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|  |  | Sowmya L  Manager |
| Profile Over 14 + years of experience managing Cloud and Projects team.  Qualified Service Delivery Manager with extensive background in advanced management processes.  Effective communication skills to build meaningful, trusting relationships that exceed clients Business Needs.  Highly skilled People Manager with outstanding team leadership abilities to exceed Stakeholder Expectations. Strengths  * Team leadership * Staff recruitment * Customer-facing leadership * Business strategy * Project management * Team motivation  Contact PHONE:  (+91)-9880324089  LinkedIn:  https://www.linkedin.com/in/sowmya-l-85864623/  EMAIL:  [Payas.sowmya@gmail.com](mailto:Payas.sowmya@gmail.com) Certification  * **Certificate in Product Management Foundation – INSAID** * **Engagement Management – Foundation** - Capgemini * VMware Certified Professional 5 - **VCP 5** * VMware Certified Professional 4 - **VCP 4** * ITIL v3 Foundation  QualificationAtria Institute of Technology – Affiliated to VTU May 2006  **Bachelor of Engineering** – Tele Communications |  | WORK EXPERIENCECapgemini Technology Services India Ltd Nov 2012 – July 2021   * Leading a team of geographically dispersed resources to deliver technology projects on time and within budget for the domain and geography responsible and accountable for. * Maintaining end-to-end accountability for customer satisfaction and overall delivery excellence within specific service line. * Staffing Support Function – Demand & Supply Management * Partner with BU & SL Leaders, HR and Demand and Deployment Managers * Working with the Delivery centers on Demand and supply of resources * Lead Weekly monthly capacity forecasting accuracy w/F2A analysis on monthly forecast. * Process improvement areas and Training to Capability Leads/ SPOCs on Financial Improvement * Align a high performing team of 300+ that include Project Managers, Architects, Cloud and Infrastructure SMEs * Delivering customer satisfaction and overall excellence by identifying opportunities (or issues) and assisting with speedy resolution * Led recruitment, hiring and onboarding activities for overall program and conducting periodic performance reviews. * Championed and fostered Diversity and Inclusion in the team by strategizing the plan to hire, develop, retain female employees and have strong inclusive representation in alignment with equal opportunity and organization goals * Identify risks, show-stoppers and mitigation plan for the Business impacting issues. * Fostered strong rapport with prospective clients and stakeholders to aid negotiations. * Generated strategic weekly Key Performance Indicator (KPI) targets, motivating and incentivizing staff to continually achieve and exceed expectation.  Technical Support EngineerVMware Software India Pvt. Ltd Oct 2010 – Jun 2012   * Consolidation of physical environments into Virtual by working in liaison with the field teams * Provide pre-sales and post sales contractual support to VMware enterprise customers * Work independently and as a member of a team to respond to customer inquiries, primarily by telephone and email * Collaborating with VMware partners such as EMC, Dell, HP to provide speedy resolutions to customers * Resolve customer technical issues through diligent research, reproduction, and troubleshooting * Document all technical inquiries, develop, and review content for Knowledge Base * Handling Business escalations from support teams across globes  Quality Analyst **IBM India Pvt. Ltd**  May 2007 – Oct 2010   * Creating applicable solutions that are used by pool managers for process improvements in handling reoccurring problems (across accounts, pools, GDFs) * Ensuring solutions are applied to all appropriate configurations * Conducts statistical analysis on quality metrics reports to ensure that they are within control limits * Track SLA metrics * To conduct statistical analysis on quality metrics reports to ensure that they are within control limits.  Accolades  * Received Fire Fighter award for the year 2019/2020 and 2021. * Received Customer delight for performance for the year 2020. * Appreciated by Senior Management for consistent delivery. * Infrastructure Professional Certification awarded from Capgemini in 2019   I hereby declare that the details furnished above are true to the best of my knowledge and belief.  Date :  Place : Sowmya L |