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|  | **Santosh James Nathan**  **No 116, Tech City Layout, 2nd Cross, Electronic City, Bangalore 560100**  Mobile: (91) 99160 37323 Email: nathan\_santo@yahoo.co.in |  |

**OBJECTIVE**

Aspiring for a Middle / Senior Level assignments in **IT Services** with a growth oriented organization.

**SUMMARY**

Dynamic professional with 12+ **years of Experience in Project Bidding, Account /Project Management, Client Engagement.**

I have good communication skills verbal / written and highly skilled in Project Bidding RFI / RFP

**EDUCATIONAL BACKGROUND**

* Hold a **Master’s Degree** in MSC IT and Management from Sathyabama Institute of Science and Technology (Year 2004).
* Hold a **Diploma In HRM** from Indian Institute of Management and Technology
* Hold a **B.Com** degree from University of Madras (Year 2002).

**TECHNICAL COURSES**

* IBM ECOMMERCE CERTIFICATE – Application: VB, ASP, Java, Cold fusion, Web Commerce Suite, and WAP.
* DCA – (Diploma in Computer Applications) , PGDCA (Post Graduate Diploma in Computer Applications)
* WIRELESS PROGRAMMING USING C
* Participation certificate on SUN SOLARIS / CCNA
* ABAP 4

**PROJECT MANAGEMENT SKILLSET**

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| Project Management Skills | Initiating, Gathering Requirements, Estimation & effort calculation, Resource Allocation, Execution & Monitoring, Delivery, Change Requests. |
| Project Management Tools | Redmine, HiTask, PPMS, SharePoint, Tracopedia. |

**TECHNICAL SKILLS (SOFTWARE TOOLS)**

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| Operating Systems | Windows 98,2000, 20003,2008, NT, Windows 7,8 ,Unix , Linux ,Mac , Sun Solaris |
| Databases | SQL Server 2000, 2005,2008, PostgreSQL, MYSQL, ORACLE 9i/10G |
| Web Servers | IIS 6, 7 & Apache & Tomcat, JBOSS, OPEN ERP, JBoss |
| Web Technologies | PHP, ASP, Asp.net, Vb.net, Cold Fusion, Core Java, XML, Web Commerce Suite, WAP, Silverlight, Drupal, Joomla ,JSP,Applets |
| Script Languages | JS, VB, Css, JQuery |

**EXPERIENCE ON ONLINE PROJECT BIDDING (6 yrs Experience)**

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| * Elance | * Guru | * Freelancer.com | * Project4hire.com |

**INTERNATIONAL / DOMESTIC CLIENT VISITS**

* Europe (MALDAGEM , BRUGE , NETHERLANDS , FRANCE ) - Duration 60 days
* PAN INDIA

**CERTIFICATION**

* Six Sigma Yellow Belt Certified from Arctern Pvt Ltd
* PMP - Preparing for the exam , will be writing it shortly within a month’s time

**ORGANISATIONAL SCAN**

ARTECH INFO SYSTEMS PVT LTD, Duration – Dec 2012 TILL DATE ROLE: ACCOUNT MANAGER

Client base: INDIA, SINGAPORE, US , CHINA TEAM SIZE: 30

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| * Account Mining & Onboarding new clients * Manage Pre Sales Team in preparing proposals and attend client calls * Create response for Proposals RFI/RFP * Commercial Management * Market Analysis , Strategic Plan & presentations * Coordinating with vendors for project completion, external manpower etc.. * End to end Client Engagement |

**Achievements**

**7 crore** increase in business sales from IBM in the past 7 months (LOB: Managed Service Model)

Other Client Support (Wipro, IBM, Accenture, Motorola, HP, Cognizant, [Barclays](http://www.barclays.com/)).

INSOFT PVT LTD, Duration – Dec 2010 TILL SEP 2012 **ROLE: ACCOUNT MANAGER**

Client base: Europe, United States, Dubai TEAM SIZE: 50

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| * Account Mining & Onboarding new clients * Manage Pre- Sales, Contract Signups Renewals. * Prepare and Create response for Proposals RFI/RFP * Commercial Management * Coordinating with vendors for project completion, external manpower etc.. * Gather Requirements from clients and convert them into Observation/ Functional documents * Handle staffing and resource allocation. * Prepare Project Estimates (WBS) and execute the projects planned tasks with the team * Handle Project Showcases / Deliveries / Client Escalations * Analyzing Project Risks & provide solutions to the client when identified |

**Achievements**

Have grown accounts for Fortune 500 / 1000 companies ( My contribution P.A : € 3,00,000 )

Improved & Altered Process for effective project management

Built a Project Management Tracking Tool to record all the details of a project

THE MANGOMEDIA.COM, Duration – Dec 2010 TILL SEP 2012 ROLE**:MANAGER BUSINESS DEVELOPMENT**

Client base: Europe, United States, Dubai TEAM SIZE: 8

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| * Online Bidding & creation of proposal responses. * Commercial Management * Primary Role is to initiate pre sales with cold calling and through email campaigns, Gather Requirements from the clients, estimate the efforts needed to complete the work, vendor management * End to End Client engagement |

**Achievements:**

Helped in growing the company’s turnover from $ 50,000 to $ 4,00, 000 p.a . Have contributed towards improving the company’s process and built several in house tool to support these operations.

ARCTERN PVT LTD, Duration –Apr 2008 - Sep 2012 ROLE: **SERVICE MANAGER**

Client base: United States TEAM SIZE: 32

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| * Handled a team of 45 members ( some include offshore developers / designers) * Proposal Development (Bids / Proposals ) * Commercial Management * Vendor Management for external support operations * Accountability for managing an account and increasing the team size. * Primary Role is to initiate pre sales with cold calling and through email campaigns, Gather Requirements from the clients, estimate the efforts needed to complete the work, in case the client needs any assistance I have provided him support technically / functionally, co ordinate with the development teams for execution, test the application and deliver it to the client. * Managed recruitment and retention as it relates directly to the accounts I handle. * Managed Project delivery & End to end client engagement. |

**Achievements:**

Exposure to Global Software Development Standards.

Undergone Six Sigma Training by US Professionals (Volt – Parent Company)

Increased team sizes from 1:5 in certain account where I could find potential.

**Was able to place 18 candidates a month – Model Remote Hire**

SWAGATHAM INFO MEDIA, Duration –2006 - 2008 ROLE: **PROJECT MANAGER**

Client base: United States, Europe, China , Russia TEAM SIZE: 32

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| * Handled a team of 40 members, Tech leads, in-house & offshore programmers, graphic designers. * Helped the Sales Team to prepare bids and proposals. * Coordinating with vendors for project completion, external manpower etc.. * Responsible for interacting with clients to gather the scope of the project * Identified and altering for processes for improvements. * Managed HR functionalities in the areas of staffing and training * Motivating employees to achieve goals and to consistently meet expected results * Built a teamwork environment that encouraged hard work and collaboration * Assist technology deployment, selection, troubleshooting, escalation issues, and oversee project management and related customer interaction for the successful delivery of various projects across multiple practice areas Delivering assignments with predetermined deadline. * Cultivate strong customer relations and client loyalty as a result of dedicated customer service * Conduct weekly and monthly project status meetings. * Headed maintenance, upgrades and outage escalations of all enterprise projects * Actively manage projects on a day to day basis to ensure that project outputs are being delivered on schedule, to budget and to the required quality * Experience juggling multiple projects as a Project Manager and a thorough understanding of the software development lifecycle (SDLC). |

**Achievements:**

Successfully completed more than 70+ projects which include Web Design, Application Development.

Developed a Project Management Tool name PMT which includes Leave management, Task management, Lead Generation, Project Management, Repository, . We have also sold this software to a few major companies

Created Process Flows to maintain and document Projects lifecycles

LASON, Duration – 2004 - 2006 ROLE: **SOFTWARE ENGINEER**

Client base: United States

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| * Gather Requirements from the PM * Prepare LLD, HLD, Design Document, SRS etc * Create prototypes and sample applications for client demonstration of the product. * Develop Application and adhere to coding standards * Conduct Functional Testing |

**Achievements:**

Handled a **Government Project** (Tamil Nadu) for a period of 1 year – **Ration Card Project**

**I hereby declare the above mentioned details are true to my knowledge.**

**Santosh James Nathan**