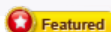Email | Print

RAVI SHANKAR MURUGANANTHAN ⊗ Featured

Senior Manager seeking roles in Project Management,Program Planning,Program Management,Solutions Delivery Excellence,Requirement Gathering,Requirement Analysis,Software Development Lifecycle,Change Management,Incident Management,Strategic Planning

Current Designation: Senior Project Manager	Total Experience: 17 Year(s) 0 Month(s)
Current Company: Cognizant Technology Solutions India Ltd	Notice Period: 15 Days or less
Current Location: Coimbatore	Highest Degree: MBA/PGDM [Finance]

Pref. Location: Bengaluru / Bangalore,Chennai,Coimbatore

Functional Area: IT Software - Application Programming / Maintenance

Role: Project Mgr-IT/Software

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Senior Manager,Project Manager,Project Management,Program Planning,Program Management,Solutions Delivery Excellence,Requirement Gathering,Requirement Analysis,Software Development Lifecycle,Change Management,Incident Management,Strategic Planning

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

Last Active: 19-Jan-21   Last Modified: 19-Jan-21

Jump to Section ▷ **Work Experience** | **Education** | **IT Skills** |

Summary

Enterprising leader with an analytical bent of mind offering a proven history of success by supervising, planning & managing multifaceted projects amounting to over $8 million (both onshore & offshore); chronicled success with nearly 18 years of extensive international experience in heading the entire gamut of operations pertaining to Information Technology & Engineering, Project Management, Delivery Excellence, Release & Change Management across multiple domains encompassing Healthcare & Banking
Insightful expertise in Agile & Waterfall Project Management Methodologies with skills in directing project teams and maintaining high-quality deliverables within time and budgetary parameters; managed all phases encompassing planning, design, scope definition, estimation, resource administration, process management and compliance with quality standards

Work Experience

◉ **Cognizant Technology Solutions India Ltd** as Senior Project Manager
Sep 2005 to Till Date

managing portfolio of delivery of 100+ team size across geographic location. multiple technology including cloud, Dev ops, of 8M USD

◉ **Cognizant Technology Solutions India Ltd** as Senior Project Manager
Sep 2005 to Sep 2005

◉ **Cognizant** as Senior Manager
Sep 2005 to Jun 2020

Projects Executed:
Client: LA Care Period: Aug'19 to Present
Role: Service Delivery Manager
Environments Used: .NET, JAVA and QNXT
Highlights:
Directed a team of over 50 members from both Onsite & Offshore
Managed project level budgeting & billing
Communicated the project schedule to the stakeholders; escalated project issues to them & steered the same as per criticality
Introduced and tracked the Kanban board to prioritize and track project deliverables
Automated the SLA/KPI metrics for the engagement and presented the same in the Tableau dashboard
Conceptualized & implemented service continuity plan on a periodic basis, resolved all customer requests, issues / escalations in a

escalations in a
timely manner; effectively managed billing & escalation
Identified automated applications / modules, conveyed the same to the team &tracked the savings generated
Managed E2E Project Milestones & Deliverables
Client: Anthem Period: May'18 to Jul'19
Role: Service Delivery Manager
Environment: .NET, JAVA, COBOL, DB2, CICS, VSAM and JCL
Highlights:
Managed the operations pertaining to service delivery to leverage the Incident Management, Problem Management, Change
Management capabilities and process effectively
Performed debt assessment for all the incidents to identify the recurring issues by category
Ensured that the quality process is adhering to the SLAs
Prepared & maintained weekly & monthly status reports, dashboards & management reports for the stakeholders as per agreed
timelines
Built cordial client relationship; participated in PMR/SMR and Service Performance Review Meeting and ensured availability of all
relevant performance data for effective decision-making
Liaised with onsite &offshore teams during project delivery
Spearheaded the entire gamut of service excellence; successfully attained CSI, Innovation & Transformation
Client: Cigna Period: Apr'13 to Dec'13
Role: Agile Delivery Manager
Environments Used: .NET, JAVA, COBOL, DB2, CICS, VSAM and JCL
Highlights:
Conducted Scrum of Scrum Calls for 3 Scrum Teams based on the need basics
Performed debt assessment for all the incidents to identify the recurring issues by category; managed Project level budgeting and
billing
Worked with Release Management Team on weekly basis to identify potential Risks and monitored the mitigation plans
Client: Cigna Period: Jan'14 to Apr'18
Role: Service Delivery Manager
Environment: .NET, JAVA, COBOL, DB2, CICS, VSAM and JCL
Highlights:
Administered the RFP Solution Development and Response
Prepared& created SOW and Amendments
Managed the transition for L1.5 and L2 tasks to multiple vendors
Led the implementation of the productivity plans for C&CS Production Support
Client: Medco Health Solutions Period: Mar'11 to Dec'12
Role: Scrum Master
Environments Used: Pega, COBOL, DB2, VSAM and JCL
Client: WellPoint Corporate Application, E-post Period: Jul'07 to Feb'11
Role: Project Lead
Environments Used (Print Stream): OGL, PPFA, Stream Weaver, DCF and JCL
Client: Uniprise (UHG) Period: Sep'05 to Jun'07
Role: Senior Developer
Environments Used: COBOL, CICS, DB2, VSAM and JCL

mPower Software Services Pvt. Ltd. as Developer
Dec 2002 to Aug 2005

Project Executed:
Client: MasterCard Period: Dec'02 to Aug'05
Environments Used: COBOL, CICS, DB2, VSAM and JCL
Roles Across The Career:
Spearheading organizational technology to help business to grow by conceptualizing roadmap, strategy & framework; revamping the entire
IT Infrastructure while facilitating company transformation into secure enterprise class organization
Working on strategic implementation including cost optimization, productivity enhancement through technology; focusing on
revenue enhancement by utilizing customer application
Determining technology strategy plans for the unit as a part of annual business planning; navigated organizations and divisions goals to
generate business impacting Scope of Work (SOW)
Coordinating with Application & Architecture Teams to conduct Proof of Concept (POC); implementing the design in production
environment in AWS
Acting as an Scrum Master to assist various teams to undertake their agile journey; coached the teams on best agile practices and tracking
Key Performance Indicators (KPI) for the Scrum Team
Planning & organizing scrum meetings, facilitating sprint planning & review meetings, sprint retrospective meetings, sprint backlog, story
estimation, daily stand-ups, iteration & release planning and reviews
Monitoring teams adherence to agile process during project execution Identify issues and assist team to resolve the same
Liaising with Product Owner, Proxy POs, Developers and Testers
Providing training to the team on the agile processes; training is continuous process all the time during the project execution and
continuous improvement on velocity, quality, processes & so on
Analysing & identifying the areas of improvement, driving efficiencies, cost reductions with an inherent capability of taking calculated risks
Collaborating with the senior management in defining IT strategies for effectively implementing multiple large scale transformation
projects in compliance to project delivery schedules and other SLA parameters
Designing and delivering effective corporate, information Technology & business continuity programs mapped to compliance
standards
Directing the Application Development Lifecycle (SDLC) right from requirement analysis, documentation (functional specifications,
technical design), coding, testing & debugging to maintenance of proposed applications using Agile Methodologies
? Provided IT solutions based on ITIL best practices that focus on the people, process, technology & information perspectives of providing
integrated organization wide business solutions

Mapping client's requirements & providing them best solutions involving evaluation & definition of scope of project and finalization of project
requirements
Monitoring projects from conceptualization, visualization to technology mapping and final execution of projects while conducting need
assessment
Suggesting technology-based solutions for enhancing functional efficiency and achieving business excellence
Spearheading project/program planning & control activities; front-leading delivery of projects from the stage of initiation till
monitoring & control including planning, estimation & scheduling, integrating change control, planning risk responses and contingency planning
Managing program & project progress as per scheduled deadlines for various tasks and taking necessary steps for ensuring completion
within time and effort parameters; ensuring zero defects within time, post production support and knowledge transfer
Focusing on people and Continuous Improvement all the time; provide team a platform for improvement; creating a safe environment for
healthy conflict and meaningful collaboration
Deploying standard test processes and deliverables (defect management & quality metric reporting) within the gated process to streamline
testing, support automation and manual testing efforts

Education

UG: **B.Tech/B.E. (Electrical)** from **Maharaja Engineering College, Coimbatore** in **1999**

PG: **MBA/PGDM (Finance)** from **Symbiosis Centre for Distance Learning (SCDL)** in **2005**

IT Skills

Skill Name	Version	Last Used	Experience
AWS		0	0 Year(s) 4 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Tamil				

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time