

Kiruba Saravanan

Technology Lead

* BE(ECE), Having 8.5+ years of experience in SDLC, ITIL and Project Management
* Well experienced in PMO and DMO, vendor, and stakeholders’ Management

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| **Qualification**   * B.E in Electronics and Communication   VSB Engineering College in Karur.  2010 to 2014 batch with the score of 80%  **Experience**   * Infosys Limited as Technology Lead, Dec’2018 to Present, Chennai. * Dot2Globe India Pvt Limited as Software Engineer, Feb’2017 to Oct’2018, Chennai. * TNQ Technologies as Data Admin, Apr’2014 to Feb’2017, Chennai.   **Primary Skill**   * **Domain**: Pharma, Project Management * **Tools**: JIRA, Confluence, Agile ServiceNow(SNOW), Clarity, IT360, Splunk, PAM, Putty, Postman, Eclipse, * **Core Competencies:**   + Program and Project Management   + ITIL based Delivery Management   + Leadership & People Management   + Strategic IT Planning   + Resource Mobilization   + End User Computing   + Operations Management   + Risk Management, Security & Compliance   **Personal**   * Active H1B – valid till 2025 * DoB: 08-Jun-1992 * Blood Group: O +ve * Emergency: +91 999442022 * Languages: English, Tamil, Kannada | **As Technology Lead,**   * Playing an ‘Application manager’ role with Novartis client for Non GXP and GXP applications (up to 10 apps). * Responsible for Service and Incident management to deliver as per the SLA and ticket optimization. * Responsible for Change Management of the application for any upgrade, enhancement, migration, ensuring the business impact and approvals of CAB and TIRC. * Ensuring application Legal Hold, Data Archival, Security and compliance. * Managing Production issue and P1/P2 issues with respective team for resolution and finding RCA, problem management. * Ensuring the User Access management and yearly renewal with supplier and vendor. * Managed key negotiations and collaboration to ensure senior management and customer satisfaction. * Responsible for Service Level Improvement, Stakeholder Management and Knowledge Process Improvement. * Maintain a high-level credibility, accountability, and influence with key client decision makers via regular face-to-face meetings, and follow-up on actionable items. * Experience in capacity planning, PI planning, supporting scrum and dependency calls to support Agile project. * Project documentation which includes preparation of project plans, risk register, stakeholder register, RACI chart, issue log, change management log etc. * Ensuring customer satisfaction, by conducting regular meetings for service reviews and follow ups, understanding the requirements. * Monitoring and controlling the project activities, by tracking and review mechanisms with respective stakeholders. * Facilitating cross-organizational collaboration across various teams. * Managing PMO, DMO activities, as per the requirement of the organization/customer. * Resource management which includes onboarding/offboarding, team building, collaboration, conflict management etc. |