



venu mudundi

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Director, Cognizant Infrastructure Services seeking roles in IT Infrastructure Management, Data Center Operations, Service Delivery Management, Portfolio Management, Business Continuity, Risk Mitigation, SLA Management, IT Governance, Agile Methodology

Current Designation: Director, Cognizant Infrastructure Services	Total Experience: 20 Year(s) 0 Month(s)
Current Company: Cognizant Technology Solutions	Notice Period: 2 Months
Current Location: Hyderabad / Secunderabad	Highest Degree: MCA [Computers]
Pref. Location: Hyderabad, Singapore, Bengaluru / Bangalore	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Program Mgr	
Industry: IT-Software/Software Services	
Marital Status: Married	
Key Skills: IT Infrastructure Management, Service Delivery Management, Portfolio Management, Business Continuity, SLA Management, IT Governance, IT Infrastructure Operations, IT Infrastructure Services	
Verified : Phone Number Email - id	

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

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Summary

Enterprising IT Professional with nearly 20 years of rich and extensive experience with prestigious clients; managed Global Infrastructure Teams with 700+ people in multiple engagements in the Portfolio

Domains worked BFS and Insurance; Geographies: USA, APAC, India

Successfully administered various IT Infrastructure Programs through program governance processes; developing relationship with business stakeholders and culturally diverse leadership teams; presenting changes, issues, risks & contingency plans to balance program/project resources

Key role in supervising Data Centre Disaster Recovery exercises that addressed a broad span of disciplines

Spearheaded large-scale program management including Agile (Scrum) Project Management, Enterprise Program Governance, Risk Management, Outsourcing / Insourcing, And Offshore / Onshore Development Models

Work Experience

Cognizant Technology Solutions as Director, Cognizant Infrastructure Services
Dec 2009 to Till Date

Growth Path:

Dec'09-Aug'12: Senior Manager

Aug'12-Jun'15: Associate Director

Since Jun'15: Director

Key Result Areas:

- Engaged in maintaining client relationship with Client's VP and CxO of IT team
- Providing solutions to the client for the issues that cannot be solved at lower levels
- Tracking Service Level Agreement (SLA) compliance, change management and business continuity
- Engaged in front-ending with the customer leaders, account teams and Strategic Business Unit (SBU) Delivery leadership. Coordinate and communicate with the customers and provide guidelines to the delivery team based on feedback received from clients
- Providing assistance to the customers in infra transformations as needed
- Implement organizational practices to drive operational parameters like utilization, pyramid, Job Rotation of resources, R&R, employee engagement within the portfolio and leadership pipelines
- Managing end-to-end program delivery, service delivery processes, projects, cost optimization, people practices, Customer satisfaction, contractual deliverables, risk management, customer governance enabling business growth
- Conducting continuous service improvements and Automation programs for cost saving and absorbed the additional services for different clients
- Managing all SOWs, Track and monitor Billing and invoicing are done rightly as per SOW
- Conceptualizing organization practices to drive operational parameters like Utilization, Pyramid, Job Rotation of resources, R&R, employee engagement within portfolio and leadership pipelines

Highlights:

Played a key role as Portfolio Director; managed Services Delivery for group of engagements based out US and India with approximate Annual Revenue size over \$36 M per year and team size of ~700 (Offshore: 80% and Onsite: 20%)



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.

within F&S&I Infrastructure SBU

Successfully led the delivery of projects with zero penalties; developed account plans for all clients aligning to the customer roadmaps

Participated in winning multiple deals, latest new deal worth \$48 Mend-to-end first time outsourcing organization

Governing the entire ITIL Process including Service Level Management, Issues Management, Configuration Management, Risk Management, Scope Change Management, Patch Management, Communications Management

Building a high performing Infrastructure Operations team that operates with a culture of business and customer centricity; partnering with Engineering teams to improve service experience, uptime and resilience

Performing Due diligence for new transition and contract for server infrastructure

Strategizing plans for process improvement and customer service delivery; sustaining accurate technical documentation specifying system configurations, procedures and standards as well as adapting best practices in accordance with OEM

Ensuring infrastructure adherence to preset KPIs; analyzing performance, health, and monitoring to ensure appropriate resource allocation, system reliability and availability, sufficient capacity and optimal performance

Governing SLAs, safeguarding timely closure of priority tickets, resolving escalations, migrating systems to upgraded versions to maximize efficiency; spearheading portfolio of projects including cost budgeting, planning and execution of programs; providing inputs on the project strategy, budget, policies and major issue resolutions

Estimating resources and bandwidth for operations / process initiatives

Implementing programs on continuous improvement of processes

Acting as primary point of contact for facility Business Continuity Management (BCM) Team; managing incidents and services at facility level

Conducting ISO2700 & ISO27001 audits, Process audits and quality audits; acting as Core Member of BCP & DR teams

Performed internal/external audits like BS7799, BS15000, COPC, SAS70, eSCM, Process Audit and Quality Audit

Ensuring timely closure of all incidents as per Incident Management Practices;

 **UBS India Service Center** as Associate Director
Feb 2006 to Dec 2009

Growth Path:
Feb'06-Mar'07: Manager
Jun'08-Dec'09: Associate Director

Highlights:

Spearheaded a team of technical members providing first and second level services on Compute environment for wealth management division within the UBS

Administered service delivery aspects including planning, resource coordination, task allocation, monitoring, and performance evaluation and reporting

Undertook stringent quality initiatives and improved efficiency and utilization of resources


Made sure team always comply with processes and UBS IT Standards; Ensure team always adhere with SLAs defined

Enhanced operational efficiency by reducing efforts though service improvements and onboard new tasks by working with Onsite Partners through Left shift initiative, which resulted Cost Savings at Onsite

Combined 3 different teams together with synergies and cross skilling

Managed various quality projects within the team to increase resources utilization, efficiency and productivity

Maintained low attrition in comparison with peer groups within UBS ISC

 **Satyam Computer Services** as Senior Engineer
Sep 2004 to Feb 2006

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Education

UG: **B.Sc (Electronics)** from **Andhra University** in **1996**
PG: **MCA (Computers)** from **Andhra University** in **2002**

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IT Skills

Skill Name	Version	Last Used	Experience
IT Infrastructure Management		0	11 Year(s) 0 Month(s)
IT Infrastructure Support		0	19 Year(s) 0 Month(s)
IT Infrastructure Services		0	18 Year(s) 0 Month(s)

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Telugu				

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Affirmative Action

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

Work Authorization

Job Type: **Permanent**
Employment Status: **Full time**

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