

NAVEEN MACHARLA

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PROFILE SUMMARY

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.

PROFESSIONAL SKILLS

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

TECHNICAL SKILLS

- **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

WORK EXPERIENCE

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.

CERTIFICATIONS

- 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

COURSES & TRAINING

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

References

References available upon request.