



CYNTHIA GEORGE

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ITIL, Automation Program Manager seeking roles in Program Management, Project Management, IT Operations, Service Delivery Management, Technology Solutions, Client Communication, Process Enhancement, Automation, IT Support, RPA

Current Location: Chennai

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

Pref. Location: Chennai

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

Functional Area: IT Software - Application Programming / Maintenance

Role: Program Mgr

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: ITIL, Automation Program Manager, IT Operations, Service Delivery Management, Client Communication, Process Enhancement, IT Support, RPA, VBA, .Net, Lean Six Sigma, Devops, Artificial Intelligence, Automation Anywhere, UI Path

Verified: Phone Number | Email - id

Last Active: 19-Jan-21

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Summary

Highly self motivated IT Professional with over 16 years of experience in Service Delivery and Service Management with strong ITIL & Automation program managements experience. Exhibits exemplary work ethics and willingness to learn new processes and emerging trends thereby contributing to the success of the organization.

Work Experience

■ Cognizant Technology Solutions as Automation Program Manager May 2019 to May 2020

Instrumental in automation life cycle implementation in a Large Global biopharmaceutical client with in-scope for automation of 1600 + applications, 1000 IT support staff with an average of 25K tickets/month Collaborated with key client stakeholders to align automation program objectives with client's business goals & priorities and identified use case pipeline to automate 27% (6750 tickets per year) of ticket influx with 30 FTE worth effort save

Coordinated with client on approvals for infra setup, license management for Automation Anywhere RPA tool), Cognizant Automation Center Cognizant proprietary ITPA tool and integration with ServiceNow ITSM tool) Finalised and setup Automation Operating model Governance, metrics reporting), Automation SOP process, Access Management, bot deployment and Maintenance process post bot Go Live

Excellent client communication and coordination with application owners of diversified LoBs to ensure process standardization to achieve high success ratio of use case implementations

Successfully implemented automation of 2000 tickets and automated monitoring worth 8 FTE effort save

Customer testimonial in Newsletter published by client IT across business for the first successful RPA use case implementation

■ Cognizant Technology Solutions as Service Maturity & Transformation (SMAT) Lead Oct 2014 to Jun 2018

Core team member in SMAT team- specialized team under Life Sciences LS (Application Value Management) Business Unit Head to ensure ITIL processes and Transformational initiatives are duly followed

Transition/ Steady State audits for newly onboarded accounts done by validating with Signed SOWs to ensure readiness for account operational Go Live

Key in driving the benchmarking initiative in LS, the output (benchmark ticket & support effort based on inferences) which used by Business Analysts in approaching new deals



Important

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approaching new deals

Instrumental in setting up the LS AVM Governance portal- One stop online portal used by SBU head to perform the detailed Governance review of all LS AVM accounts on a monthly basis
CSI Champion for overall LS AVM accounts and achieved org targets for four consecutive years ??2015??2018?? of value above \$20Mn??Hard + Soft benefits)
Drive Automation and transformational(Debt Management, BVM??Business Value Management, DevOps etc) initiatives for three major accounts in LS AVM

● **Cognizant Technology Solutions** as Service Delivery Manager
Aug 2009 to Jun 2014

Accountable for delivery for LS US based account worth \$12Mn/year which included Production support, development and testing projects with 40 plus resources supporting 130 application across onsite/offshore
Instrumental in setting up 24 support model at offshore with minimum presence at onsite with zero client escalations
Played a key role in submitting Best and Final Proposal during contract renegotiation which was later awarded to Cognizant
Operational standpoint accountable to meet Account level Customer Profitability targets, analysis and execution of Margin Improvement Plans??MP?? and resourcing
Delivery standpoint accountable to meet Client SLAs, KPI, client weekly/monthly review meetings and internal leadership review calls

● **Cognizant Technology Solutions India Ltd** as Senior Manager
Feb 2004 to May 2020

IT service management, RPA program management, LEAN Six Sigma, Life Sciences

● **Cognizant Technology Solutions India Ltd** as Senior Project Manager
Jun 2003 to May 2020

In my last assignment, played a role of Automation Program Manager, responsible to set up the End to end Automation operating and governance model, collaborate with client stake holders on infra ,licenses for the automation tools, use case approvals, identify, prioritize automation roadmap, sprint implementation of use cases and coordinate with multiple teams both at client and CTS end

● **Cognizant Technology Solutions India Ltd** as Senior Project Manager
Jun 2003 to May 2020

Md level management, Automation Program management, IT service management

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Education

UG: **B.Tech/B.E. (Computers)** from **St Josephs College of Engineering, chennai** in **2003**

Other Qualifications/Certifications/Programs:
ITIL® Foundation Certificate in IT Service Management- ITIL 4 Edition

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IT Skills

Skill Name	Version	Last Used	Experience
DotNet			
VB/VBA			
Microsoft Office			
ITIL Process	4	2020	5 Year(s) 0 Month(s)

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Tamil				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

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