M.V.N.PAVAN KUMAR

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Delivery Management ~ Operations Management ~ Client Engagement ~ Strategy Planning ~ Quality Management & Process Improvement

**PROFESSIONAL PROFILE**

* A result oriented professional with 9.5 years of experience in Project Management, Operations Management, Quality Management, International Delivery and SLA, OLA & KPI Management.
* Strong attention to details and good communication skills, with the ability to understand and address the needs of the business through technology or process solutions that delivers explicit business value.
* A keen planner, strategist & implementer with expertise in establishing & managing entire operations with key focus on top line & bottom line profitability by ensuring optimal utilization of the resources.
* Proficient in managing & leading teams for running successful process operations & experience of implementing procedures, service standards for business excellence.
* Expertise in successfully ramping business assignments; while working in close coordination with clients and ensuring effective service deliverables.
* Competent in assessing and implementing effective CRM solutions with an aim to improve customer contentment and consequently customer loyalty, repeat and referral business.

**Expertise**

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| * Project Management |
| * Delivery Management |
| * Operations Management |
| * IT Management |
| * Quality Management |
| * Service Delivery |
| * Team Management |
| * Process Improvement |
| * Risk Management |
| * Incident, Change and Problem Management |
| * Transition Management |

**CERTIFICATIONS**

* Certified Project Director
* Certified Lean Six Sigma Black Belt
* Certified Scrum Product Owner
* ITIL Professional (V3 Foundation)
* ISO QMS (9001) & ISMS (27001) Internal Auditor

**Key Competencies:**

Microsoft Office, MS Project, SharePoint, Salesforce.com, Clarity, Mini Tab.

**Delivery Management**

* Oversee daily activities of delivery team and provide direction and guidance as needed.
* Manage the delivery team to ensure timely and accurate customer deliveries
* Leading concurrent projects with diversified teams while delivering results on time.
* Leading small and large teams receiving exceptional employee and client feedback.
* Ensure that team maintains high level of competence and operational excellence.
* Evaluate the performance of team members and determine training needs.
* Serve as primary contact for customer inquiries and concerns.
* Analyze customer orders, set delivery priorities and make schedule adjustments to meet timely delivery goals.
* Develop process improvements to achieve cost effectiveness and time saving.
* Make critical business decisions to meet customer expectations.
* Managing risks and implementing effective mechanisms to mitigate them.
* Undertaking Non-starter updates to credit and identification of risks, analyzing risks, mitigating risk, controlling risk and monitoring of risks arising by funding of certain profiles.
* Achieved consistent 90% efficiency in managing set timelines by implementing Change Management Policies and following Best Practices.

**Operations Management**

* Mapping clients’ requirements and coordinating in developing and implementing processes in line with pre-set guidelines.
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Maintaining high discipline and norm adherence, coordinating with superiors for cross trainees and innovative suggestions to improve operational functioning.
* Sustaining a harmonious environment, encouraging associates to voice their opinions.
* Reviewing existing systems and business requirements and facilitating the implementation of new systems/ processes, in line with the overall business goal and objectives.
* Preparing MIS reports & other statements with a view to apprise management of the process operations and assist in critical decision-making process.

**Process Transition/ Enhancement**

* Leading set up of new divisions and transitioning processes from client’s location to the facility.
* Setting up, stabilizing processes and ensuring smooth commencement of operations.
* Monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.

**Quality Management**

* Maintaining a high-quality customer experience, elevating customer satisfaction, while adhering to the SLAs and work processes and thus managing cost-effective operations.
* Ensuring CTQ targets and performance standards are met by the team.
* Keeping TAT commitments, handling escalations & monitoring quality standards of team through monitoring and providing feedback.
* Using internal quality metrics for continued process refinement & ensuring continuous compliance.

**Client Relationship Management**

* Initiating and sustaining efforts for bettering Customer Satisfaction through regular relationship calls, identifying & conducting consultation sessions for customers.
* Providing effective resolution to customer queries and improving relationships with the customer by anticipating customer future requirements, thereby ensuring a positive customer experience.
* Building and cultivating healthy relations with clients, providing them advisory support for effective business solutions.
* Managing service operations for rendering and achieving quality services; providing first line customer support by answering queries & resolving their issues, ensuring minimum TAT.
* Setting out quality standards for various operational areas, ensuring a high-quality customer experience, while adhering to the SLAs and work processes.
* Assessing customer feedback, evaluating areas of improvements & providing feedback to the associates on improvements and achieving customer satisfaction matrices.

**Team Management**

* Recruiting, leading, training and monitoring performance of the team members for maintaining excellence in the service operations.
* Implementing performance management process including objective setting, development planning and quarterly/ annual performance reviews.
* Creating and fostering a healthy environment which facilitates high performance of team members and accomplishments of organisational goals.

**PROFESSIONAL EXPERIENCE**

**Since May’2014, Associated with Sparity Soft Technologies, as Head– Delivery & IT Operations**

(Managing 85+ FTEs)

**Job Description**

* Responsible for managing delivery of programs or multiple simultaneous large projects end to end from proposal to steady state operations.
* Manage a delivery team to ensure timely and accurate customer deliveries.
* Report performance against objectives by system and product line through conducting periodic reviews with senior management and establish process to continuously report performance compared with customer objectives.
* To provide ownership of the program delivery work streams, taking responsibility for the definition

and delivery of the IT solutions to the firm. Initiate and oversee transformation activities for Operations and support the delivery of all change requests.

* Lead strategic planning to achieve business goals by prioritizing initiatives and coordinating the evaluation, deployment and management of current and future IT and change projects.
* Analyze and manage stakeholder expectations at all levels including senior leaders.
* Perform Pre-Sales and Consulting functions on IT solutions and services.
* Respond to RFPs and client queries with short turnaround.
* Develop high quality PM, technical, strategic presentations and documentations.
* Plan and drive workshops involving executive, managerial and technical personnel.
* Ensure that the projects adhere to the defined processes for project management
* Maintain awareness of emerging industry trends and innovations to help shape the future direction of the department.
* Prioritize the portfolio of IT projects on a day to day basis on behalf of management to ensure the maximum efficiency in allocation of resources and skills.
* Ensure that the program plan remains aligned with the available technologies and the overall strategic business plan.
* Create, develop and maintain a rolling program plan / roadmap for al projects.
* Hiring, developing and managing a strong team to support the remote infrastructure support services.
* Oversee daily activities of delivery team and provide direction and guidance as needed.
* Perform resource allocations and workload assignments according to delivery requirements.
* Ensure that team maintains high level of competence and operational excellence.
* Evaluate the performance of team members and determine training needs.
* Serve as primary contact for customer inquiries and concerns.
* Analyze customer orders, set delivery priorities and make schedule adjustments to meet timely delivery goals.
* Perform customer negotiations for delivery rates.
* Develop process improvements to achieve cost effectiveness and time saving.
* Developing the required processes and procedures for a smooth function of operations.
* Ensure all Operational requirements are met, with accountability for closure of all audit issues identified relating to Operations.
* Initiate and oversee transformation activities for Operations and support the delivery of all change requests.
* Define and communicate project milestones and resource allocation to relevant stakeholders. Ensure best practices, techniques, and tolls for project planning, execution, project management, ongoing milestone/deliverable tracking, communication, and key performance metrics are maintained.
* Analyze and improve upon the frameworks and standards used across the organization to maintain a competitive edge within the market. Develop, track, and control the annual project capital budget. Set overall program quality and performance standards.
* Develop strategic & tactical plans to identify, analyze and effectively respond to customer needs, emerging trends and industry best practices.
* Understand commercial parameters of customers and take measures to ensure revenue, relationship & satisfaction optimization.
* Developing best practice sharing across operations. Identify opportunities for end to end process improvement, champion changes required to IT systems and gain approval through appropriate change prioritization committees.
* Assess deliverable quality, and conformance to the documented approval process
* Ensure customer satisfaction of solutions by managing the details of overall project schedules, budgets, resources and deliverables.
* Review customer orders and plan and coordinate delivery activities
* Build positive and productive working relationships with customers for business growth.
* Analyze and troubleshoot delivery issues in a timely fashion.
* Oversee daily activities of delivery team and provide direction and guidance as needed.
* Make critical business decisions to meet customer expectations.
* Ensure and monitor that processes are in place to pro-actively protect consistent service quality through rigorous management of change control and acceptance into service procedures.
* Ensure resources, capabilities and capacity to meet both existing and new business demand.

**Apr’2013 – May-2014, Associated with Tarantula, as Senior Manager– IT Operations**

(Managing 65+ FTEs)

**Job Description**

* Oversee the integration of all service delivery units and constantly improves the quality and inter-working of the whole service team to ensure a seamless end-to-end delivery of service for clients.
* Initiate and oversee transformation activities for Operations and support the delivery of all change requests.
* Drive, influence and support the development of the businesses leadership of a robust business & planning process.
* Defining and agreeing project scope, outputs, and timescale, quality and cost criteria to ensure business requirements are understood and agreed.
* Hiring, developing and managing a strong team to support the remote infrastructure support services.
* Oversee daily activities of delivery team and provide direction and guidance as needed.
* Manage a delivery team to ensure timely and accurate customer deliveries.
* Perform resource allocations and workload assignments according to delivery requirements.
* Ensure that team maintains high level of competence and operational excellence.
* Evaluate the performance of team members and determine training needs.
* Serve as primary contact for customer inquiries and concerns.
* Analyze customer orders, set delivery priorities and make schedule adjustments to meet timely delivery goals.
* Perform customer negotiations for delivery rates.
* Develop process improvements to achieve cost effectiveness and time saving.
* Assess deliverable quality, and conformance to the documented approval process
* Ensure customer satisfaction of solutions by managing the details of overall project schedules, budgets, resources and deliverables.
* Review customer orders and plan and coordinate delivery activities
* Build positive and productive working relationships with customers for business growth.
* Analyze and troubleshoot delivery issues in a timely fashion.
* Oversee daily activities of delivery team and provide direction and guidance as needed.
* Make critical business decisions to meet customer expectations.
* Report delivery status to customers and develop required delivery documentations.
* Ensure and monitor that processes are in place to pro-actively protect consistent service quality through rigorous management of change control and acceptance into service procedures
* Ensure resources, capabilities and capacity to meet both existing and new business demand.
* Developing the required processes and procedures for a smooth function of operations.
* Ensure all Operational requirements are met, with accountability for closure of all audit issues identified relating to Operations.
* Initiate and oversee transformation activities for Operations and support the delivery of all change requests.
* Develop strategic & tactical plans to identify, analyze and effectively respond to customer needs, emerging trends and industry best practices.
* Understand commercial parameters of customers and take measures to ensure revenue, relationship & satisfaction optimization.
* Developing best practice sharing across operations. Identify opportunities for end to end process improvement, champion changes required to IT systems and gain approval through appropriate change prioritization committees.

**Jan’2011 – Mar’2013, Associated with Apollo Health Street, as Lead Project Manager – Upgrades**(Managed 45+ FTEs)

**Job Description**

* Direct and manage project development from beginning to end.
* Define project scope, goals and deliverables that support business goals in collaboration with senior management and stakeholders.
* Develop full-scale project plans and associated communications documents.
* Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.
* Liaise with project stakeholders on an ongoing basis.
* Estimate the resources and participants needed to achieve project goals.
* Determine and assess need for additional staff and make the appropriate recruitments if necessary during project cycle.
* Set and continually manage project expectations with team members and other stakeholders.
* Delegate tasks and responsibilities to appropriate personnel.
* Identify and resolve issues and conflicts within the project team.
* Identify and manage project dependencies and critical path.
* Plan and schedule project timelines and milestones using appropriate tools.
* Track project milestones and deliverables.
* Develop and deliver progress reports, proposals, requirements documentation and presentations.
* Determine the frequency and content of status reports from the project team, analyze results and troubleshoot problem areas.
* Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
* Define project success criteria and disseminate them to involved parties throughout project life cycle.
* Coach, mentor, motivate and supervise project team members and contractors and influence them to take positive action and accountability for their assigned work.
* Build, develop, and grow any business relationships vital to the success of the project.
* Conduct project post mortems and create a recommendations report in order to identify successful and unsuccessful project elements.
* Develop best practices and tools for project execution and management.

**Distinctive Accomplishments across the tenure**

* Worked onsite (North America) for a duration of 4 months during Transition and Implementation of Enterprise Upgrade Projects.
* Lead multiple infrastructure programs within the organization to either enhance existing infrastructure or launch new services within an organization. Co-ordinated activities of cross-functional teams to deliver projects between 1-4 days ahead of schedule.
* Defined and implemented processes to improve efficiency within the team such as the build delivery process and the new opportunities process. The new opportunities process was setup to analyze the feasibility of new business opportunities that sales department rose.
* Created and maintained process and project management templates including change management, issue tracking, resource planning, post project review, project plans and requirements documents.
* Responsible for presenting updates on all projects to Executive Management on a weekly basis regarding all projects that are in progress.
* Handled Project Management challenges in adhering to timelines with analyzing, development, testing, and implementation phases.
* Worked with seniors in identifying projects, guide team members in correctly collecting data and then realize the direction, work through analyze, improve and finalize ensure sustenance of a solution.
* Worked on **Balance Score Card** and **CMMI** model for Process Improvement.

**Oct’ 2006 – Jan’ 2011, Associated with GE Money Servicing, as MT– RISK/Analytics (Asst. Manager)**

(Managed 30+ FTEs)

**Job Description**

* A dual role of handling Analytics projects individually as Associate Project Manager and also leading a team of analysts.
* Handled reporting for the entire claims process and worked on process improvement ideas.
* Leading the team to reduce fraud losses on credit card, assist in enhancing strategies to abate fraud and responsible for meeting the contractual service levels.
* Mentoring the new hires and coaching the team for better quality output

**Distinctive Accomplishments across the tenure**

* Worked on projects involving SS Black Belts to enhance the process (Reduce AHT & Quality improvement).
* Initiated various projects, which helped the process in reduction of TAT and increase in productivity of claims.
* Developed and organized an AHT Reduction Contest with help of the Coaches and some of the vintage analysts, it resulted in decrease of AHT by 35 seconds which helped us maintain our service levels >90%.
* Motivated team to generate ideas and partnered with them to implement the same, it helped improve our strategy to prevent fraud.

**Since Jun’05 – Oct’06, Associated with 24/7 Customer pvt ltd, as Resolution Specialist**

**Job Description**

* Handled reporting, training and floor support for a team of 20.
* Monitoring calls, Coaching and providing feedback to the team, in turn helping them to improve their performance.

**Distinctive Accomplishments across the tenure**

* Joined as a Process Associate in the billing process for Dish Network, one of the leading dish channel provider in US.
* Promoted as Sr. Process Associate within four months and then as a Resolution Specialist in the next six months.

**Highlights**

* Received RCF Leadership Award (every year only 9 employees are awarded from all different sites) for completing a project that increased process production percentage from 74% to 108%.
* Received appreciation from the Client & the Business Leader on the Analysis project done for the Client.
* Participated in reviewing the overall performance of the agent’s month wise to rank them accordingly by using Associate Evaluate System Metrics (AES).
* Instrumental in devising strategies to develop the process and in turn saving time of the managers for reviewing the progress of the agents.
* Received several customer compliments for excellence in customer service.
* Succeeded for being training SPOC for the team for the past, updating with the process and updates.
* Selected as a Best Quality Performer in the team with no defects on calls working with Six-Sigma Metric.

**SCHOLASTICS**

Executive MBA Indian School of Business Management 2013

Bsc. (MECs) Osmania University, Hyderabad 2005

Diploma in Web Designing OPEL Multimedia, Secunderabad 2004

**PERSONAL DOSSIER**

Date of Birth : 02nd March 1985  
Linguistics : English, Hindi, Telugu  
Passport no. : L6529153  
Visa Status : US Visa B1/B2 valid till 2021.

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