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| **HANUMANTH. NORI**  **Services Delivery Manager Contact:** **8008484815**  **email :** [**hrnori9@gmail.com**](mailto:hrnori9@gmail.com) |  |

Professional Summary

* Result oriented **IT Program/Delivery Manager coming with 18 years** of experience in leading large Accounts, Services & projects with capability of end to end Solution drive and Delivery of IT services to customers world wide.
* Strong Delivery and customer partner in **building the strategies** of solution implementation with Technology practice developments, continuous process and operational improvement program comprising of Technology and business.
* Hands on Expertise in **Pre Sales ,IT Sales Pitch in ,Customer Interfacing and driving business development. A**dvanced skills in capturing the requirements, building right solutions and responding to the opportunities with **RFP/ RFI** with effective proposals and providing value adds to customer.
* Supreme command on AGILE process with **Scrum, Kanban and Lean models**. Had been played roles of **Product owner, scrum master** and lead the deliveries with measurable Sprint plans.
* Highly Motivated to build and Drive the **Practices like Dev Ops, Micro Services, Spring Boot ,** expertise in building the Technical stack and bring the technology capability to customer with learning and development practice.
* Strong Competency in technologies like **DevOps, Public CLOUD like AWS, MS Azure, IBM Bluemix, Oracle and Google** Cloud with expertise in Cloud migrations, platform building, SaaS hosting, Infra Management.
* Strong initiatives with  **modern competencies** trending across the Industry like **Cloud first ,Dev- ops, Robotic Process Aautomation (RPA), Mobility, Managed services, BPM**, Micro services, Infrastructure Services,
* Extensive hands on skills in **Account management, Opportunity Booking, Cost Management, Revenue forecasting**, profitability margins, vendor Management, PMO activities and have complete hold on P&L reporting along with Revenue realization.
* Proven expertise in dealing **the large Engagements, Business Consulting and driving the Bid Management** liaising with global teams, stakeholders and exposure to working at international locations by winning projects sizing over 200ML .
* Highly scalable experience in **Services Delivery and Product Delivery**  with Hands-on expertise in heading overall resources with skill development, learning and tracking all project activities from the conceptualization stage to execution and successful integration. Handled project planning, delivery, deployment, risk management.
* Expertise in building **Architecture** and component level roadmap with cost effective solutions to meet customer expectation and technology expertise with strong skills in **Micro Services, Cloud (MS-Azure, AWS), Dev-Ops, JAVA, J2EE, Web Services, SOA, and Mobility with IOS and Android.**
* Strong Expertise in **Support and Managed services** with Incident Management, Problem management and Change Management systems. Hands on with ticket driven self-service portals like – JIRA, SNOW, BMC, HP QC. An accomplished support services provider with **L1, L2, L3 support with stipulated time lines of SLA**.

Education

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| **Year** | **Degree / Diploma** |
| 1998 - 2001 | MCA Computer Science at Delhi University |
| 1994 - 1997 | Polytechnic Diploma from SBTET – Hyderabad |
| 1993 - 1994 | SSC from State Board Hyderabad |
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Certifications

*Certified in Leadership activities from Birla groups in 2010.*

*ITIL Certified with Level – V3 for Managed services and IT Support strategies*

Technical Expertise

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| **Project Management Tools** | *MS Project Plan 2010, Quest, RIM (Resource Info), Ora-Pro, People Soft, CA –Clarity PPM, HP – Quest.* |
| **Delivery Models** | *Onshore – Offshore, out sourced offshoring, Staff Aug, Consulting& dev.* |
| **DIGITAL Technologies** | ***Cloud*** *– MS – Azure, AWS, Migration, IAAS and PAAS,*  ***Dev OPS*** *– Ruby, BootStrap, GIT Hub, Jenkins, CI/CD, Windows and Linux.*  ***RPA*** *– UI Path, Automation Anywhere, Blue Prism.*  ***Mobility*** *: Angular JS, Grunt Js, UI/UX, Omni Channel* |
| **Revenue Models** | *Fixed Price, Blended rates, T&M, yearly incremental.* |
| **Managed Service Support** | *Service Desk Plus, SNOW , ISupport, OMNI tracker, JIRA,REMEDY* |
| **Security Tools** | *NTFS V2, IBM I2, Vsafe, IRIS platform,ERSS, Access evaluation with Sec-508* |
| **Development Technologies** | *Java J2EE, WebLogic Portals, Portlets, WLI 10.3, AJAX, Struts, Tiles, JMS, JSP, FLEX, EJB, Java Servlets, EJB, XML, Web-Services –SOA, XSLT, Oracle Content Management Sys.* |
| **Frameworks** | *Spring Boot, Struts, Java Page Flows, spring, Glass Fish, JSF, SOA, Hibernate, GWT, ITIL V3, ITSM* |
| **Business Process Tools** | *Smart BPM, PEGA, MS AX.* |
| **IDE Tools** | *Eclipse, JDeveloper, RAD, IntelliJ, Visual Café, Visual Studio, WebLogic-Workshop* |
| **Data base** | *Oracle 11gR, Oracle Suite 11.R, SQL server 2012 R2.* |

**Career Time line and Experience Profile**

**Services Delivery Manager in HCL Technologies (Formerly CA Technologies)**

**(Aug ’18 – Till Date) – Hyderabad**

* Have the ownership of CA products and now been transitioned to HCL – Enterprise studio, Took responsibility of entire product services to customer that include AMS support, Global product developments, package builds, Core Product features build and enhancements.
* Accountability of 5 products of PPM, Security and SSO with 18 customers and 25+ projects under the program. Support and product development services for customers in NA, EMEA and APJ regions.
* Manage and oversee all Service Delivery reports to an agreed schedule (or on request), including performance and Managed Services (Upgrades and Patches).
* Ownership of entire accounts worth of 150 ML/ Yr. for build, operate and support services to customers. Responsible for the profit with min margin of 35% and promote the products.
* Leading the team of 75 members with shared services method and Agile operations.

**Senior Manager - Delivery at Cognizant Technology Solutions (Feb ’15 – Oct’17 ) – Chennai**

* **Digital Engagement Practice Leader**- End to end engagement leadership, proposals, implementation with Digital products like CLOUD, Mobility, SharePoint, Dev-Ops & Content management which realized the revenue worth of $ 22 ML per year comprising over 12 projects, 45 member teams and effectively managed project, delivery, people and account Management with CA Clarity PPM.
* Building strategies to reach the trending demands of Customer with effective Relationship and technology representation and Automation Initiatives.
* EBA Cloud Practice development, CLOUD solutions in PAAS / IAAS and Migration expertise.
* Handled Managed Services (Support) as a separate pillar and delivered with L1, L2, and L3 teams.

**Project and Account Manager – Persistent Systems (Aug ’12 –Jan 15) - Hyderabad**

* Worked as owner for largest banking Account of Wells Fargo, Core responsibilities include:
* Building strategies to approach the customer, manage and build the relationship with good will, Find the inline budgets, opportunities planned for the year and materialize the projects with right proposals.
* Uplift the technical capabilities and resource stack with multiple skills, Training teams with on demand skills and getting them ready for the customer on boarding.
* Been the most preferred Client partner and provided wide range of solutions and delivery for their LOB’s like – Core Banking, Whole sale, Lending, collections, Treasury etc.. With skilled resource stack.
* Responsible for Initiatives, processes improvements, Operations & stake holder management
* Handled End to End WFIS operations starting from presales, SOW, communications, also responsible for overall Account revenue over $ 20 ML per year and P&L of this Account.

**Engagement Manager - Oracle India Pvt Ld (Aug’10 – Aug’12) - Hyderabad**

* Role of an Engagement Leader for Oracle initiated product of Migration Factory, have been the key member in developing this product in Oracle proprietary tools.
* The Migration factory successfully migrates any application in any platform to Oracle 12 C version.
* Lead the team of Migration from front, effective managed the customers like PWC, JD Edwards, Mc Graw Hill, S&P and driven the application Migration with right communication & coordination.
* Implemented the Agile Process, driven the check lists, Sprints and Successfully Migrated over 285+ applications to oracle Web Logic 12c.

**Technology Leader – Birla soft India Ltd. (Mar’08 – Aug’10)**

* Worked as a Tech Lead for client GE – Retail sales and finance with ease of J2EE and Web Logic Solutions and Production support handling over 4 projects.
* The responsibilities comprised of various activities that have :
* Build the J2EE solutions with Java and XML portals and portlets, Lead application development team
* Handled 24/7 Production support team with right mix of resources and BMC remedy ticketing tool.
* Implemented Six Sigma process for operations and Continuous improvements in delivery
* Successfully delivered the quality projects of GE- Care Credit, GE-Money, GE -Content & Production support for over 150 + servers globe wide with 24/7 monitoring.

**Project Leader – Open Messaging Gateway – Logica CMG ( Aug’06 – Feb’08) – Bangalore**

* Role of project Leader for Product of Messaging Unit (Gateway) of Loga CMG – Now a CGI company.
* Understood the end to end functional and technical flow of the product with architecture and design.
* Lead the team of 8 members for supporting the new enhancements, Prod Fixes, Hot fixes, Patches, upgrades and releasing the new version to the customers with Technologies of Java, J2EE, Web services.
* Served as a Single point of contact for customers like T-Mobile, Verizon, AT&T, STC, Bridge Telecom, Simple com, PTC, Malaysian Wireless, and Vodafone.

**Senior Consultant – Sierra Atlantic Software Ltd (Hitachi) - July’05 – Aug’06 - Hyderabad**

* Worked as a Senior Developer for clients like Message Labs, UKDP, Franklin Templeton, Alti-USpar.
* Understood the end to end requirement, prepared Detailed Design and Coding activities with Java, J2EE, XML, EJB, and Oracle – PL SQL.
* Prepared Unit Test cases, validation frame work delivered the reviewed and quality code.

**Software Engineer – Config Software Solutions Ltd - June’01 – March’05 - Hyderabad**

* Worked as a Developer for clients like Bio reliance Inc., Texas Amex, Jindal steel Infra, GVK Bio Ltd.
* Had a Great learning in the technologies of Java, UNIX, Oracle and XML while implementing code by understanding the layers of coding like app layer, web layer, data layer.
* Learned to script the server configuration scripts, build scripts and deploy the applications with ease of working on Web and Application servers like Apache and Oracle servers.
* Prepared Unit Test cases, validation frame work delivered the reviewed and quality code.

Capabilities and Contributions

**Delivery Management:** Very strong skills in materializing opportunity from customer, Initiating the Execution process, building the practices and monitoring the quality of delivery and setting best practices

**Project Management:** Thorough understanding of client requirements with Scope and Flow, effective project planning, scheduling, and tracking the tasks, reviews with adequate support and maintenance.

**Change Management:** Change controls, platform based workflow, process maps and Integration with tools, Change Advisory board, implementing **ITIL and SIX Sigma** managed services with SLA.

**Stake Holder Management:** Having clean and wonderful relation with the stake holders like the clients, onsite counterparts, third party assessment teams and Account owners of all the projects managed.

**Communications:**  Demonstration with Strong written and oral skills in driving the customer communication, proactive notifications, capability demonstration**, ITO Transitions, Transformations and reporting**.

**People Management :** Rendering technical and personal guidance to the staff, mapping them to right stack, building the career path, open and free interaction and tracking member’s performance with timely feedback.

Personal Details

Date of Birth : 01/11/78

Passport Details : L 2780732

VISA Details : \* Hold \*B1\* Visa to USA with Multiple Entry valid up to Apr-2019.

\* Hold Schenghan Visa to Europe lapsed.

Linguistic Ability : English, Telugu and Hindi