# Ketan Bhatte

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## PROFESSIONAL SUMMARY

Highly talented and Result-oriented Senior Management IT professional offering 19 years' of IT experience in all phases of IT solution and service delivery while working with a diverse range of technologies and customers.  Strong depth and breadth of IT consulting experiences.
Advanced ability to understand a client's business, technology and process needs, and translate that understanding into successful business solutions.
Expert negotiator with great ability to reduce costs, improve efficiency, and increase customer satisfaction.  Solid leadership, analytical, strategic and communication skills.

## EMPLOYMENT HISTORY

### Program Director                                          May 2016 - Present
CGI Technologies, Inc

CGI Technologies, Inc. - USA - (Advantage/Accelerate State and Local services)

• Manage global delivery team with over 150 members for state and local services while developing business strategy and management.
• Enhance the consulting program including process and procedural redesigns, financial responsibility, leadership and employee development, project management, inter-departmental collaboration, client service, and quality assurance.
• Continually delivered all services on time with high customer satisfaction.
• Ensure best practices and standards are followed throughout the product development and software testing lifecycles.
• Manage project plan execution; provide accurate summaries of overall project status, including both internal and external facing reports.
• Providing leadership in driving process and procedure improvement across all the programs.
• Managed Team management issues/conflicts and provide mentoring/guidance's all the programs.
  07/2007 -  04/2016   06/2002 -  06/2007

### Director                                                   Jun 1996 - May 2002
Engagement

Lionbridge Technologies, Inc. - USA - (Printer & Health Care Business Domain)

• Managed multiple programs utilizing 155 resources across USA regions and India.
• Consistently ensured successful on-time and quality delivery of Lionbridge IT solutions and services by actively involving in design, development and QA for all projects and according to customer

needs and objectives.

- Directed Plus one program, which boosted savings of more than $ 2.5M.
- Developed business plan and raised $3.1M in first round of funding.
- Initiated changes to service level agreement and led to increase in customer satisfaction by 25%. Act as primary contact and escalation point for operational matters.
- Receive and resolve inquiries from client management, COEs and ensure timely resolution.
- Actively participated in pre-sales, support People / Team Management, business strategy & consultation, process improvement & innovation job.
- Transitioned delivery operations of 400 people whilst maintaining productivity SLAs and business operations. IT Delivery Manager Lionbridge Technologies, Inc. - USA - (E-Learning and Healthcare Domain Business)
- Supervised the work of 235 team members, offering constructive feedback on their work performance.
- Managed project execution to ensure adherence to budget, schedule, and scope. Developed and updated project plans for information technology projects including information such as project objectives, technologies, systems, information specifications, schedules, funding, and staffing.
- Developed and managed work breakdown structure of e-learning projects.
- Prepared project status reports by collecting, analyzing, and summarizing information and trends.
- Perform risk assessments to develop response strategies.
- Monitored the performance of project team members, providing and documenting performance feedback.
- Negotiated with project stakeholders or suppliers to obtain resources or materials. Identified, reviewed, or selected vendors and consultants to meet project needs. Developed and maintained annual budgets for the projects.
- Assessed current or future customer needs and priorities through communicating directly with customers, conducting surveys, or other methods. IT Lead Developer/ Architect Atcom Technologies - (Finance Domain Business)
- Aggressively involved in design, development and testing of the product.
- Modified existing software to correct errors, upgrade interfaces and improve performance. Rapidly prototyped new capabilities to confirm feasibility.
- Researched, designed and implemented scalable applications for information identification, extraction, analysis, retrieval and indexing.
- Worked effectively with design teams to ensure software solutions elevated client side experience.
- Worked closely with other team members to plan, design and develop robust solutions in a timely manner.
- Interfaced with business analysts, developers and technical support to determine the best requirement specifications.
- Ensured that the project is successfully completed on time, within budget, and quality.

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# EDUCATION

## Masters, Project Management
Narsee Monjee Institute of Management Studies (NMIMS) | Mumbai, MAHARASHTRA

Bachelors, Engineering
Rajiv Gandhi Institute of Technology (RGIT) | Mumbai, MAHARASHTRA

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# SKILLS

PROFESSIONAL SKILLS
• Project / Program Management
• Client Relation Management
• Tactical /Strategic Planning
• PNL and Budgeting Planning
• Client / Staff Training
• Process Analysis/Engineering
• Crisis Management Consulting
• Immigration (Visa) Expertise
• Software new product development

• Resource Management
• Test Management
• Contract negotiation
• RFP preparation/response
• Transition Management
• Effective Leader
• Team building & Direction
• Risk Management
• Expertise in implementing SCRUM and agile models.

• Consistent Process Improvement Initiatives.
• Core expertise in Global Services Delivery/ Operations Management.
• Core Technologies include PeopleSoft 9.2, .NET, JQuery, Angular JS, Mainframe, SQL/Oracle databases.
• Expertise in customer care, Help Desk and Sales efforts.