



Prasanna Rao Yellur

+ premium

Featured



Lead Change Manager seeking roles in IT Change Management, Project Management, IT Infrastructure Management, Service Delivery Management, Incident Management, Configuration Management, Problem Management, Release Management, Stakeholder Management

Current Designation: Lead Change Manager

Total Experience: 10 Year(s) 0 Month(s)

Current Company: IBM India Pvt. Limited

Notice Period: 3 Months

Current Location: Bengaluru / Bangalore

Highest Degree: Diploma [Computers]

Pref. Location: Bengaluru / Bangalore

Functional Area: IT Software - Application Programming / Maintenance

Role: IT/Networking-Mgr

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Lead Change Manager, IT/Networking Manager, Project Management, IT Infrastructure Management, Service Delivery Management, Incident Management, Configuration Management, Problem Management, Change Management, Release Management, Stakeholder Management

Verified : Phone Number | Email - id

Last Active: Jan-Mar 2021

Last Modified: Jan-Mar 2021

Jump to Section

[Work Experience](#)

[Education](#)

[IT Skills](#)

Summary

Results-driven professional, with over 10+ years of rich experience in large engagements including complex IT Operations & Infrastructure Service Management. Proven track record of establishing cordial relationships with stakeholders, technical teams & vendors for successfully executing concurrent projects. Extensive experience in extending ITIL Service Support in Change, Incident, Problem, Release and Configuration Management. Skilled in adapting to changing environments with focus on applying best practice business ITIL frameworks/methods as appropriate; prevented various incidents & reduced emergency change rate. Facilitated Service Delivery Reviews/Post Implementation Review forums between the business and IT suppliers to determine the root cause of outages and delays, and required actions to be put in place to avoid them in the future.

Work Experience

IBM India Pvt. Limited as Lead Change Manager

Apr 2016 to Till Date

Growth path:

Incident & Integrated Service Manager:

Lead Change Manager:

Apr'16- Dec'17

Jan'18- Till Date

Key Result Areas:

Leading a team of 5 professionals for planning initial plan, listing tasks, scheduling, resourcing, collision detection, change follow-up

from the beginning till post implementation review

Ensuring the running efficiency of Change Advisory Board (CAB) through running CAB meetings

Communicating with internal and external stakeholders; conducting impact analyses, assess change readiness and identify key

stakeholders

Developing training materials, communiques and related documentation; monitoring training of IT users on the change process tool

Liaising with managers and project teams for major change and Go-Live Changes

Updating Configuration Management Database (CMDB) after each change with latest information of a configuration item (CI)

Driving monthly service reviews & evolution forums with client & leadership, integration with project counterparts including

proactive problem management, daily change calls, incident management

Creating technical design documentation & implementation strategies towards addressing single points of failure in IT



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.

services used
 in the delivery of core business applications
 Keeping a close track of the developments in the field of IT Infrastructure and updating the top management about the developments
 and other changes in the industry
 Leading, mentoring & monitoring the performance of teams to ensure efficiency in process operations
 Organizing and leading appropriate post implementation review activities with senior members of the organization on failed changes
 or processes failures and drive follow through on actions identified as a result
 Creating incident documentation that includes information about the results of the root cause analysis, approvals (who/when), and
 corrective action plans
 Managing Incident, Problem, Release Management and consult in major outage discussions/meetings and provide valued insight on
 efforts to restore overall services
 Analyzing and designing service management processes, research and present best practices, and drive for continuous improvements
 Highlights:
 Successfully identified various process gaps & effectively fixed the same
 Developed and instituted SLAs, consistently receiving 92% ratings in all customer satisfaction categories
 Steered efforts in streamlining the standard change process & emergency change process to gain control & governance

Triad Square Infosec Pvt. Ltd as Incident Lead for Blue Yonder
 Sep 2014 to Mar 2016

Highlights:
 Achieved over 94% user satisfaction scores (based on the annual survey for services within the firm) through initiatives such as
 proactive problem management and Continual Service Improvement (CSI) to prevent incidents
 Successfully drove Technical / Management conference call bridges for expedited critical incident handling
 Steered efforts in restoring interrupted services within the minimum possible window & meet SLA targets
 Provided necessary inputs through participating in Major Incident Review meetings

Omega Healthcare as Team Lead
 Jun 2006 to Sep 2014

Growth Path:
 Trainee
 Quality Analytics & Process Improvement Specialist
 Team Lead (Incident Management Specialist)
 Highlights:
 Updated management regarding current status & possible ETR; ensured priority of incident by analyzing impact
 Successfully updated IT Outage Portal for critical incidents and created notifications of the same
 Actioned TTR notifications that are triggered for ongoing critical incidents
 Associated as Act as a Point of Contact for Service Desk & address queries related to critical incidents
 Identified root causes and implemented systemic solutions by analyzing data provided by MIS Executive - Operations
 and studyasis processes on the floor
 Coordinated with US operations to define needs in knowledge and process for India operations
 Enhanced quality of training imparted through coordinating with technical training team to upgrade training material

[^ Back to Top](#)

Education

UG: Diploma (Computers) from The Oxford Polytechnic affiliated to Department of Technological Education in 2006

[^ Back to Top](#)

IT Skills

Skill Name	Version	Last Used	Experience
WINDOWS			
ITIL, SIAM Professional			0 Year(s) 0 Month(s)
Service Now, Remedy, Maximo			

[^ Back to Top](#)

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Kannada				
Tulu				

[^ Back to Top](#)

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

