

Nikhil Gopinathan



Contact

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Communication ability

English- Well Proficient in speaking, writing and reading

Hindi- Well Proficient in speaking, writing and reading

Malayalam- Mother tongue

Tamil, Telugu, Kannada - Spoken

Espanol (Spanish)- Work proficient

Humble alumnus of the World's Largest School (City Montessori School) according to Guinness World Records

Academic Details

Master of Business Administration: PGDM / MBA
(June 2019-May 2021)

Institution: PSGIM- PSG College of Technology,
University of Nottingham U.K. (GIP)

Bachelor of Engineering (B.E./ B.Tech) in
Mechanical Engineering

University: Anna University Chennai, India

12th – Indian School Certificate- ISC

10th – Indian Certificate of Secondary Education-ICSE

Institution: City Montessori School, Lucknow, India

Recent Work Details:

- **Project Manager & Service Delivery** at **Brillio**
Aug 2024 - Present
- **Project Manager & Delivery Lead** at **Coca-Cola Beverages** Sep 2023- Aug 2024
- **Project Manager** at **ITC Infotech, ITC Ltd**
Nov 2021 - May 2023
- **Project Manager (Client Success) Project of ITC** Aug - Nov 2021
- **Business Analyst / Project Manager Operations** at **Zinnov** Jun '20 - Jan '21
- **Operations Manager, CRG Rubbers**
July 2016 - May 2019

Skills, Roles and Responsibilities

- Worked closely with leading global clients like Kellogg's, JP Morgan Chase, L'Oréal, Siemens, Fujitsu, Rakuten, 3M, General Mills, Maersk, AstraZeneca, West Bank, Bank of America, Continental AG, Kimberly Clark, AB InBev, PepsiCo, British American Tobacco (BAT), ITC FMCG, Coca-Cola, Royal Bank of Scotland & Morgan Stanley
- Manage expectations between Clients, External, Internal stakeholders with excellent communication, interpersonal skills and being responsible for conflict management at all levels.
- As a **Project Manager** handle along **Scrum Master SAFe 6.0** roles, formulate BRD, FRD, RFP, RFQ, SRS documents directly with the clients & manage multiple teams viz. Solution Architects, Product Principal, Resources, Developers, QMS, etc.
- Drive implementation of the best Agile practices in the project cycle- planning, dynamic team collaboration, lean development, agile stories scrum calls, sprint reviews and retrospect.
- Managed implementing hybrid cloud solutions to support phased migration strategies, maintaining operational continuity during the migration process by leveraging data replication, backup & real-time sync across cloud platform

- Significant usage of Business Intelligence, IT & Data Visualisation tools viz Tableau, Power BI, Spotfire, Adobe Analytics, Microsoft Dynamics 365, Azure, Salesforce, Informatica, Anaplan, AWS, Oracle NetSuite, MIS- Management Information Systems, Service Now, Qualys, Okta, Ivanti (ITIL), JQL (Jira), Confluence, UiPath, AI Builder, Robotic Process Automation (RPA), MES, CRM, ETL, SAP, Selenium, Teamcenter Siemens, ERP & PowerApps.
- Led cross-functional teams to execute a GCP-based data governance and compliance framework, embedding GRC controls with comprehensive data assessment, data quality, and data audit mechanisms—driving a 45% uplift in data integrity, regulatory readiness, and enterprise-wide trust in analytics.
- Spearheaded the enterprise-wide implementation and optimization of ServiceNow, automating IT service management (ITSM), HR operations, asset management, Hardware **Asset Management** (HAM) and customer service management workflows. Streamlined incident resolution and RCA processes, reducing service incidents by 37%, improving response times by 40%, and enhancing overall service delivery, ensuring seamless alignment with **ITIL** best practices across the organization.
- Managed the design and implementation of **AI GPT** models for chatbot applications, focusing on prompt engineering and NLP techniques along enhancing dialogue act recognition, sentiment analysis, and coreference resolution to ensure engaging and contextually relevant user interactions.
- Responsible for adequate **Problem Management**, Incident management, troubleshooting & provide risk mitigation tactics- disaster recovery planning.
- Managed and executed **SAM** governance frameworks, integrating automated tools for real-time monitoring, license optimization, and usage analytics. Guided cross-functional teams in reducing software sprawl, mitigating risks, and enhancing ROI through effective asset utilization, resulting in improved operational efficiency and a 25% increase in software audit readiness.
- Maintain, audit and continually improve **ITSM** change management processes to assure coordinated multi-service provider, including creation and Change Requests (CR), assess and evaluate change, coordinate change with stakeholders, test prior to release, authorize and schedule change implementation, approve and close change record, streamline IT Service Management (ITSM) processes along maintaining accurate Configuration Management Databases (**CMDB**).
- Headed enterprise-wide **Software Asset Management (SAM)** ventures, optimizing software licensing, compliance, and cost efficiency across multi-cloud environments. Drove software audits and asset lifecycle management, achieving a 31% reduction in software-related costs and ensuring continuous compliance with industry regulations and vendor contracts.
- Accountable for managing multiple projects and achieve KPI, KRA within specified SLAs throughout SDLC.
- Leveraged **Six Sigma Green Belt** methodologies to streamline project workflows and drive continuous improvement. Applied data-driven approaches to identify and eliminate process inefficiencies while proactively discovering new projects through industry trend analysis and stakeholder engagement.