



ABHISHEK SRIVASTAVA

(Director) Delivery Management | Product Manager & Business Solution Consultant | Digital Transformation Practice Lead | Managed & Shared Service
Pre-Sales & BD | AMS/AD | Cloud-RPA-BPM/R-ERP-AI/ML-IoT | ERP-SAP | BI & Analytics | Automation | R&D | Agile Coach | ITIL-V4 | CMMI

IIT-G: Executive Program Product Manager and Digital Transformation

AIGPE- **Certified Lean- Six-Sigma Green Belt** and **Black Belt**

19 years of experience in IT “Working as Director of Delivery CDO” Established Accounts Client Partner. Business Solution Consultant and Product Manager, expertise meeting Client Satisfaction, Business Growth, Risk management, Resource utilization, Timesheet sync & Billing, SLA/TAT adherence, HR development, Resourcing, Skill enhancement, retention, BCP, CI/CD. Drive Digital Transformation & Business consulting programs, Excelled Functional Product Management (Java, .Net, Cloud Native/SaaS, ERP, SAP, EBS, D365, GSP, Cloud-SaaS Development) RPA, IoT, AI/ML, Cloud. Focused industries Banking, Insurance, Utility/Energy, Logistics, Health Care, Retail, March tech 4.0, FMCG, Pharma, Transportation/Aviation and Mobility.

Expertise to drive 360° \$180 USD Multimillion Portfolios, **Governance- People, Process, Technology & Commercial Value, business needs** while I explore potentials of an enterprise. Manage Transition, Digital Transformation Projects /Programs with technologies JAVA, .Net, Python, SFDC, MS-D365, SAP, MuleSoft, RPA, AI/ML, IoT, Data & BI-Analytics, IoT, Cloud Computing etc. Drive Projects/Programs as a leader and a mentor to large teams sized **(1200+ resources)** multimillion \$ Projects with **co-located and distributed teams**, scaled multimillion Green & Gray, Brown field, Migration & AMS & AD programs. Implemented **PMP, ITIL & Agile** framework (**TDD, BDD, TDD, ATDD, XP**) with appropriate use of tools, identification of Client business objectives and performed best as **Business Relationship Manager**, while maintained & improved processes (**CI/CD**), took care of internal & External Stake holders. Setup Portfolio/program management Metrix assign tasks, track, measure and help all to achieve their KPIs, vendor selection and closer, Resource Planning, Employee Attrition control and Skill development.

Handle communications and updates (MBR/QBR), P&L & YoY, Large Teams in Agile framework, Strategies, risk, governance, Change, and client requirements. Focused to SoW details SLA, TAT, SLDC demands, Managed/Shared service, T&M & Fixed bid programs and contract renewals, C-Sat, CI/CD and work closely with repartees- Product Managers, PO/BA, Tech/Functional Architects.

Proficient in managing Programs in Agile Framework and cutting-edge technologies, including ERP Transformation with COTs such as Oracle, SAP, SFDC, SN, MS-Apps, Cloud, Automation, Data and Analytics, and AI/ML Platform engineering, I excel in delivering innovative solutions that drive operational efficiency and business growth. I have a proven track record in improving program health and initiating new projects for Platform, Enablement, Product, and Cloud migration services, with various industries digital transformation projects.

Plan Risks and mitigation plans utilizing Six-Sigma, RAID/RACI (3As, DMADV, DAMIC, SWOT, Pareto, Fishbone), solve complex issues with minimal supervision, validate and prioritize portfolio projects and convert them into new business opportunities, take initiatives in Governance calls, strategies program-delivery standards and align employees with scope requirements. Create and define KPIs/KRAs to manage all resources must work in collaboration to achieve business goals.

Experience	Technology (DT-CoE)	Industries
AMS/AD, ERP, ITSM, CRM, Digital Transformation, Design Thinking, Purposeful AI, End-User Experience Augmentation, Digital Habitats, Digital Strategy, Customer Experience Measurement, Product Strategy, Workplace Intelligence, Product Management, Product Engineering, Farming & Hunting, Proposal Presentation.	ReactJS/.Net, Java, Sprin-Boot, Kotlin, R, Python, Mobility, Tableau, Power BI Salesforce, MS Dynamics-365, MuleSoft, Boomi, RPA, BPM, IoT, AI/ML, Sentiment Analytics, Chatbot, SaaS/Cloud, CI/CD, Github, Selenium, Cucumber, ServiceNow, MS-Project, ServiceNow, Information Lifecycle Management, Hybrid Cloud Management, Hybrid IT Management, Intelligent Operations, User Experience.	Banking, Insurance, Supply-chain, Healthcare, Retail, Manufacturing, Life Science, Automobile, Hospitality, Banking, Contact centre, Consumer, Telecom, e-Commerce, IT Services, Logistics, Energy & Utilities.
Agile Coach- Scrum, KANBAN, XP, NEXUS, Less, SAFe/ Delivery@Scale. SDLC- ATD, BDD, TDD, Expertise to Coach and drive Agile TDD, BDD, XP & consulting from Enterprise to Root Level.		

WORK EXPERIENCE

■ 03/2024 – 05/2004

PROGRAMS DELIVERY & DIGITAL TRANSFORMATION CONSULTANT (Agile)

Robrt Half & Third Bridge (CA, USA)

Working at onsite locations for various Clients as seasoned advisor to CxOs / Senior Stakeholders to create a best integrated Technology and Delivery model. Identify Business bottlenecks and recommend best practices standard Lean standards to achieve targeted goal. Being advisor digital transformation vision aligned with origination’s mission in a long-term goal. Helping them with electing right consulting and technical partners/vendors. While asses their current (As-Is) performance and technology strengths and weakness and recommend best practices and technologies to implement for vertical growth. Play a role of Business and Technology consultant to improve efficiencies and productivity using right methods and tools like Lean, Kaizen, Six Sigma, Expert Advice, SWAT analysis, FE-MA, RCA, and help in Change management. Being expert advisor support in selecting and implementing ERP or best tailored bespoke modules i.e. CRM, Sales, Marketing, HRMS, Data management and Governance. Being experienced Product Manager review running products & services and design new product roadmap & enhancements, GTM strategies and revenue growth business development

strategies.

- 03/2024 – 05/2004
PROGRAMS DELIVERY & ERP migration CONSULTANT
KPI Partners & Others
Oversee Deliveries based on various ERP COTs Products and various technologies application, development Digital transformation programs. Supported Implementation of Snowflake – Data Lake, DWH, WMS, TMS, Inventory management, Data & BI Analytics, Cloud migration, Involved as an Offshore Enterprise Delivery Head and SFDC, MS-Dynamics 365, Oracle EBS migration Consultant for Global Clients. Managing multiple Deliveries for Supply-Chain, Pharma, Manufacturing, and other industries clients have SCM solution requirements. Participate in Governance calls, generate Daily, weekly, and monthly reports to share with senior stakeholders. Maintain SLA & TAT, work closely with Dev teams, Budget & P&L, 1st Point of contact, manage escalations, execute plan as per client's requirements & roadmap.
- 03/2024 – 05/2004
FREELANCE CONSULTANT
Worked as Open Consultant for Health care & Other Industry clients.
- 8/2023 – 11/2023
PROGRAM MANAGER (BOT & Agile Consultant)
Cloud Angles
Managed programs for Health Care client (Vergin Puls) to implement SaaS/Cloud native Java based development, and Data & Product Platform, Creating valuable collaboration with prominent Supply-Chain client, to forefront the establishment of captive centers in both Bosnia and India. Centers will size to 200+300 FTE and have multi-million-dollar programs, operating under the Build Operate and Transfer (BOT) model. Led end-to-end account setup, and the strategic oversight of technology implementations. I have accomplished significant responsibilities, including P&L, delivery operations optimization, and implementation of robust governance frameworks. Played a pivotal role in nurturing people and processes, serving as the leader of Digital Transformation initiatives from offshore. Coordinated with internal and external stakeholders to align client's expectation.
- 6/2023 – 11/2023
FREELANCE CONSULTANT AT SFO, USA (Digital Transformation Consultant & Agile Program Delivery)
Involved as an Enterprise Agile Delivery Consultant in the USA for a Health Care Client.
- 8/2022 – 05/2023
PROGRAM DELIVERY LEAD - DIGITAL PRACTICE
Suneratech India Pvt Ltd
Working as Director Accounts Delivery to support Banking, Insurance, Logistics, Healthcare, Energy & Utilities. Client's for US market. KPI includes E2E Delivery Management, stakeholder & relationship management, Business Development (Target 36 million). Heading multiple (12) Accounts to monitor and improve delivery control metrics as per PMP and Lean guidelines. Focused on CI/CD, Budget, Performance, Escalation, SoW, based SLA/TAT, program execution, Estimation, Margin & P&L Stakeholder management Internal & External.
- 5/2019 – 6/2022
PORTFOLIO DELIVERY MANAGER- DIGITAL TRANSFORMATION
DXC Technology India Pvt Ltd
As a Program Delivery Manager, I lead the strategic portfolio of projects and programs across the functions for AMS/AD & Infra. Primary objective was to streamline the deliveries and reporting to stakeholders/Clients for various involved Technology development (Java & ERP based implementation for SCM Solutions). Kept the balanced investment planning, Margin and P&L tracking, TCV, account growth, competitor analysis, advance IT budget approval, renewals (EE & EN), SoW structuring, Risk analysis, RAID, productivity, Gross Profit Margin, Customer Satisfaction, Employee Satisfaction, Cost variance etc with right shoring and pyramid structuring. I play my role as Program Consultant to teams and Business stakeholders, which includes projects and data fields standardization, intake, and value case guidelines, developing prioritization criteria and methods based on the enterprise strategy. I provide transparency into the project running under my portfolio, business reports and integration with other business planning processes in collaboration with key stakeholders. I identify needs of all Internal and external stakeholders. I act as positive catalyst with my Agile knowledge approach. I streamline all Portfolio programs/projects to start at right time and close with right support handovers. Proper Lean documentation is in place. Create & submit reports for MBR, QBR & HBR and for any other business meetings.
- 9/2016 - 5/2019
SR. PROGRAM DELIVERY MANAGER- DIGITAL TRANSFORMATION
HCL Technology – London, UK
Worked as Program Manager and client partner. Promoted company services to grow business. I have managed Digital transformation & Transition platform for Accounts to sustain the position & improve client businesses with IT integration. Played pivotal multiple roles as Business Relationship Manager and Enterprise Business Solution Architect. As Program manager **managed cost, forecasting, risk, productivity, Gross Profit Margin, Customer Satisfaction, Employee Satisfaction, Cost variance etc.** Promoted Product & Solutions over Digital Technologies to justify Client Business needs. Extend business services for existing logos with BPM, RPA, IoT and AI/ML technologies. Managed deliveries from Onsite UK/EU and USA locations for Cross-domain Clients. Worked towards the success of the client business and created robust Program planning, supported multiple Portfolios as a business integrator. Conducted Lean Agile framework to expedite the

deliveries, following PMP and Lean-Six Sigma model. Presented best abilities to manage Stakeholders (Internal & External), participated in Business reviews and provided meaningful reports & feedback to senior

management. Assigned and made teams to follow ITIL framework with RACI. Created proper documents with appropriate tools to evaluate Risks and their mitigation planning.

- 3/2016 - 9/2016
PROJECT LEAD & PRODUCT MANAGER
ValueLabs LLP
 Managed cross domain Projects/Programs with Agile Digital CoE to create new opportunities with Customers to enhance customer experience and determinethe way of high progress. Solution offerings and played BRM role.
- 4/2014 - 3/2016
SR. PRODUCT OWNER / BUSINESS ANALYST
Cognizant Solution Services
 Worked with Top BFSI Clients across Europe, USA, and UK banking clients- CS, UBS, Barclay's, US Bank as Product Owner, and Client Service partner. I also Managed vendorsworking with client businesses over multiple projects.
- 6/2010 - 4/2014
BUSINESS ANALYST
Accenture Solution Services
 Worked as Business Analyst for the BFSI domain. I served top Banking and financial clientsfrom US/UK/EU and Australia. I also worked for non-financial clients to improve their financial systems.
- 12/2009 - 6/2010
BUSINESS SYSTEM ANALYST
Dell Pvt. Ltd.
 Worked as Business System Analyst for Dell Systems. I had to record system requirementsand create BRD/FRD/TSD documentation to get in implication executions. Supported Financial and Billing system for global Purchase and Invoicing.
- 7/2009 - 11/2009
ASSOCIATE BUSINESS ANALYST
Standard Consultants
 Worked as Associate Business Analyst for SMB Govt and Privet sector contracts.
- 8/2008 - 6/2009
SOFTWARE ENGINEER(Microsoft)
Convergys India Pvt. Ltd.
 Worked as Microsoft application test engineer.
- 9/2006 - 8/2008
SOFTWARE ENGINEER
IBM Pvt. Ltd.
 Specialist Whit-box software engineer & QA worked over financial applications from intuit client with Java.
- 9/2005 - 6/2006
OPERATIONS SUPPORT
Eminent- (Hutch Telecom)
 Supported telecom Edge technology enablement services.

Education

- Year 2001 to 2004
BACHELOR'S OF COMPUTER APPLICATION
IISE, College Affiliated from Dr. B.R.A. Agra University (Professional 3 years Degree course)
- IIT-G**
 Executive Program in Product management and Executive Program in Digital Transformation (CTO)
- IIM-B**
 Advanced Corporate Strategy, Introduction to Banking and Financial Markets,
 Financial & Business Management, Attended Business Administration.
- CEC Certificate**
 Business Planning and Program Management
- BPM from IIL, INC, USA**
 Business Process Modeling from International Institute of Learning, Inc. **USA**
- APMG International**
 ITIL V3 Foundations Certified (Certificate No. 10631-765670)
 PMP and Princ 2, Lean, Six Sigma (Master), Agile CSPO, CSM, SAFePM,

Personal & Travel Information

- DoB June-30-1984
- Passport Valid till 2031
- Visas USA- Business till 2032
Canada Business till 2031