

Srinivas Soma

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Professional Synopsis

- ⇒ Over **25 years** of versatile IT experience, working for Fortune 250 BFSI customers
- ⇒ Experience in supporting Application development, Application Support, Staff Augmentation, Testing, Product Implementation programs
- ⇒ Played various roles, Project/ Program/ Delivery Manager, PMO, Vendor Manager, Para Legal, etc
- ⇒ Currently leading engagement & delivery comprising Support, Development programs for a large US-based Fortune 250 company, with 500+ team
- ⇒ Led Portfolio management covering engagement and delivery for Insurance APAC customers
- ⇒ Supporting new business, cross-selling, upselling for the growth of the account

Highlights

- Analyses and develop process for an unorganized system.
- Builds new Accounts from scratch
- Mentors, grooms Project & Program Managers
- Supported Customers, Organizations on new initiatives
- Saved thousands of dollars through strong Customer relationship, Governance

Key Achievements & Awards

- ✓ Saved over a **Half Million dollars** through strong Customer relationship, Governance.
- ✓ Increased the account **revenue by 30%** through Account mining and cross-selling
- ✓ Helped account grow into new segments and **brought additional revenue** through successful delivery and cross-selling
- ✓ Received **\$30,000** bonus from a customer for on-time successful delivery for a challenging program by optimizing project delivery
- ✓ Received multiple awards from various organizations
- ✓ Improved Resource utilization by 20% through Flex Delivery Model (FDM) as part of Non-Linear Initiatives (NLI) @ Wipro

Professional Experience Summary

Associate Director, Mindtree Ltd. Jul 2014 – Till date

Helped building a Large US-based Insurance Account, and currently supporting Delivery, Governance, Vendor Management. Earlier, managed overall delivery for Insurance – APAC portfolio, cutting across the customers.

Achievements

- Built an account from **0 to 500+** generating an annual revenue of **\$30 Mil**
- Mined the account and increased the revenue by 30% through Outside-In model.
- Avoided multiple escalations, penalties through a strong Governance, relationship with the customers
- Helped the account entering into new segments such as IT Service Desk, Automation and Performance testing thus bringing additional revenue

Responsibilities

- Helped building the account from scratch, covering pre-sales, contracting, setting up Infrastructure, hiring team and building Governance
- Lead and Own Service engagement and delivery oversight of the account

- Own On-time & Quality delivery, SLA adherence, Zero penalties, Customer satisfaction
- Built a Delivery framework overseeing the overall delivery, key projects, review/governance, customer relationship, risk management
- Drive and execute various initiatives improving productivity, reducing costs, improving customer satisfaction levels, employee retention, etc
- Own fulfillment of Contractual milestones, obligations and deliverables
- Evaluate and build team capabilities development to address skill development needs
- Manage Subcontracting Vendors, Governance
- Participate and lead contract negotiations
- Support Customer in monitoring and reporting of continuous improvement, innovation, best practices, technology, Customer satisfaction and benchmarking
- Lead & Support various Account Governance meetings, Steering Committee meetings
- Mentoring Project Managers, Architects and Business Analysts
- Work with various Support functions to get the timely support and Business Continuity

Entrepreneur, Own Venture Aug 2013 – Jun 2014

Co-partnered and started own venture, IT Solutions Company in Hyderabad. Developed IT product to cater to the needs of Retail companies using Big data technologies. It takes care of Sales, Support, Marketing, Billing, Customer relationship and other needs. Also responsible for marketing, sales, P&L.

Delivery Manager, Wipro Technologies Apr 2010 – Jul 2013

Led end-to-end delivery for UK based major customer. It involved partnering, understanding, re-engineering, delivering solutions and also providing consulting support.

Achievements

- Led key regulatory changes for the customer with many appreciations
- Brought **10%** additional revenue through CRs, consultations
- Received **\$30,000** bonus from the customer for on-time successful delivery
- Brought additional project savings through various measures like LEAN, re-use
- Improved **Operating margin** by **4%** in Q3 through contractors reduction, Offshoring, Rookie intake, CRs without additional effort, bonus

Responsibilities

- Managed overall customer relationship, Account Management
- Lead 120+ FTE across multiple technologies, managing both FPP, T&M projects
- Collaborating with the customer to align with Customer's IT strategy, identify pain areas and provide solutions
- Generated annual revenue of over \$12 Mil
- Guiding team in design, architecture, development, testing of key programs
- Delivered solutions through waterfall, Agile models to meet changing customer needs
- Collaborated with COEs in SAP, A&IM, Mobile, Cloud technologies to bring best and timely technical solutions
- Good experience and knowledge of ITIL process
- Regular reporting of Delivery, Operational parameters, achievements, key challenges to Senior Management
- Drove & supported solution architecture, estimation, presentation POC, pre-sales

Project Manager, Infosys Technologies Sep 2006 – Mar 2010

Led and Successfully implemented Finacle Internet banking product for Greece based government bank and UK based large bank.

Responsibilities & Accomplishments

- Project Management; worked for implementing Finacle in matrix models
- Been to the UK; led team to complete Requirements till Implementation
- Customized Finacle product to suit customer needs and implemented solution
- Improved Operating Margin and Engagement Level Feedback
- Brought and Maintained project as per CMMI Level 5 quality standards
- Responsible for maintaining operating margins as per Organization standards
- Responsible for supporting all pre-sales and post-sales activities

Senior Associate, Cognizant Technology Solutions Oct 2004 – Sep 2006

Led three projects for one of the major US-based manufacturing clients. These projects take care of all needs of the client's visitors, partnerships which includemaintaining their profiles, security, and company info. This also provides input for back-end Policy servers in terms of maintaining security policies, etc.

Responsibilities & Accomplishments

- Project Management; handled a team of 20
- Successfully delivered 7 full-cycle releases with client appreciations
- Responsible for Mentoring, Coaching, Developing team members/ leaders
- Handled ISO Surveillance audit with no observations/ non-conformances
- Initiated Knowledge Management activities; **appreciations from CKO**

Technical Architect, Hexaware Technologies Ltd Oct 2003 – Oct 2004

Developed the Collection system for Deutsche Leasing, Germany with a team of 300 members.

Responsibilities & Accomplishments

- Handled team size of 20, provided offshore support to UAT phase
- Been to Germany; Coordinated User Acceptance Testing, Build & Release management
- Architected and developed Thin Client application of Dolphin project
- Involved in Requirement Analysis, High &Low-Level design, functional flows

Team Leader, SSI Technologies Ltd Mar 2001 – Oct 2003

Led project with a team of 10 professionals. Developed Loan Allocation System (LAS), automation of stock lending activities for Merrill Lynch. Also worked for Limited Partnership System (LPS), re-engineering legacy system to a three-tier architecture. Developed e-Procurement product, Commodity Exchange on Web Project for Refco Group, Singapore.

Responsibilities & Accomplishments

- Project Leading; completion of LAS User Acceptance Testing with only 12 defects
- Completed onsite implementation of LAS project; achieved Enhancements project
- Been to the USA for implementation of LPS project
- Worked as Test Coordinator; Achieved Testing phase in-time in a tight schedule
- Involved in WebSphere App Server, WebLogic administration
- Assisted Project Manager in providing Technical solutions for preparing Proposals

Sr Software Engineer, Nexgen Technologies Ltd Feb 2000 – Feb 2001

Involved in developing Institutional Sales Information System, an MIS system for its operations. Involved in developing E-Commerce Zone, School Zone for its existing e-educational website. Key features include Shopping cart, Search Engine, Order Book, Order Tracking, etc. Involved in developing Personal Portfolio Management for managing one's complete shares portfolio.

Programmer, Model Financial Corporation Ltd Nov 1997 – Jan 2000

Automated all its group company operations. Participated in the Total Banking Automation product developed for automating Co-operative Bank operations. The key features include Deposits, Loans, etc. along with the bank's day-to-day operations.

Programmer, Hitec Info-Sol Ltd May 1996 – Oct 1997

Developed Payroll System for Hyderabad Water Supply Board. Developed Wheel Management System, automation product developed for handling Moped dealer operations.

Academic Summary**Bachelor of Science (B.Sc.)**

Nagarjuna University in 1995

Post Graduate Diploma in Computer Applications (PGDCA)

Bureau of Data Processing Services (BDPS) Ltd in 1996

Certifications/ Trainings

Delivery Manager Assessment by HR Chally Group Worldwide @ Wipro Technologies

Machine Learning from Stanford University

Step Plus certification by Global English

Certified Scrum Master (**CSM**)

High Impact **Presentations** by Dale Carnegie Training

Project Management Elite (**PM Elite**) certification from Infosys Technologies

DM Academy Training – Delivery & Operations, Finance & Legal, Value Chain

Identifying Client Needs, Managed Services 201, Bullet Proof Manager Training

Predictive Strengths assessment by Chally Group Worldwide**Summary of Your Predictive Strengths**

PREDICTIVE STRENGTHS	PERCENTILE
ABILITY TO DIRECT AND CONTROL OTHERS	93
TAKE RESPONSIBILITY FOR THOROUGHNESS AND ACCURACY OF ASSIGNED WORK	93
RISK TAKING	88
PROFIT CONSCIOUS IN A MANAGEMENT ROLE	88
TIME MANAGEMENT	85
ABILITY TO LEARN THE BUSINESS	85
ABILITY TO NEGOTIATE	82
NEED TO HAVE STATUS	81
PRODUCE EXCELLENT RESULTS	78
COMPETITIVENESS	73
LINE ORIENTATION	74