**Murali Krishna**

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**Profile Summary**

* Management Professional with over 18 years of experience with expertise in IT Program Management and Delivery, Application Development, SDLC, Onsite IT Infrastructure Support, IT Services Delivery, e-Governance, People and Quality Management, achieving revenue objectives and organic growth for the organization.

**Professional Highlights**

* **Product Innovation:** Opportunity Analysis, Concept, Conceive, Construct, Release and Support Services
* **Application Development:** Track record of Product Development (ERP / CRM / e-commerce / Service Portal / Education / Financials / DMS / HRMS) and Mobile Apps involving Opportunity Analysis, Concept, Conceive, Construct, Release and Support Services.
* **Internet/Online Services:** Hands-on expertise in Web Development, CMS, Email Solutions, Domain and Hosting Management Services, Service Portal, Shopping Cart and Online Booking Services Management.
* **IT Support and Delivery:** Managed and Delivered Turnkey projects on IT Infrastructure, Technology Support, Database Management, Desktop, Server, Network and Voice Support Cloud Services, Setting up Data Centre, Big Data Management, Configuring Applications on Cloud, NOC Services, Change Management, Migration and RIM.
* **e-Governance:** Expertise in execution of e-Governance projects viz. Unique Identification (UID), National Population Register and Farmer’s Card enrolling, Land Registration and Electricity Board
* **Project Costing:** Deft in supporting Estimation, Costing, Propose solution, Bid, Negotiate and Contract
* **Quality and Process:** Fully conversant in Quality process guidelines, compliance and methodologies. Hands-on experience in implementation of ISO.
* **People Management:** Demonstrated People Management, enhancing team competence / skills, career development, mentoring Leadership, motivating, Appraise, retaining Talents and executive search.
* **Delivery:** Extensive track record of Program / Project Delivery Management, defining Objectives, managing & improving process, controlling execution within cost & time and ensuring Client Delight
* **Customer Relationship:** Adept in Partner/Client relation management through Business Objective decisions, opportunity Mining, Evaluation & Conversion, Delivery, Tie-ups and Trust build-up
* **BU Operations:** Exclusive experience in Strategy definition, Setting Revenue objectives/budget/growth plan, Manage Client relationship, Account Management and new business opportunities

**Core Competencies**

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| Strategic, Vision & Mission Planning | IT Infrastructure Support | Project/Program Delivery Management |
| Business Strategy | IT Services Delivery | Product/Application Development |
| Process & Quality Management | Cloud Technology | People Management |
| Key Account & Relation Management | Change Management | e-Governance Projects |

**Certifications**

* ITIL V3 (Foundation) Certified (2010)
* Project Management Professional (PMP) Trained (35 PDU’s) (2007)
* Certified Internal Quality Auditor for ISO 9001 (2003-2013)

**Education**

* Executive MBA in IT & Project Management from IIBM Institute of Business Management, New Delhi (2009)
* BBA in Systems from University of Madras, Chennai (1999)
* Diploma in Computer Technology from Thai Moogambigai Polytechnic, DOTE, Chennai (1994)
* Secondary School Certificate (10th), Board of Secondary Education from V.T.H. School, Rajahmundry (1991)

**Career Snapshot**

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| --- | --- | --- |
| **Organization** | **Duration** | **Designation** |
| **Meghana IT Services LLP**, Chennai, India | July 2013 to date | Senior Vice President – IT |
| **Origin ITFS Pvt. Ltd.**, Chennai, India **\*\***  (Formerly known as Origin Infosys Pvt. Ltd.) | March 1997 to June 2013 | Vice President – IT Projects |
| **Lynx Softek** (A division of Lynx Automation (Mds)  Pte Ltd.), Chennai, India | February 1996 to February 1997 | Programmer |
| **Excellent Institute of Computer Technology**  **(NIIT Leda Franchisee)**, Chennai, India | June 1994 to January 1996 | Junior Programmer |

**\*\*** Joined **Origin ITFS** as a **Software Engineer** and progressed to the position of **Project Manager** in April 2000 and to the Position of **Project Head** in April 2004 and held as **Vice President – IT Projects** from April 2008 to June 2013.

**Current Roles and Responsibilities**

* Define requirement and plan project lifecycle deployment.
* Plan and schedule project deliverables, goals and tracking them for closure
* Define resources and Execute projects/programs from design, development, production & Support
* Build and develop any business relationships vital to the success of the project.
* Develop a strategic plan to advance the company's mission and objectives and to promote revenue and growth.
* Direct company operations to insure production efficiency, quality, service and resource productivity
* Review performance of executives and financial statements to determine progress and status in attaining objectives and contributions in attaining objectives.
* Lead the execution of technology strategy for technology platforms, partnerships and external relationships.
* Anticipate and react to major technology changes to ensure the maintenance of company leadership in the competitive market.
* Implement policies and programs including employee engagement, recruiting and salary benefits and training.
* Develop and execute quality design and quality assurance strategy to meet customer expectations.

**Achievements**

* Delivered 100+ Projects of Software, Onsite IT Infrastructure, IT Services and e-Governance.
* Managed team size over 550.
* Increased operational efficiency and Resource productivity and slashed attrition to 6%.
* Reduced the operational expenses to the tune of 67% for Onsite IT Infrastructure and e-Governance Projects.
* Been a Head for Software Development, Onsite Technology, IT Infrastructure, People Management and   
  e-Governance Projects Divisions for 13 years.
* Carried a business size of INR 1 Billion with Nett Profit above 25%.
* Added 30 new corporate clients as part of New Business and Account Management Portfolio.
* Given 55% cost benefit to the clients as part of the IT Infrastructure Projects.
* Ramped up resources from 20 to 600.
* Spearheaded ISO certification and been a Quality Auditor for 9 years.
* Created process compliance for Development, IT, Support, Sales and HR functions and achieved 98% adherence.
* Titled as Outstanding Manager in 2004.
* Long Service Employee Award in 2008.

**Projects Summary, Personal Details & References**

Available on request.