My ability to understand core business problems and deliver effective IT solutions has proven extremely valuable in my current position. I have developed expertise in solution design and implementation application support and IT service delivery. I have significant management experience and a proven track record of leading teams dedicated to technical and service excellence. My combination of IT knowledge analytical capability and interpersonal skills have allowed me to implement several major system enhancements while simultaneously improving internal service quality as measured by satisfaction surveys that we administer and track annually.

Career Highlights:

➢ 19+ years of experience in Program Management, Project Management, Product Management, Leadership roles and engineering.

➢ Successfully lead the Consulting services for Oracle,NYT,IBM and deliver all the engagements with in triangle (Scope, Budget, Schedule) constrains by acting as Single Point of Contact for the client executive managements

➢ Successfully drove portfolio of 60+ set-top project's from initiation through global deployment.

➢ Managed highly complex mission critical Program/Project's with annually budget ranging from $5M-$30+ M

➢ Managed team of 50+ (globally located) associates comprising of Project Managers, Enterprise architects and multiple development teams

➢ Ensuring adherence to cost, schedule, and scope constraints by tracking consumption and forecasts

➢ Expertise includes areas such as Enterprise Architecture, IT Strategy, Virtualization & Cloud Strategies, CRM & Sales platforms, Mobile and Innovation programs for internal and external uses

➢ Served as operational support liaison between client executive level management, operations, sales and technical teams, maintaining end user quarterly customer satisfaction rating of 95%.

➢ Governance frameworks including Program, Architecture, Services and Data, IT Infrastructure Planning & Design, IT Gap Analysis, Performance Optimization & Continuous Improvements. Six Sigma Black Belt

➢ Oversight for all work intake, production support prioritization, resource management, and process/procedure development and maintenance for core and ancillary systems and operating models;

➢ Grow existing contract values by cross-selling and up-selling existing contracts.

➢ Managed clients: Health Care, Financial, Supply chain, Federal, state, Telecom and Pharma

➢ Managed and track progress with detailed sprints/iterations (following Agile XP and SCRUM methods) and qualitative assessments of individual tasks.

➢ Lead Architecture and Integration committee responsible for approval of technical design and implementations plans.

➢ Establish and maintain strong customer relationship and build the trust providing innovative IT solutions and customer-focus decisions making ability

➢ Ensured all technical and financial goals were accomplished within governance criteria established through the SLA and SOW and working with 3rd party/vendors.

➢ Built and managed relationships with a diverse set of stakeholders including, Government bodies and agencies, board members and third party suppliers

➢ Ability to effectively manage time and program costs through activity duration, sequencing, estimating, schedule development and control, resource planning and cost estimating and budgeting and control using program management practices.

- Experienced in setting a strategy of continuous risk management that enables proactive decisions and actions throughout the project life cycle

- Managed the program and team through the deliverables associated with the program by establishing milestones and monitoring adherence to plans and schedules by holding leads accountable as appropriate

- Highly experienced in presenting to executive management

Throughout my career I have demonstrated a tremendous ability to support and maintain numerous business objectives. I am seeking new professional challenges and am eager to put my knowledge towards the growth and development of the organization.

Areas of Expertise:

- Performance / Program / Contract Management

- Escalation and Turnaround Management

- Enterprise Architecture

- Budgeting / Cost Control

- Vendor Management

- Coaching/ Team Building & Leadership

- Systems Development / Implementation

- Global IT Outsourcing

- Contingency Management

- Transition / Transformation Management

- Process Improvement

Thanks

Suneel Kolluru

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