Srinivas Anantatmakula
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Professional Snapshot

- 11 years extensive experience in all aspects of IT including Solution delivery, Service Delivery in CRM.
- Driven large engagements in solution and service delivery in IT operations and service delivery for fortune 500 companies.
- Good experience in successfully planning, directing, tracking and managing complex projects within budgets.

Education

- PGDM: **XLRI, Jamshedpur – IT and Marketing Apr 2007.**
- B.Tech (Computer Science) from SRTIST, Nalgonda, May 2002.

Project Experience

Accenture Services India Pvt Ltd, Bangalore   July 2010 – Present
Delivery Manager

- Manage the service delivery for Fortune 500 telecom companies in onsite/offshore model spanning over 100 resources.
- Completed multiple six sigma projects with visible outcomes.
- Driven the continuous improvement initiatives (KAIZEN), six sigma which delivered more value at the same cost structures.
- Drive the mobilization and setup for new support projects.
- Delivered cost savings to the company and ensured customer satisfaction
- Manage the stringent customer SLAs ensuring Green rating over the months.

ICICI Prudential Life Insurance Company Ltd, Mumbai   June, 2007 – July 2010.
Senior Manager

- Managed the stake holder expectations from business teams, end users and the vendor management and senior leadership.
- Supervised the CRM system development and managed the production support services for users across branches, call centre and the service teams.
- Implemented the Services to Sales initiative in a very short period that resulted in increased revenues of for the company.
- Built the single screens in Call centre, Branches and Email teams thereby improving the system usability and quicker resolution of the issues.
- Web enabled the CRM improving the reach and the scalability of the systems.
- Led the development of green field projects to track the dispatches and the legal cases.

Wipro Technologies Ltd, Bangalore   Nov 2004 – July 2006
Project Engineer

- Managed the development and production support of the one hub project for Shell Aviation Ltd from an onsite/off shore model.
- Received a Customer satisfaction rating 5/5 for the project.

Caritor India Pvt Ltd, Bangalore   Feb 2004 – Nov 2004
Senior Software Engineer

- Managed a team of 2 software developers to build integration components for the CCHRI project.
- Formulated the best practices on using Microsoft BizTalk Server 2004.

Cincom Systems India Pvt Ltd, Gurgaon   Jun 2002 – Jan 2004
Software Engineer

- Developed prototypes in Microsoft BizTalk Server 2000.
- Developed reports for the ERP system.