

SHREYAS MANJESHWAR

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PROGRAM MANAGEMENT LEADER

Summary

- Diverse experience working in leading enterprise software product companies in multiple functional areas: **Project Management, Strategy Management, Program Management and Business Analysis & Development**
- Rich experience in **working collaboratively with global cross functional teams** (Senior leadership, Scrum teams, Product Managers/Owners, UX, Architects); **gathering and evaluating user requirements** and prioritizing them by interacting with customers worldwide.
- Expertise in outcome-based **end-to-end planning, executing, implementing, monitoring & supporting** critical projects of high customer value.
- **Strong communication & presentation skills**; can hold business-issue discussions with C-level executives with deep understanding of market trends & competitive landscape (enterprise application market & vendors)
- **Adept at proactive action-biased decision-making** on diverse projects ranging from **Agile to Waterfall & Hybrid models**.
- Optimized program cost, schedule, quality, performance, processes, and subcontract activities at Micron which led to BU **productivity gain by 25%**
- Led the team at Mashreq Bank in the **transformation of outsourcing of Business operations, managed and optimized** cost by **saving AED 30 million over a span of 3 years.**

Work Experience

Micron Technology OP India LLP

Manager, Business Operations (November, 2021 – Present)

Roles and Responsibilities

- Driving long-term strategy of MDSI Business Operations
- Oversee all business operations for MDSI globally, including oversight of organization **headcount, operating expense budgets and capital budgets**
- Develop **processes and policies** to drive consistency across the MDSI organization
- Develop and drive engagement, recognition, and **cost management strategies** in close partnership with **corporate HR and finance partners/programs**
- Represent the Director of MDSI and the MDSI organization in **cross-functional operations** initiatives/working teams/meetings to further priorities, establish relationships and act as liaison between organizations
- Drive **special projects** chosen as highest priority for **alignment across organizations** and overall product time to market
- **Develop, coordinate, and sustain top-level organizational objectives** with regular report-outs to senior staff
- Deliver strategic solutions
- Understand the needs of the MDSI team and our customers and the value Biz Ops can provide
- **Implement and oversee key metrics** to ensure deliverables are achieved and have desired impact
- **Manage conflict**, build **effective relationships**, and **sustain effective** communication with partners
- Promote **collaboration**, **provide project sponsorship**, and **guide deliverable** execution
- Development of a **high-performing culture and programs** that foster **engagement, DEI, and innovation**
- Succession planning, talent development, leadership development, and engagement programs
- **Coach, mentor and develop** current and future **Micron leaders**

Staff (Principal) Project Manager (May 2019 – Nov,2021)

Roles and Responsibilities

- Running high visibility global strategic programs which are intrinsically complex in nature, rolling up to **Micron's strategy of global manufacturing expansion** in US and APAC regions.
- **Leading a diverse team of project managers, business analysts and scrum masters to effectively deliver on the business outcomes.**
- Successfully led and rolled out the implementation of **Facilities Maintenance Systems across Micron globally.**
- Executing and managing IT EA strategic programs via implementation of portfolio projects with strong partnership cross function global program teams
- Curated detailed project plans with project milestones & timelines, risk assessment, resourcing needs and communication in the IT EA division, **increasing efficiency by 70%** (evolving)
- Regular and continuous **project status reporting** throughout the project's life cycle for 10+ project teams (multiple product lines)
- Close collaboration with Enterprise Architects and Solution Managers to optimize the IT governance capabilities by implementing innovative solutions to improve the project management practices, and appropriate delivery of project outcomes & goals.
- Working with global enterprise application team to implement enterprise-wide multi-year, multimillion-dollar programs and solutions.
- Managing the vendor relationships to ensure right skills set resources are identified for the project delivery
- Built the Micron India GDC PMO strategy to standardize the Global project management outreach.
- Turned around the facilities project roll out across 6 countries in record 18 months.

SwoopTalent (Startup) – HCM domain

Sr. Customer Success Manager (May 2018 – March 2019)

Roles and Responsibilities

- SPOC for C-level executives at the customer's end along with ownership of HCM product roadmap
- Owned and developed market strategy with the CEO to align the product development sprints to market and customer requirement trends.
- As a subject matter expert, led the team responsible for technology roadmap based on customer feedback.
- Management of multiple projects of product implementation for customers; each project being at varying stages of implementation.
- Led a team of customer success analysts to set up a process for quick customer issues resolution.
- Planned and drove decisions on IT Projects as per the timelines and budgets.
- Defined project scope, goals, project tools and deliverables that support business objectives in collaboration with management and stakeholders with Project plans as per the timelines.
- Set and continually managed project expectations with stakeholders and project team members.
- Identified risks, develop mitigation plans and raised red flags in a timely and proactive manner.

GE Company - Digital

Sr. Technical Project Manager (Jan 2017 – Apr 2018)

Roles and Responsibilities

- Sr. Project/Program Manager for implementation of HR systems for GE in University Recruitment
- Led the entire program for GE's SaaS based product venture and an integral member of the cloud product team – working closely with sales, marketing, engineering, professional services, support & user experience teams.
- Responsible for identifying market opportunities by customer interview, market trends, scoring and performing GAP analysis.
- Program lead for ensuring high quality project delivery sticking to timelines
- Managed and resolved project interdependencies, critical path, milestones, and deliverables to ensure successful implementation and rollout.
- Managed vendor contracts to ensure smooth SLA adherence and contract dispute resolution.
- Status reporting & managing all project related executive communications.

Roles and Responsibilities

- Onsite Project Manager for implementation of BPM at IDFC bank-the customer.
- Implemented 19 business processes ranging from on-boarding of customers to servicing workflows.
- Worked with the product development group to improve and enhance retail banking products for account opening, credit cards and loans (Personnel, Car & Home)
- Managed the entire integration of Newgen's EDMS solution across multiple platforms (CBS, CRM, MDM, R-System, TI +)
- **Managed a team of 11Developers, 4Business Analysts, 1Support Staff, 2Team Leaders (development team) - based on skill set and availability.**
- Client Management - IDFC IT Director - responsible for influencing and collaborating with stakeholders to draw upon a common consensus
- Launched the IDFC bank services and solution within strict deadlines/constraints (schedule, features / functionality, and budget)

Mashreq Bank, Dubai (UAE)

Sr. Business Analyst (Oct 2008 – Dec 2014)

Roles and Responsibilities

- Handled strategic, business and change consulting for backend operations and technology at Mashreq.
- Led project involving the facilitation and optimization of EDMS functions across the bank, while identifying and mitigating risks during project execution.
- Worked with the retail-banking group of Mashreq Bank to create product roadmap for different account opening products.
- Collaborated with IT, different units/departments, Newgen (Vendor) to ensure timely completion of the project
- Handled down time report analysis- Collation/validation of daily down-time report and forwarding the same to the key individuals.
- Responsible for volume forecasting- Collated and analyzed forecast volumes & incorporated these volumes in FTE templates.
- Contract Governance: Ensured adherence to the policies and SLAs during delivery.

Education Background

- Doctorate in Management Studies - IIBMS (Pursuing)
- Bachelor's in Technology (IT) - National Institute of Technology, Karnataka
- C.B.S.E, Dubai, UAE - Our Own English High School, Dubai

Certifications

- Certified Scum Master (CSM)
- Leadership Training from City Guilds
- Negotiations Skills
- Anti-Money Laundering
- High Impact 2and 3

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Date: