



Samir Tandon

Global Head – Implementation (Digital Products)

#### Profile

- A PMP certified professional with over 20 years of combined multi-disciplinary experience across Program Management, Delivery Management, Solution Consulting, IT Change Management and Business Analysis.
- Expertise in end-to-end project planning & implementation including scope management, activity sequencing, cost estimation, risk management and quality management in line with set guidelines & norms.
- Gained global experience of work by visiting France, Nigeria, South Africa and UAE for training and business in 2017 and 2018.
- Delivered increase in Amex online market penetration from 30% to 75% for APAC and EMEA Region.
- Design and deliver solutions that remedy core business issues and position the organization to reach the next level of profitability through technology introduction and automation
- Excellent communicator and relationship manager with

## EDUCATION

### Graduation

Delhi University

1994-1997

### Project Management Professional (PMP®)

PMI

2017-2023

### Scrum Foundation Professional Certificate ( SFPC )

CertiProf

- Cytric Travel and Expense – Nice, France by Amadeus
- On-job training in Unisys system and Amadeus CRS
- On-job training on Sabre in American Express

## WORK EXPERIENCE

### Satguru Travel – Global Head – Implementation ( Digital Products )

Jan'2021 – Till Date

Responsible for managing all aspects of technology

Implementation to assigned client accounts

**Essential Duties and Responsibilities:** - Negotiation with multiple vendors on both technology as well as commercial prospect to on board new technology applications for Satguru' corporate customers.

Showcasing tool capabilities through demos to Existing or prospect clients sourced by Internal Sales team - Convincing clients to move on technology platform with the functionalities available on the tool - Coordinating with vendor technology companies for product enhancements as required by client - Develop and maintain strategic supplier relationships like technology providers, Airlines etc. - Participating in Client technology RFP's (Request for proposal) - Deploying technology (Global or local) as per client's requirement - Portal implementation with clients with in timeline/SLA - Driving Implementation process with the help of various support teams like operations, technology, finance and others - Oversee the implementation of new business, working closely with global implementation team to ensure customer expectations are met.

### Dnata ( Emirates Group ) – Sr.Manager ( E-Commerce )

June'2019 – September'2020

Responsible for managing all aspects of technology

Implementation to assigned client accounts.

**Essential Duties and Responsibilities:** - Development of the application through vendor to meet the India specific requirements as well as meet the dnata's requirements for the global –

- Used Scrum Agile Methodology in my work (Daily Scrum Meeting, Sprint Backlog, one – on – one meeting)
- Conducted & managed weekly, and bi-weekly agile sprints with team

aptitude for collaborating with internal and vendor executives, directors, and key stakeholders to identify business needs and to develop winning solutions

#### **Projects completed on online tools migration:**

- 200+ clients on-boarded to online platform across 15 years
- Migrated Concur site configuration and testing process for Australia
- Migrated Serko site configuration and testing process for Australia
- Migrated Get there site configuration and testing process for Australia - Migrated Concur site configuration and testing process for UK
- Migrated Get there site configuration and testing process for US & CA

#### **Recent Implementations**

- Schlumberger in 18 countries of Africa and also in Indonesia
- Sanofi in 09 countries of Africa
- Careem – Middle East
- Toyota – Kenya

#### **Highlights:**

- Extra Miler Award by Country Manager American Express – Australia for contributions in Project Paragon
- Four Points Quality Award for implementation UK Concur Online Tool for mid-market
- Winning Habit Award for successful migration of US & CA Get There Online Tool
- Got certificate of appreciation by Business Leader for successful migration TACA Airline into Lufthansa System

#### **CONTACT**

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##### **EMAIL:**

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#### **Personal Details**

DOB : 16Oct'1975

Address : H2-/4,G.F,Sector-16

Rohini, New Delhi- 110085

- Worked with developers and gained expertise on Agile Software delivery

#### **Satguru Travel - Sr.Manager ( E-Commerce )**

April'2017 –May'2019

Managed all travel platform implementations at Global level. Periodic Monitoring of projects to ensure that milestones and performance indicators are met as per the agreed time frame. Documenting and developing test strategies, test plans, test cases and tracking all the test scenarios and issues for the application. Deliver the Projects as per the targets assigned on Quality, Delivery and Cost

- Used Scrum Agile Methodology in ongoing Implementation projects (Daily Scrum Meeting, Sprint Backlog, one – on - one meeting)
- Conducted & managed weekly, and bi-weekly agile sprints with team

#### **EXL Services - Manager ( Projects & Implementation )**

March2010–April2017

Managed all travel platform implementations across US,APAC and EMEA region. CRM for implementation of Serko, Concur and Getthere managed portals and travel platforms. Responsible for the successful implementation and support of American Express Technical Travel products into the customer environment.

#### **American Express - Manager ( Projects & Implementation )**

December2005–February2010

Managed all travel platform implementations across US,APAC and EMEA region. CRM for implementation of Serko, Concur and Getthere managed portals and travel platforms. Responsible for the successful implementation and support of American Express Technical Travel products into the customer environment.

#### **RDM (India ) - Team Member**

April1998–December2005

Responsibilities involve leading team which handle E-Mails and Incoming calls from different LH Offices based worldwide, Editing and Processing Teletype reject messages of Amadeus and Lufthansa systems, Monitoring of force confirmed PNR's, Upgrading and Downgrading of Industrial discount passengers, Fake ticket checks, TTL checks for Top events and critical flights, Vertical checks, Fake booking checks and Adhoc tasks