**RAMA K PRAYAGA**

**Mobile No.:** +91-9959629630

**E-Mail:** r.prayaga9@gmail.com

**JOB OBJECTIVE**

Seeking assignments in **Application Development & Service Support** with an organization of high repute preferably in IT sector, preferably in Bangalore **Location**

**PROFILE SUMMARY**

* **PMI Certified Project Management Professional** with **9.6 XX years** of rich experience in Project Management, Application Development
* Adept in handling projects from inception documentation and closure with cross-functional teams
* Demonstrated abilities in handling program activities for accelerating the business growth & revenue
* Proven skills in managing teams to work in sync with the corporate set parameters & motivating them for achieving business and individual goals
* A thorough professional with a proactive attitude, energetic, self motivated, capable of thinking & generating new ideas for various projects
* Insightful experience in project management activities including project scoping, estimation, planning, risk management, finalisation of technical/functional specifications, resource administration and quality management of the product / software application
* An effective leader with proven abilities in leading larger teams during the project phase and guiding team members and enabling knowledge sharing among the team

**CORE COMPETENCIES**

* Interacting with the client & system engineering team for requirements gathering & scoping
* Designing the solution for the product; managing the process setup and monitoring development
* Undertaking code review, debugging and troubleshooting the application; extending post go-live and application maintenance support to the client
* Serving as single point of contact / interface for supporting client
* Handling all phases and reporting project progress to the client
* Meeting deadlines & TAT without compromising quality norms and adhering to SLA
* Understanding & coordinating client’s needs / enhancements
* Managing overall operations for executing projects involving resource mobilization, execution within cost & time parameters; monitoring compliance in terms of documentation and processes
* Monitoring / tracking projects with respect to budgeted cost, demand forecasts, time over-runs to ensure timely execution of projects
* Addressing all the important issues & defining best practices for project support and documentation

**CAREER SCAN**

**Since Nov’08 MM’YY: IBM Organization, Bangalore Location as Sr.Quality Analyst Designation**

**Projects Handled:**

**Title:** Implementation of LEAN across IBM Service Delivery

**Period:** Nov’08 –May’12

**Role:** Quality Analyst

**Organization:** DAMe-MF

**Key Result Areas: RAG** Status from Amber toBlue

* QMX Drive

**Title:** Change Control Board across IBM Service Delivery

**Period:** Nov’08-May’12

**Role:** SPOC for Change Control Board and change control process

**Organization: IBM , Bangalore**

**Key Result Areas:**

* Responsible for ensuring that the Change Management process is being followed correctly
* Maintained goals and objectives within the process
* Designed and recommended metrics and reports for management
* Provided a fully functional Change Management process resulting in customer satisfaction
* Maintains Continuous Process Improvement on a regular basis
* Analyzes Change records to determine any trends or apparent problems that occur
* Identifies and documents changes that by-pass the Change Management process and provides
* Information to the Change Process Owner to address compliance requirements
* Management Reporting – KPIs(Key Performance Indicators)
* Assists the Process Owner in identifying and prioritizing process improvements
* Approves or rejects applications for Standard Pre-Approved Changes (SPACs) after CAB review
* Approves acceptable changes endorsed by the CAB or Senior Management for Significant and
* Initiates and facilitates Senior Management meetings for Major RFC reviews and endorsement
* Develops an agenda for CAB meetings, decide attendees, then circulates RFCs for prior consideration
* Issues and maintains Forward Schedule of Change (FSC)
* Updates the Change log with all progress
* Reviews implemented Changes to ensure they have met their objectives
* Reviews outstanding RFCs awaiting consideration or awaiting action
* Exposure to one or more of the infrastructure technologies such as UNIX, DBA and Windows Servers. Exposure to ITIL processes

**Title:**  Firewall Support

**Period:** Dec’05 – Nov’08

**Role:** Senior Systems Specialist

**Organizational:** IBM ITD GD Network Service Division

**Key Result Areas:**

* **HP , Bangalore**

**Title:** Microsoft Application support

**Period**: Sep’04-Nov’05

**Role**: Technical Support Engineer

**Organization**: Hewlett Packard

**Title:** Geographic Information System

**Period**: Jan’02-Dec’03

**Role:** Software Analyst

**Organization:** Siemens Information Systems Ltd, India

**Key Result Areas:**

* **SISL ,Madras**

**Highlights:**

* Awarded for 5 Years Completion in the organization
* Merit of Business Compliance across IBM Service Delivery & Risks Under control Award by Geo Leaders – MK.Perumal & Balasubramanian Natarajan
* Achieved:
* Best Performer award in the Team in 2007 YYYY
* Geo Global Leader Jim Awarded for Excellence in 2010 YYYY

**EDUCATION**

* B.Sc. from Mention GVPDC U, Location in 2000 YYYY
* Post Graduate Diploma in Computer Application from CDAC, Pune Mention Institute, Location in Pune 2001 YYYY

**Other Courses:**

* Service Delivery IBM in 2010YYYY
* Supplier Relationship IBM in 2007YYYY
* Global Service Delivery IBM in 2008YYYY
* External ITSM Consultant IBM in 2011YYYY

**CERTIFICATIONS**

* Certified:
* PMP from Bangalore , Location in 2013 YYYY
* ITIL (Foundation) from IBM , Bangalore Location in 2011 YYYY

**PERSONAL DETAILS**

Date of Birth: 27th September, 1979

Languages Known: English, Hindi and Japanese

Address: #01, Shanthi-1, Saigardens, Kadugodi, Whitefield, Bangalore-560086 PIN, Karnataka