

# MANICKAM MANOHARAN

IT Professional



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Location: Chennai

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## IT - ASSOCIATE DIRECTOR/Top Management

**Snapshot:** A technocrat with rich IT experience of 21+ years with specialization in Program Management. An ambassador of change with the distinction of successful business process re-structuring, implementation of business solutions in organizations within pre-set budgets and deadlines. Extensive experience in executing full life-cycle development projects; ramped up projects within time, budget & quality parameters, as per Program Management & Best Practice guidelines. Excellent team management skills with expertise in the design, development and delivery of cost-effective, high-performance technology solutions to meet challenging business demands; earned appreciations for ensuring timely delivery of projects. Experience in Agile execution. Participated in formulating Product Roadmaps and involved in defining solutions which meets stakeholder's requirements with minimum development effort and optimum application performance.

Strong people and account management skills, including the ability to lead multiple simultaneous projects. High energy and self-motivated professional with the ability to make things happen, work under pressure and adhere to strict deadlines. An effective leader with proven abilities in leading larger teams, projects & operations during the project phase and guiding team members and enabling knowledge sharing among the team.

### History of Excellence in

Account and Program Management | Budgeting | Agile, SCRUM | ITIL Process Implementation | AWS Concepts | PMP  
Concept Implementation | Financial Management | Forecasting | Technical Support | Quality Assurance | Risk  
Management | Procurement

### Career Highlights

- ✓ Bagged the following awards:
  - Bravo Award for delivering the best performance in Management
  - Best Performer Award for successfully leading a 150+ team size project team
  - Best Program Manager for efficiently managing a complex account
- ✓ Effectively attained annual cost reduction of half million by managing minimal resource with optimised productivity
- ✓ Successfully implemented Fast Tracking to reduce the of project duration of deliverables

### Professional Experience

**Since Apr'16: Cognizant Technology Solutions, Chennai as Program Manager/SPM**

#### Key Responsibilities:

- ✓ Handling an account resourcing, budgeting, technical support, forecasting and bidding.
- ✓ Developed, managed and tracked the IT department's annual budget of ~ **5 million**; saved 30% of the budget.
- ✓ Handling Development, Migration and AVM, T&M and Fixed Bid Projects.
- ✓ Liaising with Finance team to perform monthly financial variance analysis
- ✓ Worked for giant clients like Capital One (US), GSK (UK), Nationwide (US) and Metlife (US), Sanofi (France)
- ✓ Organize project status meetings on regular basis.
- ✓ Actively involved in proposals and won most of the deals.
- ✓ Overseeing ITIL Process including Delivery Management, Resource Management, Customer Interaction, Asset Management, Service Level Management, Issues Management, Configuration Management, Risk Management, Scope Change Management, Communications Management, Release Level Management.
- ✓ Functioning as single point of contact for all project delivery, scope management & quality related issues

- ✓ Understanding client's needs, customizing product accordingly and consulting with technical team to provide solutions as per the delivery schedules
- ✓ Acting as escalation point to resolve all support issues and driving resolution of customer's technical support issues; sharing best practices with team members to enhance quality technical support
- ✓ Functioning as SPOC for key enterprise customers and providing customer support & managing all their queries
- ✓ Involved in hiring, performance evaluation and development of policies & procedures, especially in the areas of compliance, contingency planning and mitigation

## Nov'06 – Jan'16: Tech Mahindra, Chennai as Program Manager

### Key Result Areas

- ✓ Handled an account with a team size of 300+ which includes different technologies across global.
- ✓ Developed, managed and tracked the IT department's annual budget of ~ **3 million**; saved 15% of the budget.
- ✓ Spearheaded efforts across leading the team and manage end to end project management delivery in terms of timeliness and quality of deliverables
- ✓ Preparing financial budgets and presenting proposals for capital projects to senior executives
- ✓ Planned & estimated the project, keeping the project plan up to date and implementing project development plans within pre-set budgets and deadlines
- ✓ Plan to prioritize short and long term objectives
- ✓ Approve project proposals and maintain project documentations.
- ✓ Evaluated individual performance against defined objectives and set performance criteria. Identified poor performers, and initiated necessary actions to enhance individual and team performance
- ✓ Interacted with the clients to facilitate smooth communication to understand & analyse business requirements and also to identify appropriate solutions for the clients
- ✓ Interacted with the team members for the mutual benefits in the project while interacting with the customers/clients on their projects for better feedback
- ✓ Organizing and implementing disaster recovery systems

## Previous Experience

Jul'04 – Oct'06: Mphasis BFL, Bangalore as Project Lead\Senior Software Engineer

Feb'04 – Jul'04: California Software, Chennai as Senior Software Engineer

Feb'03 – Jan'04: SIP Technologies, Chennai as Software Engineer

Apr'99 – Feb'03: SunSea Technologies, Chennai as Software Engineer

## Onsite Experience

Singapore – 2 Years as Program Manager

Shanghai, China – 6 Months as Project Manager

## Education

- ✓ 1999: B.E. in Computer Science from Annamalai University, Tamil Nadu

## Linked-In

<https://www.linkedin.com/in/manickam-manoharan-17976420b/>