



Basavaraj Tippannavar

17 years' experience in IT industry with multiple roles (Production Support Engineer -> Associate Business Analyst -> Lead Developer (Remedy, Perl, Oracle PL/SQL) -> Service Delivery Manager (L2/L3 support) / Project Manager

Career Synopsis

- Dec 2019 to Till Date **Attrra Infotech** (a Synechron Company), Bangalore
 - Service Delivery Manager, App Support
- Jan 2019 to Dec 2019 **Conduent** (fmr Xerox Business Svcs), Bangalore
 - Senior Manager, App Dev & Support
- May 2007 to Jan 2019 **Capgemini**, Bangalore
 - Service Delivery Manager [Jan 16 – Jan 19]
 - Senior Consultant [Jan 10 – Dec 15]
 - Consultant [May 07 – Dec 10]
- Oct 2006 to May 2007 **Wipro Technologies**, Pune
 - Application Analyst
- Aug 2005 to Oct 2006 **Syngy India Pvt. Ltd.**, Pune
 - Associate Business Analyst
- Oct 2004 to Aug 2005 **eGain Corp**, Pune
 - Engineer - Technical Support

- Currently managing a team of 12 providing 24/7 Application support for a large US client providing ATM & financial kiosk products and services
- Managed offshore account of \$2M annual revenue involving Application Management & Support (L2/L3), Minor/Major enhancements for applications catering various technology landscape of 50+ applications & 30+ team members.
- Account budgeting & Forecasting, SLA, Metrics reporting & Management dashboard, preparing SOWs and Client Interaction.
- Project Execution, Scheduling, Estimation, Documentation, People management.
- Developed POC using UiPath RPA for automating manual tasks.
- Led account for Capgemini's CMMI-SVC v1.3 Level 5 (2015 & 2018), ISO 9K-2015, ISO 27001:2013 & 2012 certifications. Initiated quality & process improvement within the account, participated in monthly/biannual quality audits for the account's processes compliance.
- Part of the 3-member AM team at Capgemini which implemented AM Initiatives in a telecom account during its contract renewal in 2017.
- Optimized offshore account's pyramid at Capgemini to improve the Contribution Margin by 5%.
- Awards
 - Spot award at Attrra
 - Project Star, Bravo, I3 & On the Spot awards, Certification of appreciation for contribution to CMMI SVC Level 5 certification at Capgemini
 - OPTIC Award and recognitions at Syngy
 - Nominated for the Best Performance Award at eGain

Contact Details



Academics

- Master of Information Technology**
[Dec 2003 - 69.49%]
Swinburne University of Technology, Melbourne, Australia.
- B.E. (Industrial Electronics)**
[May 2001 - 55.3%]
University of Pune
- Post Graduate Diploma in Business Management** [70%]
(Dec 2011 Distance Learning)
Narsee Monjee Institute of Management Studies, Bangalore

Certifications

- UiPath RPA Associate
- PMP
- PRINCE2 Foundation
- ITIL V4 Foundation
- Six Sigma Yellow Belt
- ITSM Foundation based on ISO/IEC 20000

Management Skills

- Project Management
- Application Management
- Service Delivery
- Account Management
- Quality Management
- MS Project
- JIRA

Technical Skills

- RPA (UiPath, Automation Anywhere)
- Power Automate
- BMC Remedy 7.6.04
- ActiveBatch
- Oracle PL/SQL
- Excel Macros
- Perl
- Pentaho ETL
- MS Visio

Languages

- English
- Hindi
- Kannada

Work Experience

Service Delivery Manager, App Support, Attra Infotech, Bangalore

- Managing a team of 12, 24/7 support, 100+ applications for large US client providing ATM & financial kiosk products and services.
- Automated manual tasks & streamlined processes, created SOPs onboarding / offboarding docs, Change Handover, KT Checklist, process documents, Weekly, Monthly governance PPT.
- Created ServiceNow Dashboards & Reports for various metrics, ticket trend, volume etc.
- Identified areas and tasks for automation scope, documented the steps for UiPath CoE.
- Developed POC using UiPath RPA for automation of requested tasks.
- Self learnt ActiveBatch and became SME in short period of time

Senior Manager, App Dev & Support, Conduent, Bangalore

- Offshore Project Manager for LA Metro Rebid, involving a team of 20.
- Automated JIRA data extraction and reporting to the management using Pentaho ETL and Excel macro.
- Streamlined the process as part of project delivery.

Service Delivery Manager, Capgemini, Bangalore

- Managed 50+ applications portfolio which spanned multiple technologies (technology landscape of BMC Remedy, .Net, UNIX, Oracle, MS SQL, Perl, Shell scripting, etc.), and a team of 30+.
- Generated additional revenue by through improvement initiatives.
- Multiple instances of Automation. Proactive in proposing solutions to address roadblocks or issues.
- Improved account's Contribution Margin by 5% by mutualizing the resources within the account.

Application Analyst, Wipro Technologies, Pune

- Involved in Client Interaction, Requirement gathering, Functional Design and User Acceptance Test documentation.
- Conducted User Acceptance Test at the client location.

Associate Business Analyst, Syngy India Pvt. Ltd., Pune

- Analyzed client's Incentive Compensation plans & custom requests.
- Develop, modify and implement Configuration Level Design (using MS Visio) in Syngy EIM and Reporting Templates (Excel).
- Quick project pickup helped in transition of senior members to more critical roles/project, thus increasing project profitability.
- Generated additional business and increase revenue.
- Process improvement & Stabilization of the application.
- Modified complex MS Excel macros to make report processing efficient.

Engineer - Technical Support, eGain, Pune

- As a Product Support Engineer, analyzed and resolved problems faced by clients while using eGain products.
- Debugged codes (ASP, JavaScript, Java and SQL) to trace issues, fixed bugs and made code level changes to meet clients' requirements.
- Took initiative and successfully deployed Live 5.5 and Mail 4.1 as test setup for the support teams. Installed Control1 tool with minimal supervision and absence of process document. (Control1 is an in-house tool used to access client's desktop)