PRATAB MANICHANDRAN

Mobile: 9900130285   **E-Mail:**pratab.m@gmail.com   LinkedIn: [LinkedIn](#)

IT Management professional

Experience: 11 years of IT industry   **Expertise:** Technology, process and people management

Core Functional Area: Tools & Automation, Innovative Service offerings, IT services

Professional Expertise

~Product Management	*~Project Management*	*~Delivery/Operations*
~Application Development	*~Database Architect*	*~Practice and Presales*

Certifications

- Prince2 Foundation Certification
- ITIL V3 Foundation Certificate in IT Service Management
- Microsoft certified Professional, SQL Server Programming and Design
- Certification in Javapro (Core & Advanced Java – J2EE) and web technology (ASP, XML) **-** SRM Radiant, Chennai , India
- Oracle – PL/SQL programming, Oracle certified Partners, Bangalore , India

Employment History

March 2014 – Till date   **Accenture Ltd., Bangalore, India as PPSM Team Lead**

- Accountable for Technology Operations for Critical Accounts as IT Lead for services Data, Voice, End user and Applications
- Accountable for Technology Cost estimates , Project Schedule in New Transition of the accounts
- Accountable for   Technology Budget and Cost savings for the accounts
- Accountable for Client Engagement of IT Services
- **Rewarded as star performer in short stint of 4 months**

April 2013 – Mar 2014   **Wipro Ltd., Bangalore, India as Practice Manager**

- Leading In-House Tools for Monitoring and Automation of Data Center, Business Applications (Development, Pre-sales, Implementation and Sustenance)
- Initiated Re-engineering of the Entire Product Suite with Latest technologies using ASP.Net 4.0 and Silver light
- Streamlined the Entire Product Team management by bringing in ITIL process involving Development, Implementation and Support Team which resulted in significant C-sat Improvement.
- Involved in Key technical presentation ,demonstrations and POC's for critical customers
- **Contributed significantly to delivery of accounts like MIAL which has received Leadership appreciations and branding for the product**.

Nov 2010 – March 2013   **Wipro Ltd., Bangalore, India as Practice Manager**

Growth Path: Nov 2010 – Nov 2011   Practice Specialist
                                             Nov 2011 – March 2013   Practice Manager

- Accountable to incubate, mature and manage innovation projects- launch service lines under the portfolios.
    i. Integrated Green Solutions for Energy management of IT and Non-IT devices
    ii. Platform for data acquisition and analytics of Non IT devices to improve production in Industries using Automation devices.
    iii. Platform, technology delivery model in Social Media service offerings and solutions.
- Partner evaluation, solution architecting, Pre-sales GTM, Practice and Business Development for the services.
- **Build Collaboration with Wipro Eco Energy, CTO organization , Consulting division to offer these services**

Oct 2009 – Oct 2010	**Wipro Ltd., Bangalore, India as National Operations Manager**

Growth Path:	Oct 2009 – May 2010	Technical Specialist
	June 2010 – Oct 2010	National Operations Manager

- Leading In-House ITIL Process based Service Desk and Asset Management Tool - Pink Elephant certified. (Product Roadmap, Client Engagement, Database Architecture & programming, Pre-sales, Implementation and Sustenance)
- **Rewarded with Achievement for contribution to the Pink Elephant certification of eHelpline 3.0**
- Initiated Performance-Tuning of the Product scaling to meet cloud hosting SAAS model serving 100+ key WIPRO customers from Remote delivery center Mysore
- Involved in preparation of Product related documents and Presentation for GTM and major customer wins of the product providing technical presentation / Demonstration
- Involved in Client engagement for Product and tools representing WIPRO at CXO level meetings

Apr 2006 – Sep 2009	**Wipro Ltd., Bangalore, India as Senior Software Engineer**

Growth Path:	Apr 2006 – Jul 2008	Software Engineer
	Aug 2008 – Sep 2009	Senior Software Engineer

- Leading Database Programming and Crystal Reports Delivery in In-House Helpdesk and Asset Management tool
- Involved in T-SQL Procedures for Business Logic, Design of Database objects
- Involved in design, review and development of Crystal Reports
- **Corporate Award Jan 2008**: Core Member - One Stop Service desk solution for WIPRO corporate –Service connect
- Handling L3 Technical support - Version Migration , Inputs to Development and Technical support group fixing bugs
- **HO Awards-Jan 2006- 07:** Rolling out new features at customers and stream lining asset management process
- Involved in Key implementations for business analysis of customer requirements.
- **HO Awards-Jan 2007- 08: E**ffectively meeting customer requirements and handling key customizations

Dec 2004 – Mar 2006	**RPS Technologies Ltd., Bangalore as Web Developer** (Franchisee of WIPRO Ltd**.,)**

- Accountable for Customizations and Bug Fixing of In-house tools **(Technology: ASP, VB, COM + & MS SQL)**
- Central Tool Support Representative providing technical support to regional support teams and customers
- **Jan 2006:** Achievement for Conceptualizing and developing eHelpline Version 2.0 on ITIL Framework successfully

Feb 2004 – Dec 2004	**Nebula Computers Ltd.., Chennai as Software Engineer** (Franchisee of WIPRO Ltd**.,)**

- Responsible for Requirement Analysis, Coding, DB Design, Implementation / Support, of Logistics Management Tool for Henkel SPIC India Ltd., Chennai **(Technology: ASP, JavaScript & MS SQL)**

Jan 2003 – July 2003	**Wipro Ltd., Pondicherry (Manufacturing Division) as Project Trainee**

- Responsible for Requirement Analysis, Coding, Implementation / Support of Applications for Production Reporting **(Technology: ASP, JavaScript, HTML & SQL Server 2000)**

Academic Details

- **Masters of Science** - Information Technology, SRM College, Madras University, India. **Year-2003**
- **Bachelors of Science -** Computer Science, Tagore Arts & Science College , Pondicherry University, India **Year-2000**

Personal Details

Date of Birth	21st Jan 1980	`
Marital Status	Married	
Nationality	Indian	