**Anish George – Curriculum Vitae**

**Contact Details**

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DRC Post – 5600 29, Bangalore

**Project Management, Transitions, Delivery Center Transitions & Operations Readiness Professional**

Qualified and well experienced with problem solving and descision making skills to handle Projets and End to End Transitions, towards an improved & effective functioning of the organization.

**Career Objective:**

To make use of all the skills & strategies gained though professional experience and knowledge, to achieve organizational goals along with personal objective of self-improvement, success and to secure a stable environment that will lead to a lasting relationship in the field of Transitions, Operation Readiness & Project Management.

**Profile Summary:**

Experience : 12+ years across different companies/industries.

Qualification : MBA/PGDBA (Marketing), B.A (Economics), IHRM (Certification), Prince2, ITIL

Skill Sets : Project Management, Transitions, Migrations, Operations Readiness, Human Resource Operations & Payroll Operations, Sales & Customer service. ERP Implementations, Change management, HR Transformation.

**Professional Profile:**

* Performance driven, qualified professional with 11+ years of continuous advancement and expertise in HRO management, Service Transitions and project Management.
* Equipped with high analytical and review skills with ability to identify the potential risk to the Projects.
* Time target oriented with disciplined, systematic and preplanned, but yet flexible approach towards performing time bound tasks.
* Strategic planner with excellent reporting skills & convincing capabilities to deal with the management and client.
* Ability to liaison effectively with external parties and internal departments resulting in smooth transition of planned forecasts into reality.
* Adaptability to different work atmospherewith quick learning &grasping skills.

# Professional Career: C:\Users\angeorge\Desktop\ag-horizontal-logo png.png

## **Company Profile (Current Co):**

* **Allegis Group,** Commerce@Mantri. Level 3, NS Palaya, Bangalore, India.
* Telephone: +91 080 30705045, Ext: 55045, Mob: +91 9895241754
* Website: [www.allegisgroup.com](http://www.allegisgroup.com) E-Mail: angeorge@allegisgroup.com
* Nature: Leading Global Talent Solutions Provider

Job Profile:

* Title: **Project Manager**

- Department: Information Systems

- Period: February 2017 to Till Date

Duties & Responsibilities:

* Implementing Human Capital Management and Service Resource Planning system (ramco ERP), OM, PA, Time, Leave, On-boarding, Payroll, Flexi Benefits, Travel, Reimbursement, Invoicing Module.
* Process/service Transition from across Allegis Group offices.
* Planning and managing of support activities from central location.
* Managing multi county implementation.
* Implementing Org Management, Leave, Time management, Reimbursement, Travel, Invoicing, On-boarding, Payroll etc... Software solutions.
* Manage system integrations between different systems (Peoplesoft HR module, Pronto, Ramco Finance Module, Biometrics devices, IBM Cognos BI System, RWS Bond Recruitment module.
* Manage enterprise structural changes aligning with financial structure (Enterprise modelling).
* Project Planning & management – Plan and document Key phases.
* Defining critical path based on business priority.
* Manage Kick off presentations and workshops
* Study as is business process Vs. To be process. Document final process and design system workflows.
* SIPOC study and Business Requirement document preparation.
* Analyze legacy system and business processes, suggest system changes.
* Prepare and Manage fit/gap analysis between processes/systems.
* Identity risk and place mitigation plan
* Stakeholder management – Internal and external.
* Own and Manage project RAID logs and RACI Matrix.
* Manage vendors for software implementation.
* Manage functional and Business Analyst team – Coach, guide and support team to achieve individual, team and company objectives.
* Change request management.
* Manage Process documentation (process flows, work flows, standard operating producers, work instructions etc…)
* Manage system training for trainers (Train the Trainer) and end users.
* Manage User Acceptance System Testing (UAT) and parallel process.
* Implement Business Continuity Planning
* Manage SharePoint and organizational process assets.
* Support on change management process and transformation
* Manage policy framing meetings for new system implementations
* Manage Steering committee meetings
* Project status reporting (weekly, Monthly)
* Manage Data security and implement security measures
* Planning & Managing Data Migration.
* Manage cut over activities.
* Manage go-no-go decision.
* Manage wave wise go-live.
* Manage post implementation support (Hyper-care/Stabilization)
* Document lessons learnt.
* Manage VAPT, vulnerability and Penetration testing.

# C:\Users\Anish\Desktop\NGA.jpgProfessional Career:

## **Company Profile:**

* **North Gate Arinso HR ,** Carnival Info Park, Kochi, Kerala. India.
* Telephone: +91 484 4145555
* Website: [www.ngahr.com.](http://www.ngahr.com.)
* Nature: Market Leader in HR & Payroll Solutions.

Job Profile:

* Title: **Project Manager**

- Department: ANZ Team, Kochi Global Delivery Center

- Period: August 2012 to February 2017

Duties & Responsibilities:

* Managing projects for implementing HR & payroll solution across various delivery centers.
* Responsible for project management & transitions from various delivery centers of NGA in UK, AU, NZ, Manila, Granada etc.
* Supporting HR & Payroll system implementations, SAP HCM, Resource Link, Success Factors, Preceda, Ramco, Greytip etc.
* Planning, Supporting & coordinating with on-shore PM’s and Transition leads for new implementations and lift and shift transitions.
* Supporting pre-sales team in RFI and RFP’s
* Managing new capability building for the center to support new projects.
* Define FTE estimate for new projects and share pricing details.
* Support on due-diligence workshop to review client SIPOC and map client process with standard NGA process.
* Review client scope of service, roles and responsibility spilt between client/NGA and provide solution and support in finalizing MSA for service transitions.
* Prepare Project/Transition plan, coordinate with internal stakeholders (function consultant, Transition lead, DM lead, Ops manager, SME) to inputs activities and timelines.
* Working closely with Operations, Transition Lead & Delivery Assurance team to make sure required deliverables are in place during the project phase.
* Prepare communication plan for internal and external customers to ensure timely reporting and communication on project status, key milestones and deliverables.
* Create and manage on-line platform (SharePoint) to communicate, share & save project details, documents, risk & actions review.
* Conduct workshops/ Kick-off session with client and Internal stakeholders on project, timelines, system etc...
* Understand the project requirements, to-be vs. as-is. Contract Review and Scope Management
* Mapping Scope, statement of services to Level 3 (high level process flows), Level 4 (Standard Operating Procedures) and Level 5 (Detailed Work Instructions).
* Manage/Conduct client sessions for services at client site. Fit and Gap analysis prepared based on standard solution and client requirement. Review requirement and propose apt solution.
* Manage changes suggested by client, follow the change request process and implement the suggested changes in process/system.
* Support functional lead/technical team with process specific activities.
* Document the client process. Initiate sign-off of process configuration and share with all stakeholders.
* Initiate the recruitment based on FTE analysis. Coordinate with HR team and operations team to on-board the resources with required skill set on schedule (project plan).
* Knowledge Transfer, preparing curriculum, plan and assign training lead. Handling Process trainings and assessments with the help of training lead.
* Configure knowledge management platform. Initiate the team to stage process documents.
* People management; manage team until hyper care support period.
* Prepare RACI & Roles and responsibilities matrix.
* Prepare org chart and escalation matrix internal and external.
* Prepare trusted source list for service delivery.
* Managing telephony requirements (Toll free number, IVR, Avaya and Cisco phones), if call center in scope.
* Setting up customer contact ticketing tool based on contract and scope.
* Third Party Vendor management, complete due diligence process and contracting.
* SLA management – Setting up tool for SLA, based on contractual, critical performance indicators (CPI’s) and key performance indicators (KPI’s)
* Quality Management: Coordination with Quality and compliance team.
* Risk and Issue Management – Identify the risk, documenting and preparing mitigation plan.
* Incident Management and Root cause analysis. Document Incidents track recurrence.
* Manage Train the trainer sessions (TTT) for customer.
* Initiate procurement for systems and service center tools.
* Work on technology accesses for the resources and customer.
* Conducting and managing UAT for new implementations. Defect tracking and resolving. Document defects in Application Life-cycle Management system.
* Supporting the team on Parallel run. Manage payroll reconciliations.
* Manage and implement Service Rehearsal testing (SRT) to ensure readiness for project go-live. Manage call center/ticketing tool readiness.
* Support on-shore PM during cut over activities and go-no-go (GNG) decision making.
* Hyper-Care support for team to ensure SLA’s are met and provide clarifications/support on processes.
* Prepare Service Delivery framework and Service Management.
* Management Reporting (MIS). Preparing discovery documents (Daily, Weekly & Monthly).
* Dashboard presentations and Management review meetings
* Prepare hand-over and closure reports. Document lessons learnt and stakeholder’s feedback.
* Support client for change management process.

## **C:\Users\Anish\Desktop\ey.jpgCompany Profile:**

* **Ernst & Young ,** Info Park, Cochin, Kerala.India.
* Telephone: +91 471 4080808
* Website: [www.ey.com.](http://www.lclgr.com.my)
* Nature: Leading financial service provider, Big 4.

Job Profile:

* Title: **Sr. Business Process Specialist.**

- Department: Finance & Human Resource Payroll Dept.

- Period: February 2008 to August 2012

Duties & Responsibilities:

* Managing lift and shift Transitions, system implementations and payroll operations for Middle East clients.
* Review Scope of Services and document for new transitions.
* Prepare Standard operating procedures (SOP).
* Manage training for the team. Prepare curriculum.
* Support parallel runs and reconciliations for payroll process.
* Handling new client system implementation.
* Prepare requirements analysis document for software implementation.
* Manage and conduct UAT. Track defects and work with IT consultant to resolve the issue.
* Handling end to end Human Resource Payroll Operations.
* Manage and support the client for process related changes and issues.
* HR Compensation &Benefits management.
* Payroll Accounting& Taxation.
* Payroll journal preparation.
* Employee Leave Management
* HR& Finance coordination for payroll process.
* Review management to ensure quality process. Maintain and implement checks and controls for quality.
* Management Reporting (MIS)
* Subject Matter Expert (SME) for the Team and process Lead.

## **C:\Users\Anish\Desktop\fi.jpgCompany Profile:**

- **Fidelity Investments India Pvt. Ltd.,** EGL Park, Bangalore. India.

- Telephone: +91 080 66916000

- Website: [www.fidelity.com](http://www.fidelity.com)

Job Profile:

* Title: **Associate** (HR Operations).

- Department: HR Operations.

- Period: November 2006 to February 2008

Duties & Responsibilities:

* Handling US Payroll Operations.
* Processing Garnishment & Verification of Employment.
* Health & Welfare Management
* Transition Management. Migration of new process for Fidelity US to India.

## **C:\Users\Anish\Desktop\ccs.jpgCompany Profile:**

- **C - Cubed Solutions,** 80 Feet Road, Bangalore, India.

- Telephone: +91 080 41308989

- Website: [www.ccubedindia.com](http://www.ccubedindia.com)

- Nature: BPO Services

Job Profile:

* Designation: **Customer Relation Executive.**

- Department: Customer Contact/Sales Department.

- Period: October 2005 to October 2006.

Duties & Responsibilities:

* Customer Relationship Management (US Market)
* Online Sales & Marketing
* Customer Query Handling
* Process Review Handling
* Process Training
* MIS Reporting

**Academic Qualifications:**

- **MBA/PGDBA**

Specialization: Marketing

(Brand Management, int’l Marketing & Consumer Behavior)

Project - ‘**Successful Branding in the Context of Internet’**

Internet Brands – **Yahoo & Google**

University: TASMAC, Wales University -UK.

**- Bachelor of Economics**

Main Sub: Economics.

University: Mahatma Gandhi University, Kerala-India.

Institution: Sacred Heart College, Cochin, Kerala- India.

**- Pre- Degree**

Group: Economics

University: Mahatma Gandhi University, Kerala-India.

Institution: Sacred Heart College, Cochin, Kerala- India

* **Xth Grade**

Board: Central Board of Secondary Education (CBSE), Delhi-India.

Institution: SBOA School, Cochin, Kerala- India.

**Professional Certification:**

* Certification in International Human Resource Management (IHRM)

Institution**:** Indian School of Business Management and Administration.

* Prince2 Certified
* ITIL Certified
* Pursuing PMP Certification (Mandatory Training completed)

**Professional Training:**

* Successfully completed training programme for PMP (Project Management Professional) Training provided by Ernst & Young in co-ordination with PMI (Project Management Institute, US)
* Completed Agile training

**Computer/Software Skills:**

* Has experience of working in varied computer environments. Working on Oracle 11i ERP environment in HR and Payroll.
* Hands on experience in customized payroll software, Paygen, Resource Link,
* Implementation SAP and Ramco HCM
* Excellent knowledge of office automation software’s like MS Word, Excel spread sheets, MS Visio, MS Project and Power Point Presentations.

**Personal Data:**

Father’s Name : Kurisingal Thomas George.

D.O.B : 01-August-1982

Age : 36

Sex : Male

Marital Status : Married

Nationality : Indian

Religion : Christian

Permanent Address : Kurisingal House, Vaduthala Post,

GCDA Road, Kochi-682023, Kerala, S. India.

E-Mail : anish\_k\_george@yahoo.com

Telephone : +91 9895241754

Languages Known : English/ Malayalam

Passport No : P6741986

PAN : ALBPG0456C

AADHAR : 6044 1785 0263

Truly,

**[Anish George]**