



Vivek Chandra Reddy

Global Professional Services Leader seeking roles in Project Management, Transition Management, Program Management, Vendor Management, Client Management, Technology Management, P&L Management, IT Service Management, Six Sigma, IT Strategy, Service Delivery

Current Designation: Global Professional Services Leader
Cloud and Infrastructure Plus experienced Cards , BFSI

Total Experience: 26 Year(s) 0 Month(s)

Current Company: Wipro

Notice Period: 2 Months

Current Location: Hyderabad / Secunderabad

Highest Degree: MBA/PGDM [International Business]

Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

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

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Global Professional Services Leader, Head/VP/GM-IT/CTO, Project Management, Transition Management, Program Management, Vendor Management, Client Management, Technology Management, P&L Management, IT Service Management, Six Sigma, IT Strategy, Service Delivery

Verified: Phone Number | Email - id

Last Active: 20-Jan-21

Last Modified: 20-Jan-21

Jump to Section

[Work Experience](#) | [Education](#) | [IT Skills](#) |

Summary

Skilled professional with 26 years of experience in Project Management, Transition Management, Program Management, Vendor Management, Client Management, Technology Management, P&L Management, IT Service Management, Six Sigma, IT Strategy, Service Delivery

Work Experience

Wipro as Global Professional Services Leader Cloud and Infrastructure Plus experienced Cards , BFSI
Aug 2013 to Till Date

Own and Drive sales, revenue and billed resources growth in CIS Service line, globally. CIS is the largest Service Line in Wipro. Work with all Geo sales heads in strategizing and drive T&M plus FCP Sales and people growth.

Key KRA's and Outcomes

- * Current run rate at \$200 MM Per year. Over 7500 resources across service line in Professional Services engagements
- * Year on year strategic plan and account plan development on targets
- * Create and own strategy to enable people staffing and growth globally. Plus strategize growth, skill development and hiring, forecast management.
- * Work with Practice groups, Sales Teams, Staffing in a matrix and collaborative environment to meet targets
- * Increase revenue from current number by sequentially driving 2 to 3% growth every quarter
- * Create strategy to enable people staffing in Niche skills and working with client on key POC engagements
- * Ensure that all operating norms on profitability are met.
- * FY 20 - Added over 650 people on incremental head count. 339 in US Geo
- * Consolidated Professional services structure for CIS Service Line across the globe

GM HLS BU

Business Change Leader for BU

Apr 2018 to May 2019

Drive key transformation engagements in Health BU using, both tools and process, to improve productivity norms. Implement Agile methodology driven models in key engagements. Ensure delivery excellence using a combination of excellent review, metrics, early warning, cross team learning. Plus, ensure sales to delivery hand over is done well, with all CTQ's understood by all parties.

- * Tools and Process Automation - Leading to meeting transformation goals in overall BU. FY 19 Underrun at 2.1%
- * Matrix Structure - Act as enabler across BU. Drive BU and Company KRA's on transformation outcomes
- * Implemented Holmes BOTS (Wipro RPA Tool) in key AMS engagements. Implemented and grounded Testing BOTS in Cigna and won awards at both BU level and client appreciation
- * Over 40 specific BOTS developed to automate key areas in AMS engagements
- * Automation is third phase of improving productivity, earlier ones relied on LEAN Six Sigma processes to drive out waste and boost productivity.



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.

- * Launched Crowdsourcing activities in Health BU, for development projects and AWS ones. From zero challenges on TopCoder to over 60 challenges launched with 85 MM achieved in Q2, FY19. Over 300 MM savings in FY19
- * Launched Agile testing in largest testing engagement, where the team was also moved from a horizontal to vertical model
- * Rigorous review model implemented for all key engagements especially transformation related, to align and show tracking against quarterly and yearly transformation goals.

Vertical Delivery Head Payer and Provider and Services

Apr 2016 to April 2018

Global delivery and Operations head for one of Wipro's largest Verticals. Responsible for overall delivery and operations P&L with team size of nearly 2300 resources, across 20 plus key accounts globally. Key Delivery responsibility includes ensuring 100% on time delivery tied to key KPI, on first time right, In scope and on time and on budget. External KPI measurement based on CSAT (Client Satisfaction) and NPS (Net Promoter Scores) scores. Operational excellence tied to COD (Cost of Delivery), OM (Operating Margin), Pyramid, and Localization. Key clients include, fortune 50 firms from both Payor (Health Insurance) and Provider space, also Medicare and Medicaid Insurance work. Global teams spread across LATAM, APAC, India, UK and USA

- * P&L hard targets focus on topline (\$20MM- FY18), bottom line (20%OM) and margin improvement. Cost of Delivery (63%) has improved by 4% compared to FY16 exit. Margin improved by 2% due to COD movement.
- * Responsible as delivery leader for Transformation and process excellence, - automation, tools, Agile mode of development and testing
- * CSAT scores average 6.5/7, jump from 5.9/7 in FY16

■ **CAPGEMINI FINANCIAL SERVICES LTD** as VP & Financial Services Delivery Head APAC and ME (APAC BU)
Dec 2009 to Jun 2013

The role was that of the Delivery Head for the APAC and ME region in Capgemini Financial Services since 2010. Managed a team of over 1200 FTE. Teams are located in India (Hyderabad, Bangalore, Chennai and Pune), UAE, Singapore, Malaysia, Indonesia, Manila, Taiwan, and Hong Kong. End to end delivery responsibility. Engagement streams include managing large Banking and Capital Markets accounts such as Standard Chartered, ANZ, CLSA, plus Fixed Bid SLA driven work for FGB in UAE, Mzuho in HK, Citibank in Singapore and Taiwan. Product based engagements included Temenos (T2) based core banking projects, both in maintenance and development plus implementation, and also IFLEX support and New Generation Platform development. Cards support was on the Vision PLUS product.

Responsibilities and Achievements:

- * Overall end to end delivery responsibility and resource responsibility across region, with 1200 plus FTE's.
- * Supported Global Banks, Indian Banks, Insurance companies, Capital Market clients.
- * Ensured margin focus, took BU from negative GOP (Gross Operating Profit) margin to positive 10% GOP, which exceeded BU budgets in first year of delivery head role.
- * Integrated new companies into BU, managed client delivery and associate integration in parallel.
- * Responsibility for People Management and personal KPI's linked to people development, attrition and retention.
- * Built the Standard Chartered account to Platinum status with over 650 employees billed
- * Enabled BU growth of 25% Year on year.
- * Ensured close collaboration of BU team with wider Capgemini to deliver projects on time seamlessly.
- * Managed Mobility and travel/transfer of resources across region.
- * 90% offshore leverage. Over 50% of engagements on managed services mode with SLA/Penalty Model, with hard consequences.
- * Created PMO team to ensure control, tracking, allocations, budgeting and MIS, reporting and analysis. Built and integrated delivery and operations teams across region.
- * Responsibility for key planning, from active engagements to new business. Put in place yearly plans for enabling growth of the BU and KPI's for the team.
- * Responsibility for internal group compliance and for client service level commitments and compliances.

■ **SATYAM COMPUTER SERVICES LTD** as South Asia Delivery Head (South Asia BU)
Nov 1997 to Nov 2009

South Asia BU is a new structure based on new management directive post company takeover. BU had projects of all kinds, both Banking/Insurance and Non-Financial Services, including Captives, Defense and Government engagements, mobile technology, banks. Engagements ranged from staff augmentation to fixed bid delivery of huge multi-year engagements, with testing, maintenance and development projects. Responsible for team and overall delivery, margin management, staffing, Infrastructure and Operations.

Responsibilities and Achievements:

- * Integrate delivery team. Put in place structure to manage and create goals and norms for team based on corporate directions.
- * Managed team of 1400 plus FTE's across South Asia.
- * Ensured delivery of long running and overdue engagements in Banking and other sectors.
- * Created open and transparent tracking system to bolster client confidence and internal management on project progress.
- * 80% of engagements on Fixed Bid, SLA driven contracts
- * Ensured completion of key development projects within schedules.

Operations Head ADMS August 2007 to June 2009

ADMS (Application Development and Maintenance Services) was the largest horizontal practice within Satyam. The peak team size was over 15000 resources. This was formed to create an integrated practice for all legacy technologies and resources. The role of operations head was to integrate all these disparate resources into one organization, create structures and norms. Put in place control mechanisms and ensure corporate goals were fulfilled.

Responsibilities and Achievements:

- * Integrate team of 15000 resources into one ADMS organization.
- * Created PMO team to ensure a central control of resources, infrastructure, travel, allocations and timesheet management plus other day to day activities
- * PMO was created to help control, budgeting and MIS, allocate, Tracking and monitoring, senior management reporting, cost savings and goal analysis and metrics reporting.
- * Worked with key practice leaders to create solutions and new service offerings. Plus tracking for ramp up and down, along with resource utilization
- * Up skilling of resources as training and development was an area of responsibility.
- * Quality control and CMMI process integration was another area of responsibility. Created Quality review framework for ADMS
- * Cost Savings - achieved cost savings of over 15% based on strict monitoring of Infra, resource allocations, travel, and other expenses. These measures helped maintain margins in face of stagnant pricing.
- * Lowered Bench Q on Q. Moved from a 35% bench to close to 20%.

Insurance Vertical -ODC Head CIGNA April 2006 to July 2007

Overall delivery responsibility for both onsite and offshore team. This includes ODC operations for 500 plus associates

Overall delivery responsibility for both onsite and onshore team. This includes ODC operations for 500 plus associates. Work involved delivery of development and maintenance projects for all divisions of CIGNA

Responsibilities and Achievements:

- * Profitability target at 45% for the year, measurable Q on Q. Met and Exceeded the target.
 - * Manage delivery of 450 associates, manage all production systems and up times. All engagements were on fixed bid and SLA driven.
 - * Maintenance contracts were ticket driven, SLA based and priority response based. Met and exceeded SLA norms.
- Turned around key delivery projects, especially those with solutions issues.
- * Increased offshore leverage from 55% to over 70%. Huge cost savings passed back to clients and big jump in margins for Satyam.
 - * Exceeded norms on Associate Delight Index and Client Satisfaction surveys
 - * Renewed MSA with over 11% rate increase and guaranteed 3 years period.
 - * Managed all RFP and pre sales processes. Worked with Sales team on proposal defense and negotiations

Business Leader GEGDC April 2005 to March 2006

Senior Relationship/Program Manager March 2003 to March 2005

Global Delivery Manager GE Insurance April 2000 till March 2003

Senior Business Analyst Nov 1997 till March 2000

[^ Back to Top](#)

Education

UG: **B.Com (Commerce)** from **Nizam College, Hyderabad** in **1987**

PG: **MBA/PGDM (International Business)** from **University of Texas at San Antonio** in **1993**

[^ Back to Top](#)

IT Skills

Skill Name	Version	Last Used	Experience
Microsoft Office			
lean, Six Sigma			

[^ Back to Top](#)

Languages Known

Language	Proficiency	Read	Write	Speak
English				

[^ Back to Top](#)

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

[^ Back to Top](#)

Careers - About Us - Clients - Terms & Conditions - FAQs - Contact Us - Report a Problem - Site Map - Resources
Our Partners: Jeevansathi Matrimonials - ICICIdcommunities.org - 99acres - Real Estate In India
All rights reserved © 2021 Info Edge India Ltd.

Careers - About Us - Clients - Terms & Conditions - FAQs - Contact Us - Report a Problem - Site Map - Resources
Our Partners: Jeevansathi Matrimonials - ICICIdcommunities.org - 99acres - Real Estate In India
All rights reserved © 2021 Info Edge India Ltd.