**PRASHANTH GURUSIMHA**

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Senior executive with 17+ years of experience including full service IT firms as well as in product firms. Currently working as Sr Manager in SAP Labs, India which includes Engineering Manager/ Product Support and Location Head for Manila, Philippines.

**PROFESSIONAL EXPERINCE HIGHLIGHTS**

**Global IT Delivery Management Client Relationship**

**Cost and Revenue – P & L Employee Engagement**

**Practice Management & COE Product Management**

**Extended Sales Support - Presales Delivery Assurance**

**Strategy and Operations Planning Vendor Management**

* Prior worked in Wipro Technologies as Practice manager, Delivery Manager, Operations Manager, Project manager, Architect and Onsite Coordinator role in various domains.
* I possess a history of strong leadership, deep practical and technical engineering knowledge and a proven track record for timely delivery, cost control and am driver customer satisfaction.
* Delivered global programs in the range of up to 6M USD around J2EE, Portal, SQL and SOA technologies in IT domains like Insurance, Banking and Finance, FA and Risk, Securities Markets, Manufacturing, HR and Retail where implemented the IT workflow of Supply Chain Management.
* Experience in Delivering and handling Product Support and Implementation of Successfactors Product Suite which is SAP Cloud HRMS system – Employee Central and Workforce Analytics.
* Strong Proven Client Interfacing capabilities - More than 5+ years of Onsite Experience – in USA , UK, Singapore and SA.
* Specialist in end to end transition of large program suites with hybrid technologies in onsite-offshore model in multi-vendor environment with SLAs.
* Led Practice with annual revenue of **USD** **40 million** and **800 team size**
  + - **P&L responsibility, Strategy, Business Development, Execution** with quarterly targets
    - Go to Market Strategy for Products & Solutions, Product Management, Solution Management, Non Linear Revenue generation
* Ability to understand and articulate the business risks and associated controls.
* Experienced in providing Lean solutions in the projects for productivity improvement.
* Implemented Six-Sigma project for Code Quality Assurance for Portals Projects across organization that fetched **6 Sigma Green Belt Certification**.
* Consulting to define architecture, budget and business case for a large Insurance company in UK.
* Worked across various COE Solution/Product development experience for Profiling of Applications with revenue recognition of 2M USD.
* Contributed in Various presales wins in range of 1M or under through innovative solutions developed.
* Coaching and mentoring of distributed teams across Geos.

**CORE SKILLS**

**Customer Relationship / Client Management**

* Handling Client escalations and bringing it to closure.
* Managing customer expectations fully and acts as customer liaison.
* Improving customer satisfaction – PCSAT, NPS and ACSAT above 6 out of 7 through project health checks, Delivery excellence and surveys.
* Develop multiple proposals and request for proposal (RFP) responses.
* Studying the NPS Survey and take appropriate action to improve the same.

**Delivery Management, Execution and Assurance – 6+ years’ experience in total for different customers**

* Account Mining, Opportunity Recognition, Estimating for the new opportunity, Project initiation, SOW review, Project planning, Project scoping.
* Continuous Integration and Continuous deployment.
* Global Delivery Management for technical deliverables of concurrent projects.
* Account Mining for new opportunities and Account Strategy planning.
* Implementing various quality initiatives, timely Audits and reviews.
* Completely own the Ops Parameter for the opportunity by optimum resource loading, Bulge mix and improving Gross margin and Operating Margin. Drive Revenue and Cost.
* Setup appropriate processes and capture various metrics to demonstrate continuous improvements.
* Risk identification, assessment and planning mitigation and contingency.
* Vendor and Partner management .

**Practice Management – 4+ yrs experience in different groups**

* Strategy and Operations Planning. Driving Non Linear Initiatives for P and L.
* Sales and Revenue planning for the practice. Cost Management – Improving Practice OM and Per Person Cost. - Revenue realization and optimization.
* Expense Management and timely invoicing.
* Assists in the response to RFIs and RFPs, utilizing the RFP Repository and coordinating the consulting resources that are providing the technical information.
* Define services that are unique and innovative and which help the sales teams thro COE team. Solution Building.
* Productivity Improvement and implement the organizational growth initiatives.
* Build Capability and Partnerships with product vendors.
* HR Planning, Vendor Management, Talent Acquit ion and workforce forecast.

**Team Management:**

* Career Development for all the team members.
* Competency development of the team and
* Rewards and recognition of the performers.
* People management, Mentoring and building a strong and motivated team .
* Made sure that the team complies with the processes.
* Goal and Performance management for all the team members.
* Ensure right sourcing support and Business as usual work to the strategic initiatives.
* Global Resource Management, Competency Development including matrix management.
* Champions team-working, re-use, knowledge sharing and promotes the increased use of Shared Services capability.

**CERTIFICATIONS**

* ITIL V3 Certified [00129676],
* PMP Certified [ 10122239 – 2008 to 2011 ]
* Certified Scrum Master [216558 - 2012 to 2014]
* Mastery in Employee Central and WFA Success factors, SAP
* Certified Internal Auditor for BS7799 (ISO27001) certification by [TÜV](javascript:Openme('2');)
* Certified Assessment Team Member (ATM) for SEI CMM assessment by KPMG
* Best People Manager Award, BC3, Wipro
* Business Management Program for Delivery Excellence – IIM Bangalore
* Wipro Leaders Program and Business Leaders Program – Wipro Technologies

**EDUCATION QUALIFICATION**

**1996** - **Bachelor of Engineering** (Electronics & Communication), University of Kuvempu

**DOMAIN AND TECHNICAL EXPERTISE**

**Domain Knowledge**:

Securities and Capital Market, Finance Domain Expertise, Wealth Management, NSE certified in Equity trading, FATCA Implementation Project completed for LTSB, HRMS expertise – SAP HRMS on cloud, Retail Domain experience Especially on Order Management System.

**Technical Expertise**

**Framework:** Struts Framework, Open Source Architecture Framework, SOA, Spring Framework, TOGAF 9, Sterling Commerce OMS, Meta Data Framework – SAAS, Cloud computing.

**Application Servers/Web Servers:** IBM Web sphere 5.1.2, JBoss EAP 6, HP Bluestone, ATG Dynamo 5.6.1, Weblogic 6.0, NAS 3.0, Apache Tomcat 5.5.26, Oracle Suite 11g

**Programing Languages:** Java, J2EE, XML, ISML, JavaScript, GWT, HTML, PLSQL

**Tools/Utilities**

Eclipse, Maven, WSAD, Clear Quest, Test Director, PL/SQL Developer, Jbuilder, Junit, GWT, JCharts, Sterling OMS, Log 4J, IBM Tivoli, and Imaging Solutions – Captiva and Kofax, MS Project, SuccessFactors, SVN Tortoise,

**Middleware:** IBM MQ Series and Web Services

**Database:** Oracle 11g, My SQL

**RECENT PROJECTs**

**RECENT PROJECT IN SAP LABS**

**PROJECT: SUCCESSFACTOR Feb 2014 – Till Date**

**ROLE: Sr Product Manager, GSC Head for Manila – Philippines Peak Team Size: 80**

**Project Name: SuccessFactors Product – Global team**

Successfactors is cloud based talent management solutions which are widely used by 5000+ customer across globe. Business Execution (BizX) is the name of the SAP ERP HCM suite offered by SuccessFactors. BizX is a cloud-based, software-as-a-service (SaaS) solution. SuccessFactors provides the highest levels of application functionality, system performance, and security in the SaaS industry. BizX can be implemented either as a single-tenant or a multi-tenant solution, meaning a company can be the sole user of the cloud-based functionality, or can share it with other companies. This Sub product being managed are Work Force Analytics, Employee Central and Integration of SF with any custom HRMS using SOAP Web Service designed for importing and exporting data to and from your SuccessFactors instance.

**Responsibility:**

* Manager for 2 work products and manage the entire product lifecycle.
* Main sub products handled include Employee Central and Work force Analytics.
* Global team management which is spread across the globe - India, Manila, Ireland and USA.
* Only For team in Manila I am acting as Global location Head.
* Define product vision and detail out scope and phases for iteratively shipping features and customization parts.
* Develop action plan and implements checks and balances to conduct, review, and respond to customer satisfaction surveys across the Management team.
* Translate complex business challenges to value propositions to product features.
* Ensure the release of new features happens on time and we follow Scrum principle and using Devops.
* Work with the Architect team in order to ensure the product features are developed based on the referral architecture model established from Arch group.
* Monitoring overall performance of services under ITIL framework and company’s internal service delivery processes.
* Work with Sales, Professional Services, Data Center team and partners for smooth transition from implementation to go live of product supported and ensuring all technical & business issues are handled as per the process.
* Team Development: Identify areas of improvement that help scale the group, implement best practices, and improve our methodology to deliver high quality integrations.
* Pre-Sales of SAP Success Factors Solutions. Account mining - reference customers.
* CR, MR, Invoicing and billing of people.
* Vendor management - where people from other vendors actually help SFSF support and maintenance.
* Redefine implementation strategy for EC and apply the lessons learnt.
* Responsible for CSAT Improvement on Q on Q scores which needs to be maintained at 65% minimum in all the work products supported.
* Plan effective training as required for team member’s growth and give a career plan for the team under these product areas.

**RECENT PROJECT DONE IN WIPRO TECHNOLOGIES**

**PROJECT FOR STATESTREET Sept 2011 – Dec 2013**

**ROLE: DELIVERY MANAGER Peak Team Size: 120**

**Program Name: SS Projects pool ADM and AMS**

1. Application Profiling and Rationalization– Cloud Migration.
2. Administration Product Suite – FA, TR, QDI and Yield reporting - AMS

The Cloud refactoring project is profiling around 400 applications and converting it into cloud complaint applications. The final outcome is to implement all these as is application into SS Private Cloud. 2nd Project APS Program is an end-to-end service to State Street group in three major areas; Fund administration, Risk Analysis and Reporting. Aim was to maintain the complex application which acts as critical engine for Fund administration and calculation of NAV – 24\*5 support.

**Responsibility**:

* Estimation of new projects under the LOB, Handling of SOW renewals, CR, MR, Invoicing and billing of people.
* Delivering the services within the SLA mentioned in SOW.
* Managing projects, stakeholders reporting, managing scope baselines, risk and schedule management.
* Created the factory Blue print for the execution of Projects for better business prospects and Implementation of Factory Model on a blended rate basis.
* Conduct leadership workshop on SOA and Cloud technology to customers and internal stakeholders, presenting the solution offerings and recommendation from SOA group.
* Defining/customizing Project Management plan, related supporting plans, effective execution of the same.
* Handling customer escalation and doing RCA so that customer issues are closed as per process.
* PCSAT improvement from 5.5 to 6.5 out of 7.
* Improve the OM of the program from 23% to 30%.
* 8% productivity improvement YOY.
* Involving in proactive proposal and strategize to achieve the Revenue targets.
* Monitoring job performance and providing coaching, counselling, and motivation to maximize team performance.
* Quality Initiatives implemented across projects. Conduct QC Audits.
* PQA and Delivery Assurance, Employee satisfaction / Team Management.

**PORTAL-CONTENT MANAGEMENT GROUP JUNE 2009 – AUG 2011**

**ROLE: PRACTICE MANAGER**

Manage Practice and Operations for the 45Mil revenue with a distributed **500+** member team across Bangalore, Chennai, and Pune in India and overseas. Provide the people supply chain support for the projects in the technology area through the internal bench, hiring and contracting. Identify upcoming technology advancements in the Portals and Content Management areas and build the skills leveraging vendor alliances. Technologies supported include Portals such as IBM, BEA, Oracle, Liferay and Content Management technology such as Documentum, Filenet, Thunderhead, Adobe Live Cycle and other Rich Internet Platform.

**Responsibility:**

* Responsible for the Centre of Excellence (COE), Solutioning, Presales Consulting, People Management and Strategy
* Lead the team of COE to develop the tools and products which can be used as a selling point for customers.
* Understand the market requirement and changes therein, and formulate the appropriate business plans with respect to hiring/contracting/Competency building.
* Introduced cost control mechanisms such as right skill mix, experience levels, project rotations etc. to improve the operating cost by 10%.
* Instrumental in introducing new pricing and engagement model in Wipro Technologies.
* Knowledge base for re-usable components which was shared as best practices across the practice.
* Achieved highest utilization improvement of around 15% through tight control and bench management strategy.
* Worked closely and collaboratively with all shared services such HR, Administration, Finance, Technology etc in order to build the correct band mix of talent.
* Demonstrated success in recruiting, developing, and managing high Performance software development teams
* Strategically and operationally plan capacity in multiple departments and/or geographies.
* HR and Revenue planning for the entire practice – Annual and Quarterly Plans.
* Increased Revenue and Rate Recognition, Billable Headcount Growth, and Overall practice OM improvement.
* Conducted project Optima which focused and reduced the PPC from 52K to 47K in 12 months.
* Work with sector leads, relationship managers and project teams to mature the engagement model and implement key metrics, performance indicators and provide feedback to the firm and suppliers on resultant analysis
* Building capability, solutions through analyst and consultants who should be specialists in Portal And content Management Technology
* Giving Delivery Assurance for the projects which have PCM solutions.
* Introduced cost control mechanisms such as right skill mix, experience levels, project rotations etc. to improve the operating cost by 10% at practice level.

DEVELOPER THROUGH PROJECT MANGER AUG 1997 – MAY 2009

* **MONEX ASSET SIMULATION** FPP Project, Monex AS, aims at making Monex a premium online investment bank to provide individual investors with the best financial services and liberal access to the capital markets through development of Portfolio management web application. This Portfolio Tool consists of two main subsystems. 1. Asset Transition - Application will provide user’s past trading data. 2. Simulation Application - will provide simulation function in which user can modify the portfolio against their current portfolio.
* **IFA Extranet Application for Friends** **Provident – UK** : Aim of the project is to develop an application called extranet Application which will help FP internal and external customer to sell the policy easily and reduce human error. FP wanted to use ISML in their application which will be used by insurance agents to collect the information of their client when they are in rounds. Once they are back in office they can get connected to application and upload the data and process the data.
* **Store User Interface for BBY – USA :** Store User Interface was developed to manage the instore orders and Store Returns of bestbuy.com orders. Around 15% of the orders that were captured by bestbuy.com everyday were Instore Pickups. And the dotcom order returns were about 5%. In Order to accomplish this SUI was developed. The Yantra OMS - [Sterling commerce in today’s world] handled the returns and the information required for that were captured by SUI. Once the return and pickup were done the receipts were printed on the POS registers.
* **Enterprise OMS Development and Customization for BBY – USA – 3 Yrs:** EOMS project is a part of BestBuy initiative that is focused on re-launching the bestbuy.com site. The Yantra 5.X Solution is being implemented to form the core of EOMS. Orders will be captured from the front end website which is a developed on ATG and passed down to EOMS. EOMS takes the orders through various Order lifecycle.

**Environment**: HTML, XML, JavaScript, JSP, ISML, Servlet, ATG Dynamo 6.1, IVR interfacing API, Sterling [Yantra API implementation], SOAP webservices, Struts Framework, Supply chain Management

* **Interactive Voice Response – IVR for BBY - USA :**IVR Project was a part of BestBuy Initiative in order to retrieve the status of an Order. The user calls 1-888-BESTBUY and an option was prompted to get the status of the Order, store locator and auto attendant. The caller presses the order Number to hear the status of the Order. The front end had the interface that captures the Order No and sends the SOAP message over HTTP to IVR Webservices, which will query the database and gets the status of Order and sends the SOAP response back to the caller.
* **White Paper on EMC**: Comparison of 2 imaging and document handling products wrt, Performance, Flexibility and usefulness of features, Ease of installation, configuration and deployment. Develop and test the POC wrt Interoperability, Architecture and Exclusive features. Aim was to check on the technical aspects of the 2 products with respect to different technical dimensions , Environment: EMC Captiva 6.0.1 and Kofax Capture 8.0, Rack mounted Xeon Quad core servers, 2.2 GHz, 4GB DDR2 RAM, 146 GB SAS HDD running Windows server 2003,
* **Bechtel Corporation – Manufacturing Domain** – 2 Yrs USA : Development Project for Bechtel Corporation – Manufacturing Domain using Java, JSP, Weblogic and Oracle [ Feb 2002 – May 2002] [Role: Tech Lead]
* **ODAM – Boeing USA** Requirement Collection, Design and Development of Organization Data Assets Library Management project and Project deployment for Boeing, US – Manufacturing Domain. [May 2001- Oct 2001 and Jan 2002-Mar 2002] [Role: Onsite co-ordinator/Tech Lead]
* **DAIWA-JAPAN** using NAS, Java, HTML, Oracle and JavaScript in which I was involved as a Developer [ Jan 2001 - Apr 2001] [Role: Team Member]
* **QTS Wipro InfoTech** Development/Testing project for Wipro Technologies - Query tracking system using Applets, Swings, Servlet, JSP, JDBC, HTML and JavaScript in which I was involved as a Developer [Oct 2000 – Dec 2000] [Role: Team Member]
* **(DDI-MOON) DAIWA-JAPAN** using NAS, Java, HTML, Oracle and JavaScript in which I was involved as a Developer [Feb 2000 - Aug 2000] [Role: Team Member]
* **IBM SA** - Analysis and design of various modules of National System for IBM South Africa in which I was involved as a Analyst [ Jan 1999 – Dec 1999] [Role: Team Member]
* **IBM UK** Year 2000 Conversion Project using PLI, DB2 with IMS for IBM-UK in which I was involved as a Developer. [Aug 1997 – Dec 1998] [Role: Team Member]