



Charles Kumar



Sr. Manager seeking roles in Product/Project Management, Product Implementation, Service Delivery Management, Analytics, Stakeholder Engagement, Machine Learning, Artificial Intelligence, Tableau, Spotfire, MS Project

Current Location: Bengaluru / Bangalore

Total Experience: 17 Year(s) 0 Month(s)

Prof. Location: Bengaluru / Bangalore, United Kingdom (UK), United States (US)

Notice Period: Currently Serving Notice Period

Functional Area: IT Software - Application Programming / Maintenance

Highest Degree: B.Com [Commerce]

Role: Project Mgr-IT/Software

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Sr. Manager (Product Implementation Lead), Program Manager, IT Project Management, Product Management, Analytics, Service Delivery Management, Stakeholder Engagement, Process Improvement, Machine Learning, Artificial Intelligence, Tableau, Spotfire, Python

Verified: Phone Number | Email - id

Last Active: 21-Jan-21

Last Modified: 21-Jan-21

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Summary

Professional with 17 years of experience in managing the entire gamut of Product Implementation; delivering of analytics and reporting solutions, and driving projects to successful completion
Successfully grew revenue of \$ 1.2 Million by expanding footprint of Genpact SharePoint services within the client organization
Played a key role as Lead Product Implementation and Service Delivery Manager for US & India IT teams and have strategically executed many innovation projects
Expertise in setting out delivery standards for various operational areas, implementing quality procedures to facilitate a high-quality experience, while adhering to the SLA and business services
Maintained cordial relationship with all the clients by understanding their requirement & delivering custom solution.

Work Experience

Genpact as Implementation Lead
Aug 2011 to May 2020

Genpact as Sr. Manager (Engagement Lead - Analytics)
Aug 2011 to Apr 2020

Key Result Areas:

Managed Reports and Deployment work-streams; managed implementation of PVAI (Pharmacovigilance AI product)
Identified reporting requirements and translated them into specifications for development team
Ensured reports are developed to specifications within agreed timeline and tested prior to client UAT by collaborating with product management and engineering teams
Conducted workshop with business teams to define key business considerations that need to be addressed prior to and during deployment
Demonstrated ability to generate innovative solutions to problems and effectively work with and communicate with key partners
Oversaw departmental training activities to ensure all team members received functional product expertise
Tailored each project, discovering process improvements & improving client efficiencies
Defined the deployment strategy and implementation plan of the product

Highlights:

Sr. Manager (Onsite Engagement Lead), New York
Headed onsite client relations for top 5 pharmaceutical companies in New York through leading a team of 5 onsite leads
Took proactive proposals to clients through exploring potential clients/buying centers for Genpact
Conducted:
o Quarterly Business Review meetings with client PMO to review program performance, gaps, risks and mitigation plan
o Periodic review sessions with onsite leads to review the health of their respective service lines
Acted as an escalation point and ensured their bridging, including initiation of any necessary escalations and business impacting issues
Successfully maintained high NPS score



Important

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Manager (Service Delivery Manager), Bengaluru
Led a team of 85 professionals for the overall delivery of Analytics services including account planning, revenue and resource forecasting
Assist onsite sales team in identifying new buying centers and opportunities
Participate in RFI/RFP/proactive proposal development process which includes representing capabilities, experience, solution and pricing
Conducted recruitment of new employees; led employee training and development by monitoring competency grids and identified training needs for skill / competency up-gradation

Assistant Manager (Project Manager), Bengaluru
Delivered analytics projects for different business functions including sales, marketing, commercial operations, training, medical & so on
Headed end-to-end project from requirement gathering, estimation, project charter, build to UAT; created project documentation such as issue tracking, functional gaps, risks and changes

■ **Genpact** as Onsite Engagement Lead - Analytics
Aug 2011 to Apr 2020

■ **Ernst & Young** as Sr. Customer Support Analyst
Jan 2007 to Dec 2010

Highlights:
Acted as SPOC for Asia Pacific region for Remedy tool; owned entire implementation process for Remedy within the area and oversee implementations are conducted in an efficient and organized manner
Delivered training for new users, new deployments, upgrades & conducted refresher training while attending Global Deployments meetings
Understood key requirements of firm and regulators risk management rules and policies; used analytical and project management methodology and tools
Completed all assigned projects/tasks in line with the standard operating procedures; ensured completeness, accuracy and appropriateness of all task assigned
Facilitated and drove the process to completion by timely following up on requests from Onshore
Conducted meetings with the account teams including Partner, Senior Manager, and Business Development to identify potential clients that needs to be linked and liaison with the respective partner for approvals

■ **America Online** as Sr. Quality Assurance Analyst
Oct 2002 to Dec 2006

Highlights:
Conducted calibration session with the leadership for Albuquerque, Delhi and Oklahoma for site performance evaluation
Reported to the Quality Assurance Manager while monitoring calls for 10 global sites for SLA compliance
Analyzed & prepared QAA Analysis report to understand QAA performance of the entire Quality team

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Education

UG: **B.Com (Commerce)** from **St. Josephs College of Commerce** in **2001**

Other Qualifications/Certifications/Programs:
Advanced Analytics

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IT Skills

Skill Name	Version	Last Used	Experience
MS Project			
Python			
SQL			
TABLEAU			
SPOTFIRE			
Advanced excel/VBA			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Kannada				
Tamil				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Emolvment Status: Full time

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