NAVEEN BHAT

Electronic City, Bengaluru 560100

in https://www.linkedin.com/in/nakribha/

Profile Summary

As the Chief Operating Officer at Flyers Soft Private Limited, I align projects with our overall strategy and advise the CEO. Simultaneously, as Co-founder and CEO of Triofi Technologies, I focus on streamlining operations, fostering a culture of continuous learning, and developing visionary frameworks to add value for our clients.

Key Skills

- **Project Management:** Project Alignment with Strategy, PoC and MVP Delivery, Change Management
- **Agile Methodology Proficiency:** Scrum Master role expertise, Excellent knowledge of Scrum techniques and artifacts, Reports and Dashboard creation in Azure Boards and Jira
- **Client Value Creation:** Product Development, Client Relationship Management
- **Operational Excellence:** Process management in BMC Remedy, Incident Management, Service Request Management, and Change Request Management
- **Communication and Collaboration:** Client Consultation, Cross-functional Coordination, Timely and Concise Communication
- **Efficiency Improvement:** Incident Resolution Optimization, Automation for Workflow Efficiency, Root Cause Analysis
- **Continuous Learning and Development:** Mentorship Programs, Training Initiatives, Leadership Development
- **Non-tech Skills:** Affinity Photo, Affinity Designer, Affinity Publisher, GarageBand, Final Cut Pro

Key Highlights

Triofi Technologies: Introduced operational enhancements, defined execution frameworks, and fostered a culture of continuous learning, contributing to strengthened team dynamics and increased brand value.

Infosys: Served as a Technology Lead, showcasing expertise in BMC Remedy, incident resolution, and change request management. Recognized for faster delivery of PoC and MVP results, optimizing system architecture documentation, and reducing incident counts through proactive measures.

IGATE: Demonstrated technical leadership as a Compliance Auditor, ensuring compliance for a Utility, and Power & Water service provider. Automated processes, reduced staff strength, and received recognition for consistently delivering defect-free codes.

Education

Bachelor of Engineering (B.E.), *Electronics and Communication, 2005-2009*

Bachelor of Engineering in Electronics and Communication from M V Jayaraman College of Engineering (VTU) with grade of First Class with Distinction.

Experience

Flyers Soft

Chief Operating Officer / *Jan 2023 - Present*

Strategic advisor ensuring alignment of new projects with organizational goals, in addition to driving end-to-end development and implementation of high-value products for key clients.

Skills: IT Management |Agile Project Management | Scrum | Product Management |People Management

Triofi

Co-founder and CEO / *May 2022 - Present*

Optimizing operations, crafting value-driven execution frameworks, fostering a culture of continuous improvement, mentoring leaders, shaping brand vision, and empowering the workforce for consistent success at Triofi.

Skills: IT Management | Agile Project Management | Scrum | Product Management | People Management | Conflict Resolution | Technical Requirements | IT Project Leadership | Software Project Management | Industrial Automation | Product Strategy | Communication | Technical Project Leadership | Industry 4.0 | Industrial Internet of Things (IIoT) | Software Architecture | Product Design

Infosys (Bengaluru, India)

Technology Lead / *Aug 2018 – May 2022*

Responsibilities:

- o Analyzing and guiding Incident and Change Request trends in BMC Remedy.
- o Managing codebase for Minor/Major Enhancements, proposing solutions, and overseeing BMC Remedy activities.

Achievements:

- o Delivered PoC results 20% faster than estimated timeline by proactively engaging Infrastructure teams and working closely with Validation team.
- o Reduced incident count by 25% by establishing a root cause analysis and best-practice checklist.
- o Improved incident resolution time with daily check-ups and hand-shake email chain.

o Successfully resolved major production issues in a Metering application, coordinating with diverse teams

Infosys (California, USA)

Technology Lead / *Oct 2015 – Aug 2018*

Responsibilities:

o Review change requests, offshore team modules, and create impact assessment documents.
o Consult clients for requirement clarifications, monitor production systems, and coordinate with third-party vendors, Server Engineers, and DBAs for resolution. Maintain regular client communication and updates.
o Issue resolution: Review reported issues, identify root causes, and apply appropriate fixes in supported applications.

Achievements:

o Reverse-engineered architecture of an undocumented production application, recommending fixes to reduce incident count from 60/month to 10/month within 3 months.
o Recognized by clients for concise and timely communication of issues/resolutions.

IGATE (California, USA)

Technical Lead / *Apr 2014 – Oct 2015*

Responsibilities:

o Client requirement consultation, COBOL/DB2, CICS module development, and review of offshore team modules.
o Led SOx and ISO27002 Compliance as Tech Lead for a Power and Water service provider, reviewing user IDs for compliance issues and coordinating with the application team for resolution.

Achievements:

o Developed REXX tool to streamline COBOL code review, reducing analysis effort.
o Automated Unit Test crosscheck process for Billing department modules, resulting in a staff reduction by two team members.

Patni Computer System (IGATE India)

Software Engineer / *May 2010 – Apr 2014*

Enthusiastic software developer, responsible for writing pseudo-code, converting it to COBOL/DB2 modules, and creating PROC/JCL for new modules. Achievements include consistent delivery of defect-free codes and development of a VBA tool to automate Unit/System Test Result documentation.

***