates and user testing
* Managed the external vendors for the development of end-to-end RBS -ANZ web integration project
* Acted in the capacity of Release manager using Agile methodology
ANZ.com migration to IBM Workplace Web Content Management - Australia
* Gathered requirements for the CMS components and strategically prepared the functional specification for different Authoring template
* Arrived at an innovative solution to cover more content and to minimize the count on the pages by defining the workflows and securities for the various type of content in CMS
* Acted in the capacity of Business Relationship Manager to manage multiple customers with varying degrees of technical knowledge and ensured regular communication and project updates with the customers pertaining to project
* Kept customer informed on the project advancements and managed expectations as well as policies in line with ANZ guidelines
* Interacted with customers by demonstrating CMS tool and its benefits, collected customer feed back, and updated the customer on the requirements acceptance and change management

Education

UG: **B.Tech/B.E. (Computers)** from **Manipal Institute of Technology (MIT)** in **2004**

IT Skills

Skill Name	Version	Last Used	Experience
CRM			
AZURE			
IBM Websphere CMS			
SFDC			

Affirmative Action

Physically Challenged: **No**