SATYASHEEL

Delivery Project Executive & Presales Leader

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SUMMARY

Result-oriented IT Services Delivery leader and passionate for technology with 20 years of demonstrated success in managing large, complex and multi geography IT Programs. Experience of leading multi-million-dollar programs of cross functional technical teams with 150+ head counts successfully on time, within budget and of high quality. Expertise in end-to-end Program Delivery Management including planning, monitoring, reporting, resource management, quality management and risk management. Consistently delivered large scale projects and programs over $100M USD in various technologies space viz., Enterprise Integration, Digital, Smarter Cities, Portal, Cloud, Analytics, Mobile etc. Track record of successfully analyzing operations, then designing and instituting account, program & project management methodologies that work to improve efficiency and reduce costs.

Wide experience of handling Presales activities over 10 years across multi-functional global teams for end-to-end IT services with value addition. Delivered quality solutions for top organizations in Government, Public, Smarter cities, Telecom, Travel & Transportation (Airline/Airport), Retail and Banking/Finance domains.

Leadership style focused on engaging stakeholders and outcome focused client interactions, leading teams from front to analyze and solve problems and deliver value for the customers.

SKILLS

- System Integration and complex global delivery and setup of large programs/projects/PMO/Transition & Transformation/SDLC processes (Application Development/Agile/Iterative/Package/SOA/Integration) including handling escalation and people management.
- Business development, consulting and opportunity management.
- Presales (solutioning complex deals) as Solution Architect.
- Stakeholders management – Customer, Vendors, Organization & C-level.
- Managing contractual relationships and P&L responsibility.
- Strong Technology consulting skills in Enterprise Integration / Middleware/ ESB (IBM WebSphere Products), IBM BPM, Cloud, Digital Transformation, Mobile, Application Development & IBM Smarter cities (IOC/IOT/IVA).

EDUCATION

Indian Institute of Management, Calcutta (India)　　　　　　　　**2004-2005**
EPBM, Business Management

RTM Nagpur University, Nagpur (India)　　　　　　　　**1992-1997**
Bachelor of Engineering (Computer Engineering)

Delhi Public School, Bokaro Steel City (India)　　　　　　　　**1991- 1992**
Science

EXPERIENCE

December 2017 – Present
SENIOR CONSULTANT/ AKSCELLENCE INFO SOLUTIONS LLC/LLP, INDIA

April 2016 – November 2017
SENIOR MANAGER/ ERICSSON, INDIA

- Led the team for India's region programs and projects. I managed the discussion with stakeholder for new Business Development, Program & Project governance, Escalations, Delivery, and Presales.
- Served as a customer single point of contact, owning overall responsibility of contracted services, ensuring expected services were delivered and issues were addresses at right priority level.
- Direct global teams to ensure program delivery deadlines are met for implementation, including software developers, business consultants, and 3rd part vendors.
- Optimized delivery model and enhanced productivity.
- Led RFPs and Proposal write-up for large telecom clients in project management processes & tools.
- Driven Project Management competency to improvise the PM Process Development. Actively supported the Automation Team & baselined the organization estimation guidelines with an eye towards mitigating delivery risks, improving the cost and resource optimization, and standardizing the processes and templates.

November 2003 – April 2016
DELIVERY PROJECT EXECUTIVE / IBM, INDIA

- Responsible for account management including deliverables, account receivables, and new business. Aided in signing > 2M USD in new business.
- Delivered a $300 million smarter traffic and parking management solution for UK government client which was highly configurable while offering a robust suite for smarter traffic & parking management.
- Led the new business development activities such as RFPs and proposals as a solution architect. Engaged in prep strategic activities, proposal reviews, and start-up activities.
- Led efforts to understand and respond to the various smarter cities, system integration and enterprise integration customers, including opportunities that were shaped by IBM vision.
- Served as the business area and delivery review representative from the government & public sector to the various new and ongoing Complex Program and projects.
- Defined end to end process that results in technical and business satisfaction with 100% completion. Cross managed simultaneous globally programs of high value to ensure all stakeholders were defined and engaged. Developed risk plans and mitigations.
- Managed and reviewed program cost, schedule, quality, performance, processes and subcontract activities. Advised EVM, metrics, risk management and project management methodologies to ensure successful execution.
- Identified by IBM as key communication and change agent in multiple global delivery business reviews.
- Worked with IBM & client leadership to review project direction, overall health, costs, risks, and developing initiatives.
- Established and led program business rhythms to monitor program technical and financial status, includes internal customer and senior business unit reviews
- Major contributor to the development of all information technology initiatives for the client, including design projects, budgeting, planning, policies, and workflow prioritization.
- Assessed new technologies and made recommendations for improvement and efficiency.
- Provided leadership and consistently introduced innovative approaches to enhance performance, efficiency and customer satisfaction.
- Developed performance and financial analysis reports which showed the effectiveness of meeting the project commitments.
- Created and negotiated contracts, pricing proposals, and professional services.

- Participated in organization staffing, includes employee recruitment, selection, training, career development, performance assessment, workload planning, recognition, salary actions and disciplinary actions.
- Mentored and trained other project/program managers and presales team.
- Improved customer satisfaction as the primary interface to customer, achieving 9.75 out of 10 customer rating.

March 2001 – November 2003
SENIOR SOFTWARE ENGINEER / TECH MAHINDRA, INDIA

October 1999 – February 2001
EXECUTIVE I.T. / STOCK HOLDING CORPORATION OF INDIA LIMITED, INDIA

January 1998 – October 1999
SOFTWARE ENGINEER / QUANTUM COMPUTER, INDIA

PROGRAMS / PROJECTS

IBM Solution Architect & Program Manager for University Hospital Leicester (UK), Aug 2014- Apr 2016
Achieving Clinical & Operational Transformation through the implementation of the Electronic Patient Record (EPR), an integrated (not interfaced) point-of-care IT system that contains patient-centric, electronically maintained information about an individual's health status and care; focusing on tasks and events directly related to patient care; and optimized for use by authorized clinicians. In addition to a holistic view of patients' history and clinical data, the EPR would support automated workflows and decision support. IBM was involved as systems integration in working with UHL to:
- Select an Electronic Patient Record System (EPR)
- Developed a 10-year Full Business Case (FBC) for the implementation and run of the EPR.
- The scope broadly covered the following:
- IBM: Change management, systems integration, testing, Programme management, and run.
- NTT (infrastructure provider to IBM at UHL): Provision of environments, Run

IBM Solution Architect & Program Manager for Westminster City Council (UK) , Mar 2014- Jan 2015
Westminster Council was having problem with meeting the parking demands. Council liked to make it better to manage the parking space available through innovative solutions. The challenge of balancing the needs of Customers in Westminster had presented the need to deliver an innovative solution using Smarter Cities products viz. IOC, cloud, cognitive, mobile and BI tools/reporting in managing access to the Kerbside. The Council's aim was focused on delivering an improved customer service offering, effective Kerbside management that assists motorists and meets the parking demands of the future. This was a five-year plan to make Westminster a safer, healthier, more enterprising and more connected City. The Fair Parking Policy sets out the council's approach to making it fair, easy and safe to park in Westminster. This project was joint responsibility of IBM, Xerox Cobalt and NSL which is led by NSL.

IBM Program Manager (PMO) for Reliance 4G Jio (India), Dec 2013-Apr 2014
IBM worked with Reliance Jio in PMO and Design & Architecture area. Under PMO, IBM has assisted in overall setup, planning, plan optimization, risk management, reporting, control and compliance wrt to process, methodology, tools and documentation and coordination with Reliance. In Design & Architecture area, IBM was accountable for Reliance Jio for successful handover of the systems to business and other end-users, responsible for defining standards and methodology, and creating systems architecture and solution design.

IBM Program Manager for Elsevier OpsBank II (Netherlands), Nov 2009- May 2010
IBM helped to define, design and development of the OPSBANK II application for Elsevier. This included creating architecture designs (both functional and technical) and development of functionality along with supporting the OPSBANK II program work streams architecture and infrastructure, conversion & migration and reporting.

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IBM Program Manager for Maxis Transformation (Malaysia), Aug 2009- Nov 2009
As a part of a Full Transformation Program, IBM was entrusted with SOA based enterprise wide transformation of Maxis IT. The startup phase included SOA assessment, creating Legacy Transformation strategy & setting up SOA Governance. IBM was mandated with creation of the foundation architecture elements to enable Maxis to build an agile & business aligned IT. The SOA Transformation would cover the entire gamut of Telecom Operations i.e. CRM, Postpaid & Prepaid billing, Collections, Provisioning & Content Management.

IBM Project Manager for BJ's CLUB (USA), Nov 2008– Apr 2009
As part of its IT Transformation journey, BJ's intended to implement several new packages & applications to streamline its existing IT application landscape. These would fit into an overall Integration Layer framework. To support the existing & new business processes, there was a need to build & maintain interfaces that would utilize the integration layer & integrate existing legacy applications with new packages & also enable proper communication between those new package applications.

IBM Solution Architect Project Manager for ACSA (Airports Company South Africa) , Nov 2007–Jul 2009
IBM proposed to help ACSA in the implementation of the ESB using IBM WBIMB & associated functionality where ACSA has committed itself to a transformational roadmap to increase the service levels in South Africa's Airports, & to accommodate the predicted increase in passenger growth. IBM was involved in: -
- Specified, designed, developed, tested & deployed the required Business Services.
- Specified, designed, developed, testes & implemented the functionality to facilitate the related data transfer based on metrics provided by ACSA.
- Built the necessary adapters to connect the back-end systems to facilitate the data transfer & business service exposition.

IBM Presales & Project Manager (PMO) for ITC India, Sep 2006 – Jun 2007
IBM as a trusted advisor to ITC helped them in the key IT initiative for SMIS (Sales Management Information System) followed by setup and running the Project Management Office. IBM was involved in: -
- Process Improvement,
- Technology solution architecture & requirements creation, and
- RFP & Evaluation framework, & Vendor evaluations

IBM Project Manager for UNILEVER-ICC (Netherlands), Feb 2006 – Aug 2006
IBM helped in aiding services in respect of individual work assignments on a call-off basis consisting of services to Unilever Europe Integration Competency Centre & particularly around:
- Defining & implementing changes to the setup of the ICC, &
- Planning & delivering new interfaces between components of Unilever Europe's existing application landscape & new components as the latter were developed & delivered as part of Unilever Europe IT on-going Programme of projects.

IBM Project Leader for DYNADRO (Netherlands), Feb 2005 – Nov 2005
Dynadro was a client based in Netherlands & they faced the challenge to make the new middleware infrastructure operational under high pressure from its business unit & firm deadlines. IBM assisted Dynadro by defining & implementing a new middleware architecture using IBM WebSphere Message Broker and MQSeries & moved the new middleware infrastructure into production by 2005. Hence IBM provided practical, complete & cost-effective solutions in parallel with the roll out of technical infrastructure to define an Enterprise Application Integration Solutions.

IBM Project Leader, NETLINE for AIR CANADA (Canada), Jul 2004-Feb 2005
IBM assisted Air Canada to replace the existing TIBCO based message broker architecture with IBM WBIMB broker-based architecture. It included replacing the functionality & transformation logic of all the existing individual interfaces developed using TIBCO with IBM WBIMB as per client requirement & specification.

IBM Technical Project Leader, (SOR) for SEARS (US), Mar 2004-Jul 2004
The Store Owning Region System was a proprietary homegrown (SEARS) mainframe CICS & SNA based routing system that utilized multiple CICS region. It provided a reliable & fast response to credit approval requests from stores by linking efficiently with credit vendors. It connected the front-end & back-end applications supporting both fail-over & load balancing. The new developed Message Delivery System that IBM build has replaced the SOR System which provided the state-of-the-art enterprise application integration

that supported the strategic direction. It also supported the future integration projects & more complex integration such as Business Exchange & Business Process Modeling.

HONOURS & AWARDS

(2015)
- IBM Orion Award (Eminence & Excellence) for "Business Commitment".
- Managers' Choice Award from IBM India.

(2014)
- IBM Orion Award (Eminence & Excellence) for "Relentlessly reinvent – IBM and Client".
- Managers' Choice Award from IBM for "Put the Client First" and "Unite to get it Done Now".

(2008)
- IBM Ovation Award (ACSA project- South Africa).

(2007)
- IBM Bravo Award (IBM Organization Initiatives).

(2006)
- IBM Bravo Award (Unilever project – Netherlands).
- IBM Customer Dedication Award

(2005)
- IBM Bravo Award (Air Canada Project-Canada).
- IBM Special Performance Bonus Award (For Top Individual Performance)
- IBM Basic Blue for New Leaders (For Leadership)
- Leader Readiness award in IBM in recognition of leading high performance.

(2004)
- IBM Top Technical Talent award.

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