## Lakshmi A Nagaraja

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***About***

I am an experienced leader with a successful track record in building business value through strong client partnership for Hybrid Cloud SaaS, AI Services and transforming operations. I am actively engaged for transformation, to bring my expertise in Problem solving, amplifying data driven client acquisition and engagement, and to transform operations using AI based solution. Through my 5 years in IBM/Kyndryl, I have built innovative teams with beneficial impact on revenue.

In my current role, I provide Techno-Commercial Leadership along with leading culturally diverse Delivery teams. I have experience in Consulting, Designing, Delivering DataOps, Analytics engine, AI Operations. This includes leading transformation for Clients through systematic implementation of Multi Cloud services

Being an ITIL expert working on an AI and Cloud based SaaS solution gives me a humbling opportunity to oversee end-to-end service lifecycle - Right from design, co-creation, implementation a service. I also help to adopt it and realize the value of a solution.

I host idea incubation hubs and Hackathons, and at the same time enjoy facilitating Problem Solving workshops.

***Work Experience:***

*Kyndryl India Pvt Ltd – April 2018 to Till Date*

1. Global Delivery Leader for AIOPs, Service Management and Data Insights - SaaS Hybrid Cloud Solution
2. In this role, I work with across Offering, Product, Engineering and Delivery to amplify a brand new solution/offering sales, deployment, delivery. And I partner with clients to improve CX (Client Experience).and provide consultation and Enablement to adopt a new solution and realize benefiting value and impact in their organization. I have also setup cross functional teams to drive sales engagement, enablement, deployment and delivery of a new solution
3. Lead Cloud Service Management & Operations : To manage end to end life-cycle of a delivered service and continuously improve CX (Client Experience). Some of the impactful projects delivered are standard process interface framework, 'Framework: How to bring a SaaS offering to life'?
   1. Manage a team of Business Analyst to engage with client, development and offering to track SaaS metrics, design and translate client requirements into technical requirements and amplify data driven user adoption and engagement of SaaS offerings. Some of the impactful projects delivered were about User Engagement Engine & ChatBots
   2. Built a team of Data Scientists to develop DataOps and FinOps services. To support Data engineering, Integration and Governance for Hybrid MultiCloud solutions. Some of the impactful projects delivered were related to FinOps Recommendation, Operational Analytics Engine and General Data Ingestion automation
4. Kyndryl Diversity & Inclusion lead

* Hose and a chair for One of the leading India KINs to drive diversity and inclusion at workspace. Designed an unique program “ARISE” to support Women In Tech and bring Women back to Tech via multiple round tables, mentor sessions including speed mentoring, personal branding, & focused driven career conversations. Main intent is to promote diversity and encourage women to Take Charge of their Carrier

1. Global Business Transformation Manager - SaaS Hybrid Cloud Solution

* In this role of Global Transformation Manager, focus is on driving digital transformation professional services to the clients driving “the journey to cloud”. This includes provisioning, orchestration, intelligent automation and AIOPS.
* Have expertise in Client Engagements, Enterprise transformations, Professional services, Contract management, Hybrid Cloud, IT Infrastructure Managed Services, Application Managed Services, Consulting, Transition, Transformation and People Management. Experienced in increasing customer satisfaction levels, higher revenues, margin expansion and leading critical projects

*Ericsson India Pvt Ltd – April 2016 to Feb 2018*

1. SDN Program Manager - Ericsson Research
   * In this role, the focus is on defining project scope, secure the necessary resources and plans and monitor all activities. Development deliveries across multi-cultural, cross-functional international teams that also includes sub-contractors.
   * Project interface towards Product Line and Product Owners, participating in feature priority screening and scenario planning for feature scope-in.Driving Bug backlog burndown
   * Handle customer engagement: manage customer relationship, host internal review meeting, the forum to review operational efficiency, customer issues, bug backlog metrics and internal improvement programs.
   * Pre- and Post-GA engagement in cooperation with CU and the Customer interface to facilitate smooth product introduction. Responsible for managing the life cycle of existing releases, supporting customers with Emergency or planned correction depending on the product fault and criticality
   * Driving or facilitating HOT/escalated cases, insuring that they are handled efficiently. Pro-active engagement, information flow and feedback flow between Customer Unit/Customer and PDU
   * Quality SPOC for internal and external product delivery, drive quality matrix within organization for better product development & report on quality matrix to the management at quality forum to report Performance & Quality Management Dialogs at PDU level
2. ICT Operations Manager
   * Responsible for Test-Environment deliverables for Ericsson R&D. Secure quality in financial and TE forecasting and follow up towards the customers.
   * Drive local initiatives for continued customer satisfaction and ensure that improvement/communication plans are in place and executed
   * Analyze Customer Requirements and turn them into service offerings based on ITTE Services Portfolio. Actively participate in different meetings with BU/DU level organized to meet business demands. Ensure that Local ITTE and GCM and global stakeholders understands the customer situation and needs
   * Preparation of written reports to be received by GCM and Regional Manager as per communication plan. Setting up and managing the Service Level Agreement. This includes monitoring all services are delivered according to contractual commitments through the line organization, and to provide feedback on delivery performance back into the organization
   * Forecasting, planning and budgeting of TE Investments for allocated customers. Secure quality in financial and TE forecasting and follow up towards the customers. Accountable for Financial KPIs wrt Cost vs Net Sales figures for allocated customers.
   * Actively discuss and identify new and future Test Environment service needs with the local customer and to convey this information to the line organization and other relevant functions to take appropriate business decisions
   * Reducing Test Environment cost for the customer
   * Drive customer satisfaction whilst maintaining or reducing cost and conforming to ITTE directives, rules and guidelines.

*Tesco Hindustan Service Centre (Bangalore) – Aug 2010 to November 2014*

Country Service and Program Management

* Engage stakeholders to plug in with country road map & help them in delivering IT services. Manage timelines and deliverables that match project objectives and for scope change control
* Responsible for defining communication and reporting structure for legacy or country specific projects. Defining and managing the SLAs to drive the deployments
* Accountable for Budgeting and Long-Term Planning of the country programs. Forward planning for people based on country road map & review the invoicing on people and budgets
* Drive periodic governance (for development, deployment, testing & infrastructure, Service), Agree WOW, direct and managed business, and SLA negotiations.
* ***Service Improvements Programs handled***
  + - Implementation of Service now ticketing tool for all the service operations
    - Driven service improvements programs to reduce the batch failures within support teams and helped them in improving performance and reducing man hours
    - Performed gap analysis on the issues handled by helpdesks to reduce the trend of call volumes as part of cost reduction project
    - Analyzed trends on incidents, problems, Changes, and batch failures and helped in improving the performance by identifying key burning areas

*IBM India Pvt. Ltd., - Feb 2009 to Aug 2010*

Service Operations and Service Transition (Line of Business)

The focus on this role was on Service management processes like Incident, Problem and Change. Meeting the SLA, facilitating Major incident reviews, arranging CABs for securing client approvals, driving RCA for major issues. Act as a client focal for the assigned project, and analyzing service tickets to propose improvement areas, Identifying process weakness and establishing improvements to resolve

*Unisys Global Services India – June 2006 to Feb 2009*

Service Operations SME

* Main focus was on driving service operations and act as primary focal point for issues associated with SLA activity. Assessing SLA commitments and material availability. Coordinate support operations to ensure a high level of customer satisfaction and the provision of high-quality customer service
* Chair and Participate in the cross functional Weekly and Monthly review Calls to take the update from Network and IT team for effective utilization of IT components. Prepare the weekly reports and take corrective steps for increasing the capacity on IT infrastructure. Suggesting for future capacity requirements on the IT Component based on Business reports and plans. Coordinate & participate in problem management activities for proactive prevention of problem tickets caused by Capacity

***Awards and Recognitions:***

* Proven track record of being an Exceptional performer in all my roles
* Recognized for the multiple CSR initiatives to support the needy
* Client appreciations on most of the critical deliverables
* Been awarded as Rockstart, Raising Star, Exceptional contributor, Extra miller for my various contibutions

***Certifications and Training***

* Project Management Professionals (PMP) Certified
* FinOps Practitioner
* Google Digital Leader
* Certified SAFe Agilist
* AWS Certified Cloud Practitioner
* Cloud Service Management & Operations – Foundation
* Team Solution Design
* Enterprise Design Thinking Practitioner
* ITIL V3, ITIL RCV, ITIL CSI

***Education Details:***

|  |  |  |
| --- | --- | --- |
| **Degree** | **Board/University** | Year / Percentage |
| **MBA** | University of Madras | 2007-2009 |
| **BBM** | M.L.A.C.W, Bangalore University | 2003-2006 |
| **Intermediate** | Vidhya Vardhaka Sanga - VVS College for Women | 2001-2003 |

***Declaration:***

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Place: Bangalore Lakshmi A Nagaraja**