



**Dheeraj Shrivastava** + premium Featured

PMP Trained, Head Program Management, Program Director / Service Partner,  
Seeking roles in IT program management , IT transformation, Account Management,

Current Designation: Head, Program Management, Total Experience: 21 Year(s) 0 Month(s)  
Current Company: Amdocs Notice Period: 2 Months  
Current Location: Pune Highest Degree: PG Diploma [Strategy]

Pref. Location: Pune

Functional Area: IT Software - Application Programming /  
Maintenance

Role: Head/VP/GM-Technology(IT)/CTO

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Service Partner-Prime Service Integration Director, Head/VP/GM-Technology(IT)/CTO, IT Project  
Management, IT Program Management, IT Governance, IT Operations, Business Process Transformation, Stakeholder  
Management, Waterfall, Agile Methodology, PMP Trained

Verified: Phone Number | Email - id

Last Active: Jul-Sep 2020 Last Modified: Apr-Jun 2020

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## Summary

Project Management Professional with expertise in Program Management activities; skilled in designing the programs and monitoring its progress, resolving issues and initiating corrective actions

Formulated strategies that reached out to multi-cultured environment & diversified geographies; possess sound business acumen to restructure the appropriate business plans for maximizing top & bottom line profitability

Innovative and result-driven manager with success in building relationships with upper-level (CXO) decision makers

Subject matter expertise in Account Management including processing services, on-going delivery & implementation with focus on profitability; expertise in planning strategies & resource administration; managed 6000MM of budget for the project with Right Site Mix, Travel Planning and Knowledge Levels (KL)

## Work Experience

**Amdocs** as Head, Program Management,  
Jun 2006 to Till Date

Growth Path:

Jun'06 - Feb'16 as Project Manager to Customer Delivery Director

Mar'16 - till date as Service Partner/Prime Service Integration Director

Key Result Areas:

Monitoring programs from conceptualization to their final execution while conducting need assessment  
Working towards mapping requirements & providing best solutions for evaluating & defining scope of programs and finalizing the requirements

Suggesting technology-based solutions for enhancing functional efficiency and achieving business excellence

Administering the entire gamut of business planning, driving strategic initiatives and financial planning & analysis

Establishing processes & SOPs and deploying various methodologies & recommending modern practices to save execution time and realize operational efficiencies

Liaising with top management for evolving strategic vision, driving change, infusing new ideas and taking process performance and productivity to the next level

Managing complete P&L ownership for the business processes

Steering efforts for large client engagements, account growth & customer facing program as per their strategies

Building the following:

- o E2E Detailed Level Plan (15 Streams Integrative)
  - o Program management practices, action items
  - o Governance structure in account including daily, weekly and monthly governance reports (VP/DP/CXO Level)
- Structuring the 3rd Party Vendors Governance Framework and Vendor Management Governance Framework

Significant Accomplishments:

Administered Amdocs Development Center Setup for the account; established full infrastructure setup for a account with 400 team members

Managed governance with CIO/Division Presidents on regular basis, 400+ interfaces and 250 legacy systems

Participated in India Leadership Forum for Innovation/AOP Planning

Achieved the following:



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- o YOY EBIT and revenue targets for the APAC division
- o 4.5/5 score on Customer Satisfaction (CSAT) for APAC customers
- o Cost reduction by 25% during non-build activities
- o Established a delivery process based on Agile Methodology that led to reduction in timeline by 20%  
Led the following:
  - o CMM Quality Implementation in Projects
  - o E2E Testing Practice (UAT/Non-functional/B2B)
  - o Development in Agile Methodology
  - o Organization Change Management for a customer in APAC
  - o Tools Change Management (TOC) for a pilot account in North American Account
  - o Quality Review Audits for over 10 projects across various divisions
  - o Sales/Pre-sales for estimation, solution, implementation, RFP/RFI responses for different customers in APAC

• **IBM Global Services** as Delivery Manager  
Apr 2005 to Jun 2006

• **Infosys** as Project Manager  
Mar 2004 to Mar 2005

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## Education

UG: **B.Tech/B.E (a)** from **Jiwaji University** in **1995**

PG: **PGDiploma (Strategy)**, **Part time** from **Indian Institute of Management (IIM), Kolkatta** in **2010**

Other Qualifications/Certifications/Programs:

Senior Management Program

Advance Certification in Computers (Young Managers' Course)

Certified Customer Delivery Manager

Certified Integration Manager

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## IT Skills

Skill Name	Version	Last Used	Experience
Word, Excel, PowerPoint			

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## Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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## Affirmative Action

Physically Challenged: No

## Work Authorization

Job Type: Permanent

Employment Status: Full time

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