



RAJKUMAR S AGASTWAR + premium Featured

Delivery Head seeking roles in IT Service Delivery, IT Governance, Application Management, IT Risk and Compliance, IT Project Management, IT Strategy Planning, Stakeholder Management, Transition Management, Digital Transformation and Quality

Current Designation: Delivery Excellence Head - IT	Total Experience: 30+ Year(s)
Current Company: Wirpo Technologies	Notice Period: 1 Month
Current Location: Bengaluru / Bangalore	Highest Degree:
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: IT Service Delivery, IT Governance, Application Management, IT Risk and Compliance, IT Project Management, IT Strategy Planning, Stakeholder Management, Transition Management, Digital Transformation, Program Management and Quality Excellence	
Verified : Phone Number Email - id	

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

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Summary

Delivery Professional with hands-on experience in directing implementation and delivery of bespoke applications & products for major Fortune 500 clients. Successfully delivered IT services across range of infrastructure, technology and domain. Managed large, cross-functional, multi-cultural & multi-geographical teams. Excellent people management skills; won Best People Manager Award in the organization. Lead by Example style of leadership, nurturing and motivating people into building high performance teams. As an Account Delivery Head, managed delivery of 180+ million projects & 2000+ professionals. Strong onsite delivery experience across India, USA, UK, The Netherlands and Germany. A People Leader, who has successfully led & motivated team towards growth and success in the organization; created a clear & compelling view of future through coaching and execution; extensively coordinated with multi-cultural & global teams for ensuring smooth functions.

Work Experience

Wirpo Technologies as Delivery Excellence Head - IT Jul 2002 to Till Date

Jan'18 - Present: Delivery Excellence Head
Apr'17 - Dec'17: Strategic Client Partner
Nov'12 - Mar'17: Account Delivery Head
Jan'11 - Oct'12: Domain Presales
Jun'04 - Dec'10: Delivery Manager
Jul'02 - May'04: Project Management

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As a Delivery Excellence Head for a business unit, expertise in implementing/ developing large-scale Enterprise applications along with integrating next generation delivery model including Crowdsourcing, Cognitive Tools, Automation, AI and Analytics. Delivery Anchor with career success in delivering solutions that remedy core business issues and position the organization to reach the next level of profitability and scalability through technology introduction and process transformation. Established strong, lasting relationships, worked as a bridge builder from executive level down to end-user level.

Operations Management leadership with objective of attaining optimized cost and strong global governance leading to high-quality deliverables and customer satisfaction which is enabled by ISO aligned standards/ processes and metrics



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high quality deliveries and customer satisfaction which is enabled by ISO aligned standard processes and metrics to measure performance at various milestones and structured governance at multiple levels. Following the philosophy of Continuous Improvement using various methodologies like Lean and Six Sigma which has been a constant endeavor to improve user experience and transform delivery to adapt to next generation delivery model.

Trigent Software, USA as Account Manager
May 2001 to Jun 2002

Customer relationship management and Service Delivery Management.
Strong Account Management skills that have resulted in high level of customer satisfaction and repeat business through delivery led mining. Excellent Customer Relationship Management leading to a long-term partnership focusing on delivering value, gaining trust, responsiveness and displaying deep understanding of client's business process and issues.

HCL Global Systems as Account Manager
May 1999 to Apr 2001

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Trigent Software, India as Project Manager
Jul 1995 to May 1999

Managed team and projects delivering IT Services to customer organization in USA. Led a team of 120 people working in multiple technologies. Managed a highly performing team and delivered service to customer ensuring highest level of satisfaction.

Strong Project/Program Management, delivery skills that have resulted in repeated success in guiding teams in the implementation / launch of leading-edge solutions & best practices. Excellent track record of troubleshooting & recovering projects and achieving client delight & satisfaction.

Tata Unisys Ltd as Project Lead, Software Engg
Aug 1990 to Jun 1995

Application development using C/S architecture using 3GL and 4GL programming languages. Worked at customer locations integrating with their teams.
Implemented IT solution for a large warehouse in UK.
Developed a product in the area of Online Transaction Processing.

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Education

UG: **B.Tech/B.E. (Computers)** from **IIT, BHU, India** in **1988**
PG: **in 0**

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IT Skills

Skill Name	Version	Last Used	Experience
SERMICE DELIVERY			
Application Dev & Maintenance			
Customer Relationship Management			
Pre-sales and Strategic Partnership			
Delivery Excellence			
Quality and Risks			
ACCOUNT MANAGEMENT			
Staffing and Skill Management			

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✓	✓	✓
Hindi	Expert	✓	✓	✓

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Affirmative Action

Category: **General**
Physically Challenged: **No**

Work Authorization

Countries: **India**
Job Type: **Permanent**
Employment Status: **Full time**

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