

## MADHU MALATHI

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**Manager \*Lead Analyst \*Consultant \*PMO \*EAA \*Order Administrator \*Engineering Assistant**  
**\*ITSAM \*SLM \*Operations \*Procurement \*Supply Chain \*Support**  
**\*Team Management \*Analytical \*Problem solving \*Negotiation \*MIS deliveries \*PRE-SALES**  
**\*'SHELL SPOT' Clients esteem monetary award, yr.2009\* 'LoRE Business Excellence', yr. 2008**

### STRENGTHS :

- ★ A self-motivated, enthusiastic *individual contributor* and an excellent *Team Player*
- ★ Excellent presentation, planning, internal, cross-functional skills
- ★ Excellent interpersonal, verbal and written communication skills
- ★ Excellent understanding of client relationships with high integrity to service delivery
- ★ Strong collaboration skills; Initiative, flexible and efficient work attitude
- ★ Customer focus, structured, organised and process oriented delivery skills
- ★ Good influencing and persuasive skills
- ★ Good understanding of Service/Support environment
- ★ Quick learner and Hands on experience of legacy applications
- ★ Skilled exposure to virtual and global working environment

### PROFESSIONAL EXPERIENCE

Energized to return to work after a period of personal exploration and growth

Oct. 2017 - present

#### CGI

Oct. 2013 to Sep. 2017. (3.11 yrs.)

##### Lead Analyst - Project SHELL

##### Promoted entrusting more responsibilities

- E2E Project service delivery and Client satisfaction, Europe/Global region for SSW/TACIT (& UIE)
- MIS Reports(delivery as per SLA) – **MSR, KPI, RAG** and **Ad-hoc excel** reports
- **CQAT** deliveries (Onshore and Offshore), Avaya support and other ad-hoc requests
- **SPOC**, License administration & CQAT
- **Support**; GEMS/Fastrack, Real-time critical application support, like 'Lenel On-guard(security system)'
- **IMS**-Identity Management System(IRM tasks),
- Optimised and kept current the *Periodic reviews* and *Process documents* on the Sharepoint
- Generated **SOP's** and ensured they are always current
- Awarded for shaping & utilizing the team efforts towards project deliveries and efficiency gains

##### Client Applications exposure

- ♦ FlexEra/ GLS/ SLiCMIS
- ♦ BO - Business Object
- ♦ Service Manager
- ♦ SHAREPOINT
- ♦ DRA /Active Directory /SAGE
- ♦ APEX/ePIMS
- ♦ SPOT Fire
- ♦ CITRIX
- ♦ EPRM

##### Awards & Recognitions

- 2017 - **CORONA team award**; **Client** appreciation for the contribution to 'Shell, SSW AOMS'
- 2016 - **COA**('Certificate of Appreciation', for the dedicated effort in collating the SSW applications license data)
- 2013 - **'Pat on the Back'** for team formation,training & untiring contribution to the project services

#### LOGICA

Nov. 2005 to Sep. 2013. (7.9 yrs)

##### Consultant - Project Shell

Apr. 2008 to Sep. 2013

- **License** administration and compliance
  - Saved Co. millions of dollars as an individual contributor by collating and maintaining the Software License data
- **SPOC**, License administration
- **IT Software Asset Management**
- **Applications rationalization - Team creation**, *formed the team and streamlined its activities* by identifying,on-boarding & training the candidates (Goal Setting/ Review/Feedback and boosting team's morale)
- **TL to 'One Stop Shop'**- Streamlined the team activities to keep track of the 'Low used scripts' used in UIE
- **Reports** - Under/Over/Non utilisation of Software Licenses
- Pre-sales support - for **Contract WINS** and **Business development**  
(generated sensitive,high priority data to the pre-sales team)

##### Awards & Recognitions

- 2012 - **'Logica Diamond(Silver) Awards'**, *Corporate Diamond award* for 'Customer Service Excellence'
- 2011 - **'Top Performer'** award, in recognition of *Outstanding* contribution to Shell-IT
- 2009 - **'SHELL SPOT award'**, **Clients esteem monetary award** for the successful 'License administration' deliveries
- 2008 - **LoRE Business Excellence (team award)**

## **PMO - Project AON**

Nov. 2005 to Mar. 2008

### **Key Responsibilities;**

- SPOC for members communication
- Coordination of project activities, Timesheets tracking, member On board/Off board
- Plan/organize/book team's logistic/travel arrangements, Inbound-outbound and recreational activities
- eMail screening, Budget management & full administrative responsibilities
- MIS(**KPI/Metrics/RAG** status) and Ad-hoc reports for the PM
- FSR (Financial Status Report)
- Resource billing/forecast
- Monthly Project forecast
- PSR/ SDR
  - Confirming Inputs on the PSR are in line & mapped to the contract
  - Planning KPIs demand & achievements

## **Hewlett Packard India Pvt. Ltd.**

Apr. 2001 to Nov. 2004. (3.7 yrs.)

**Engineering Assistant** in Engineering department

May. to Nov. 2004

- **BOM creation and execution** in Engineering department @ the HP manufacturing unit

### **Client Applications exposure;**

♦ MIRACLE ♦ SAP ♦ GPG ♦ FUSION(APL & OAK) ♦ EDB

### **Order Administrator, PSG Supply Chain**

Nov. 2002 to Apr. 2004

- Executing all PSG - Direct and Web Orders
- Executed Co. and employee 'Internal Procurements'
- Reports generated; **OET/MBR/OCT**
  - Orders executed till date
  - Material balance report
  - Order Cycle Time

\*\*\*Excellent contribution to the project had landed the team for a *trip to DUBAI*

### **Executive Assistant Administration to the Country Manager**

Apr. 2001 to Aug. 2002

- A high level of integrity, discretion and confidentiality
  - Active mail monitor for the managers and a strong backend support by coordinating with the other departments
  - Organizing VC's, teleconferences, net meetings, corporate gifts etc...
  - Clients Database management on the CRM
  - Taking care of the teams travel requirements (both domestic & international), hotel bookings, etc.,
  - Co-coordinating administrative processes to deliver decision-making outcomes
    - o Meetings with UK counterparts and clients
    - o Analysis and problem Solving
    - o Managing varied and conflicting demands to meet agreed standards and timelines
- AND other administrative responsibilities delivered as a PMO at AON project in LOGICA

## **EDUCATION AND AFFILIATIONS**

- ♣ B.Com.,
- ♣ Hindi B.A
- ♣ DOEACC 'O' Level (**Diploma** in computer application)
- ♣ ITIL V3 Certified

## **TOOLS AND APPLICATIONS**

- ♦ MS OFFICE 2013; M.S.Word, Excel, Powerpoint, Binder, Schedule+, Access, Project
- ♦ VC's/ Net Meeting
- ♦ Sharepoint/ Live links
- ♦ Legacy applications at Shell and HP (as mentioned above)

**OPERATING SYSTEM KNOWLEDGE :** M.S.WINDOWS - 2010, 2007 Prof., Vista, XP Prof., NT & 95

**LANGUAGES :** English/Hindi/Kannada