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PAVAN KUMAR POTHURI premium Featured

Senior Project Manager seeking roles in Project Management,Technical Support,Program Management,Stakeholder Management,SLA/TAT Management,Digital Transformation,Acceptance Testing,Escalations Management,Technology Roadmap,Service Delivery

Current Designation: Senior Project Manager

Current Company: IDEMIA

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Program Mgr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: senior project manager,program management,stakeholder management,sla/tat management,digital transformation,acceptance testing,escalations management,technology roadmap,service delivery,Presales,Sales Operations

Verified : Phone Number | Email - id

Total Experience: 14 Year(s) 0 Month(s)

Notice Period: 2 Months

Highest Degree: MBA/PGDM[Strategy and Marketing]

Last Active: **Jan-Mar 2021**   Last Modified: **Jan-Mar 2021**

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Summary

*   Result-driven professional (M.B.A -Strategy and Marketing from HEC School of Management, Paris) with over 14 years of experience in leading institutions
*   Managed project / program operations by rendering cross-functional coordination with key focus on defining Service Level Agreements (SLAs), Standard Operating Procedures (SOPs) as well as interacting with prestigious clients, industry leaders, vendors & other key stakeholders
*   Expertise in driving end-to-end execution of the solution identification exercise involving interaction with the client, requirement analysis, development of workflow solution, solution customization, configuration, implementation and end-user training
*   Managed large and complex customer and prospect relationships to maximize net contribution through an emphasis on obtaining new, high income relationships; maintained quality service for all customers, expanded existing relationships & monitored relationship profitability

Work Experience

- **IDEMIA** as Senior Project Manager
  Jun 2018 to Till Date

  industry: BFSI
  Result Areas:

  Serving as the Program Manager for flagship enterprise software dev. projects in bfsi domain
  Spearheading a team of 40 personnel inclusive of engineering, design and quality members, in the development and delivery of several key features for projects
  Spearheading the responsibility for END-TO-END PROJECT MANAGEMENT of complex implementation and delivery projects by acting as a SINGLE POINT OF CONTACT between the clients and stakeholders
  Providing technical project planning, management and oversight for key initiatives so that the projects are completed on-time, within scope and budget and with an extremely high quality of deliverables
  Gathering business requirement by collaborating with partners, stakeholders, sales and translating them into functional requirements; working closely with engineering team to build correct solutions
  Working with technical managers, QA managers, Leads, UI/UX designers, Testing and development teams to shape the deliverables including wireframes, mock-ups, and final features for web-based applications
  Managing changes in project scope, identifying potential crises and devising contingency plans
  Drafting realistic project plans; accountable for delivery of technology solutions according to agreed-upon plans
  Reporting on project progress; offering viable solutions and opportunities
  Recommending process improvements; handling capacity planning and cross-team collaboration
  Leading meetings and setting expectations for project teams and facilitating project reviews and retrospectives to provide constructive feedback to stakeholders
  Monitoring the Costing of the projects against the actuals; preparing whitepapers on service offerings, key differentiating features and feature presentations for sales
  Highlights:

Strategy Formulation: team ramp-up strategy; collaborated with talent management to recruit and onboard team memebers
Process Accelerators Implementation: such as automation of manual processes to increase productivity; contributed to innovative ideas for the applications to reduce cost and operational excellence
Customer Service Excellence: Received high customer satisfaction with on-time high-quality deliverable; ensured zero customer escalations for the project delivery to gain trust of the clients
Quality Enhancement: Increased the quality of features by 50% by reducing gaps in understanding customer needs.
Defined key metrics: defined and monitored metrics to increase efficiency
Ideation of key initiatives: including user centred thinking, non-functional aspects including scalability and performance of each feature.
Efficiency Enhancement: Spearheaded initiatives that increased developer efficiency by 50% and delivery effectiveness by two-fold
Cross-Functional Collaboration: Worked with Sales and Presales; responded to several bids across LATAM, Asia Pacific and Europe

- **Infosys** as Project Manager
Mar 2004 to Feb 2016

Industry: Financial Services, Investment Banking, Annuities, 401(k)

Highlights:

Role: Project Manager in BFSI domain and Consultant Technical Manager for client Goldman Sachs in USA and UK

*   Cross-domain Project Management: across Trade Booking, Subledger, P&L calculation for trades
*   Conversion Programs: involved in Conversion Programs from Legacy to Java technologies
*   Technical Solutions Implementations: for financial instruments (derivatives, swaps, equities, carry, GMI, FX, Commodities)
*   Zero Customer Escalations: for the project delivery to gain trust of the clients
*   Enhancement of Subledger Application: for automated write-offs and reversals, which saved 6 hours per analyst per week
*   Project in FX and Commodities Trade Booking Processes and P&L Calculation: increased system availability by 20%
*   Development of carry for futures and options: increased efficiency by 20%
*   Issue Resolution: in Futures and Options trade bookings; lowered failure rate by 60% in transaction volumes of 10 K per day
*   Stakeholder Collabortions: in New York and London; led initiatives that decreased TAT of P&L calculations by 16%
*   Several Key Projects: in 401(k) (retirement services) and annuities for Ameriprise financial services that has significant impact for more than 500K clients' employees

Education

UG: **B.Tech/B.E. (computer science engineering)** from **Jawaharlal Nehru Technological University (JNTU)** in **2003**

PG: **MBA/PGDM (Strategy and Marketing)** from **HEC School of Management, Paris** in **2018**

Other Qualifications/Certifications/Programs:
PMP
CSPO
AWS Certified Architect Associate
CSM

IT Skills

Skill Name	Version	Last Used	Experience
MS Project, Clarity, Confluence			
JIRA, Balsamiq, Invision, SQL, Rest APIs			
AWS, Unix, Shell Script, Java, Sybase			
COBOL, JCL			
SDLC, Agile, Scrum			
SPSS, Tableau			

Languages Known

Language	Proficiency	Read	Write	Speak
Telugu	Expert			
Hindi	Proficient			
English	Proficient			

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time