



RAJIV SASHANK TIRUMANI

IT Leader - Delivery Head

TATA Consultancy Services Ltd (2003 – Present)

Accomplished IT leader with over 18 years of experience in end-to-end management of large accounts. Expertise in managing the P/L. Passionate about working with the CXOs and Sr executives and solving the business problems. Successfully delivered many transformational initiatives. Worked extensively in the customer facing roles in USA and JAPAN. Believes in mentoring and leading the teams from the front

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SKILLS

- P/L - Account Management, Gross Margins, TCV, Revenue, Operations
- Customer Executive Management
- Global Delivery ownership
- Agile Transformations
- Program Management
- Pre-Sales / Bid Management
- Vendor Management
- Business Development/ Consulting
- Team Mentoring/ Coaching

EDUCATION

- **Emerging Leadership**
Fisher College of Business
Executive Education
- **Advanced Certification in Artificial Intelligence and Machine Learning**
IIIT Hyderabad
- **Bachelor of Technology**
Computer Science
Andhra University

Career Profile

Delivery Head, Hyderabad – INDIA (2019– Current)

- Accountable for managing and building high performance teams and responsible for end-to-end engagement ownership and Sr Client executive management.
- Successfully delivered growth and transformation programs for the customers by adopting agile and latest technologies on cloud platforms
- Implemented strategies that ensured 100% CSI
- End to End accountable for P/L, gross margins, revenue, people pyramid. Increased the account growth by 4x in 2 years.
- Experience in setting up the offshore, nearshore delivery centers
- Experience in working with the vendor managers, responsible for resourcing, coaching, and mentoring across the engagement
- Championing the success stories
- Built resilient and result oriented teams

Delivery Manager & Pre-Sales Lead, Hyderabad – INDIA (2016– 2019)

- Responsible for the delivery of large BFSI customer
- Managing the program managers and agile champions across the teams
- Communicate and coordinate with the Sr management on the delivery status, SLAs
- Chair and review the project plans, technical architecture discussions
- Work closely with the CIO/ CTO to transform their objectives.
- Status reporting to the customer executive on the progress, risks, and mitigation plans
- Enable the trainings, work with the CoE teams on creating value added services
- Responsible for the RFPs/RFIs
- Own the bid management, work with the various support CoE for the solutioning
- Prepare and oversee due diligence as part of RFP process

INDUSTRY EXPERIENCE

- **Investment – Brokerage, trading, Portfolio Management, Wealth Management, Mutual Funds, Managed Assets, portfolio rebalancing**
- **Payments – exposure to payments, transaction life cycle, clearing and settlement**
- **Insurance – Life, Agency Management, Policy and Claims administration management systems, Guidewire Policy & Claims systems, Insurance**

Engagement Manager – TOKYO (2015 – 2016)

- Responsible for the development and quality assurance of the major program
- Work closely with the customer management and PMO teams on the program delivery
- Suggest and implement the process improvements
- Engage and manage project stakeholder
- Resource management, mentoring various teams across the program

Delivery Manager – HYDERABAD (2013 – 2016)

- Responsible for multiple LOBS (Investments, LIFE, AML, and Corp Applications).
- Program reviews (tracking the delivery schedule, escalation management), value driven delivery (automation, service virtualization, adopting the engineering principles- Continuous Integration, regression, automated unit testing).
- Forecasting and resource management
- Lead and successfully delivered a major brokerage platform for a BFSI customer

Program Manager – San Antonio, TX, USA (2005 – 2012)

- Responsible for multiple LOBS (Investments, LIFE, AML, and Corp Applications).
- Customer management, delivery status sharing on a weekly basis, preparing the test strategy/plan for new project initiatives.
- Setting up a nearshore operation (Mexico) and managing the project delivery
- Establish and standardize the development and quality assurance process
- Build customer relationships
- Coordinate and set up customer summit

Business Analyst, QA & Developer – Chennai, INDIA (2003 – 2004)

- Requirement analysis
- Create the design document
- Create change requests
- Develop test plans, test cases and automation scripts in UFT
- Develop and deploy the code
- Creation of impact analysis and RCA documents