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# NAVEEN MACHARLA

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## PROFILE SUMMARY

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Detail-oriented and results-driven Project Controller with over 16+ years of experience managing project finances, schedules, and performance metrics across complex, cross-functional initiatives. I am skilled in budgeting, cost control, forecasting, and variance analysis to support strategic decision-making and ensure project success. Adept at collaborating with project managers, finance teams, and stakeholders to deliver data-driven insights, monitor risks, and maintain compliance with corporate and regulatory standards. Proven ability to streamline reporting processes, enhance transparency, and drive accountability within fast-paced environments.

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## PROFESSIONAL SKILLS

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- Strategic Planning
  - Cross-Functional Collaboration
  - Analytical Reasoning
  - Process Optimization
  - Conflict Resolution
  - Leadership & Coaching
  - Time Optimization
  - Stakeholder Communication
  - Critical Thinking
  - Strategic Planning
  - Cross-Functional Collaboration
  - Analytical Reasoning
  - Process Optimization
  - Conflict Resolution
  - Leadership & Coaching
  - Time Optimization
  - Stakeholder Communication
  - Critical Thinking
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## TECHNICAL SKILLS

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- **Programming & Data:** SQL, Python, Power BI, Advanced Excel
  - **Cloud & Data Tools:** Azure Data Factory, ServiceNow API, NextThink
  - **Project Delivery:** Agile, Waterfall, ITIL, PMP
  - **Infrastructure:** IT Support, IMAC Operations, Problem & Incident Management
  - **BI & Reporting:** Data Visualization, Dashboard Development, Data Cleaning
  - **Tools & Platforms:** Microsoft SCCM, ServiceNow, Power Platform, Git
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## WORK EXPERIENCE

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### Project Manager

**07/2021 to Current**

### Cognizant Technology Solutions

**Toronto, ON**

- Developed and implemented standardized project cost reporting templates, improving accuracy and timeliness of financial reports.
- Performed budget Vs Actual Analysis and variance identification, resulting in cost savings of \$80K.
- Collaborated with cross-functional teams to evaluate projects risks and implement mitigation strategies, enhancing overall project performance.
- Prepared and presented regular financial reports to stakeholders, ensuring transparency and accountability.
- Led cross-functional teams in financial forecasting and variance analysis, improving project accuracy from 97% to 99%.
- Managed the scheduling and control processes of 4 migration and transformation projects.
- Pioneered and implemented advanced analytical and visualization tools like Power Bi, Python, SQL increasing predictability of project outcomes and risks.

- Managed a 40+ member team across Canada and U.S., achieving 95% SLA adherence in desktop support.
- Developed Power BI dashboards using ServiceNow API, reducing incident response time by 22%.
- Boosted asset compliance from 67% to 89% through real-time data tracking and inventory audits.
- Implemented Mobility Support Services and smart meeting room tech, enhancing user engagement by 30%.
- Standardized support workflows across 10+ sites, streamlining operations and cutting redundancy by 18%.

### **Associate Operations Manager (IT Operations Manager)**

**08/2011 to 07/2021**

#### **Cognizant Technology Solutions**

**USA, TX**

- Engineered proactive monitoring via NextThink, achieving \$80K annual savings through self-healing automation.
- Coordinated with stakeholders to streamline project reporting, decreasing report preparation time by 40% and improving decision-making speed
- Designed chatbot solutions, decreasing average wait time by 35% on the service desk.
- Directed enterprise-wide incident and access provisioning processes for multiple Fortune 500 clients.
- Created and enforced structured documentation for root cause analysis, improving resolution accuracy by 28%.

### **Project Manager**

**09/2006 to 08/2011**

#### **Wipro Technologies**

**Hyderabad, India**

- Executed Shift-Left strategy, decreasing Tier 2 escalations by 40% via front-line enablement.
- Integrated walk-up IT support, reducing downtime during peak operational periods by 50%.
- Facilitated multi-vendor service delivery, improving operational turnaround time by 20%.

### **Sr. Technical Support Expert**

**05/2004 to 08/2006**

#### **DELL International Services**

- Delivered hardware and service desk support to U.S. clients in finance, utilities, and healthcare sectors.
- Introduced client feedback loop, raising customer satisfaction scores by 15%.
- Documented 100+ system configurations to streamline onboarding and minimize response gaps.

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## **CERTIFICATIONS**

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- Project Management Professional (PMP)
- Microsoft Certified: Power BI Data Analyst Associate
- ITIL Foundation Certificate in IT Service Management
- Microsoft Certified: System Center 2012 Configuration Manager
- PMI: Generative AI Overview for Project Managers

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## **COURSES & TRAINING**

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- SQL & Python for Data Analytics
- Azure Data Factory – Cloud Data Integration
- Advanced Excel for Business Intelligence
- Generative AI Applications for Project Managers

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## **References**

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References available upon request.