

SOMANATH DHAPALAPUR

Senior Service Delivery Manager | Bilingual

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SUMMARY

Cross-functional technical domain, result driven technology bilingual leader with 20+ years of proven experience in delivering optimal results & business value. Expertise in creating a pleasant environment, consistent and highly focused on meeting technical responsibilities for the overall business operation.

SKILLS

Project Management Service Delivery Bilingual (JLPT N3) Transition & Transformation

Client relationship management Service improvement Wintel / VMware / RIM

EXPERIENCE

06/2018 – Present

10/2016 – 03/2018

Bengaluru, India

Senior Service Delivery Manager

Fujitsu Consulting India Pvt Ltd

- Spearhead a series of service-based projects for Internal customers and End Users. Managed cross-functional teams of up to 130+ members, ensuring seamless onshore/offshore collaboration and adherence to project goals.
- Initiated strategic partner relationships, identifying new business opportunities, and contributing to a minimum of 6% YoY growth in the project pipeline.
- Implemented Service improvement plans and Automation to enhance productivity and customer delight.
- Adhere and excel the business targets on key KPIs which include P&L, Quality of Service, Employee engagement, Client satisfaction.

02/2013 - 09/2016

Manama, Bahrain

Lead Project Engineer

Yokogawa Middle East & Africa

- Lead and execute End to End project life cycle of Service projects- Inception to closure.
- Site survey, Proposal preparation, Preparation of BOM, Loop diagrams, I/O list, Panel design, system engineering of DCS and conduct FAT and commissioning activities.
- Design document preparation and review as per different EPC standards. Design, development and testing of complete DCS application software.

10/2010 - 02/2013

Bengaluru, India

Telecom Engineer

Bangalore Metro Rail Corporation Limited

- Responsible for engineering and commissioning of SDH, CCTV, PIDS/PAS and Gigabit Ethernet and also provide Periodic and Corrective maintenance.
- Initiation of 5S and LEAN tools for process improvement reducing the maintenance time by 10%.
- Coordination and participation with the Japanese vendors (Mitsubishi Electric).
- Handle a team of 5 in order to carry out the smooth functioning of Telecom systems in BMRC and also prepare the duty roster, monthly performance reports for the management.

03/2008 - 10/2010

Bengaluru, India

Test Engineer

Honeywell Technologies Solutions Lab

- Test bed setup which includes installation of Experion PKS, configuring the I/O modules and other embedded hardware. Knowledge of Experion architecture.
- Test case design and execution for latest releases of Honeywell DCS and Anomaly reporting.
- Participation in test reviews and test planning. Support to Project teams in Configuration and troubleshooting of problems related to FF and HART.

04/2004 - 03/2008

Bengaluru, India

System Engineer

Yokogawa India Limited

- Worked as an effective team member and leader in executing successful projects of power plants, water treatment plants.
- Participation in meetings and project reviews with Japanese customers.
- Sequence and logic design, graphics design. Conduct FAT and support Commissioning activities in Japan (Onsite).

EDUCATION :

06/2007 - 07/2010

Bengaluru, India

Bachelor of Engineering, Electronics & Communication

University of Visvesvaraya College of Engineering, Bangalore University

04/2000 - 04/2003

Bengaluru, India

Diploma in Electronics & Communication

S.J (Govt) Polytechnic

CERTIFICATIONS :

ITIL V3

JLPT N3

AZ-900

Certified Scrum Master

PASSIONS :

★ **Continuous Learning and Improvement**

I am always looking to learn new things and improve my skills, especially in project management and RIM.

Ø **Cross-cultural Team Leadership**

I enjoy leading diverse teams and believe in the power of collaboration across cultures and disciplines.

Personal Details:

Date of Birth:

01st February, 1984

Marital Status:

Married

Languages known:

English, Japanese, Kannada, Tamil, Marathi and Hindi.

Permanent Address:

#912, 5th stage, 2nd phase, B.E.M.L Layout,
RajaRajeshwari Nagar, Bangalore -560098