# HIGHLIGHTS

**EXPERIENCE**

* Overall 13.5 years of experience in Technology, Business Management, Presales,Solutioning and Strategy Implementation.
* To be part of technology team which builds highly resilient strategy and technology that will help in steady business growth in this highly disruptive digital era.

# SKILLS

* Technical Communications & ContentManagement.
* IT Service Excellence,Delivery Management.
* Agile & tech Transformation
* Client & Account Management.
* Cross Functional & Geographical TeamManagement.
* Portfolio,project and program mgmt.
* Presales & Marketing.

1. 2019 Dec – Till Date – Associate Manager, Technology & Business( Remittance/Payments),UNIMONI GBS Pvt.Ltd,Chennai,INDIA.
2. 2015 Jul- 2019 Sept – Sr. Manager – Global Technology Services(HealthCare), Astrazeneca India Pvt.Ltd,Chennai, INDIA.
3. 2013 Jan – 2015 June – Global IT PMO Lead – DXC India Pvt Ltd(BFSI & Energy Services),Chennai,INDIA.
4. 2012 Jan-2012 Apr – IT Consultant Technology Operations/Onsite Lead(Telecom & BFSI), Tata Consultancy Services de España, S.A,MADRID.
5. 2011 Sept – 2013 Jan – IT Program Lead(Telecom&BFSI),Tata Consultancy Services,Chennai,INDIA.
6. 2010 Aug-2011 Aug –SR. Systems Engineer/Consultant(Global Investment Banking,Insurance) – CAPGEMINI, Banglore,INDIA
7. 2006 Nov – 2010 Aug – Software Engineer – Senior Analyst (Investment Banking & Insurance)–BFSI & portfolios – HCL Technologies Limited,Banglore,INDIA.

# EDUCATION & CERTIFICATION

## MBA – Systems – 2010 – University Of Madras,Chennai, INDIA.

## B.Tech – Information Technology – 2006 – Anna University, Madras,Chennai, INDIA.

* ITIL v3 certified.
* Prince 2 Foundation.
* COBIT5 Foundation.
* IT Service Management Foundation Bridge based on ISOIEC20000.
* Professional Scrum Master I.

## ASSOCIATE MANAGER – TECHNOLOGY TRANSFORMATION OFFICE & BUSINESS MANAGEMENT • 2019 Dec – Till Date.UNIMONI GBS,Chennai. • INDIA •

**DOMAIN : FINTECH – PAYMENT SERVICES, CROSS BORDER REMITENCE, B2B AND CURRENCY SOLUTIONS**

* + Delivery Excellence,Team-Building,Process/Program ownership.
  + Agile & Tech Transformation,Simplification,Medium to Major Program/Portfolio Handled.
  + Streamlining the Product wise demand and resource management across IT. Created Core and Pod Model for optimized resource utilization and enhanced delivery across business value streams.
  + Leading team of more than 40 members including Technical( Dev,Test),Operations( Incident,Change/Support,PMO etc.
  + Closely work with Senior Management so as to ensure Infra Readiness & Other Operational Support, Service Delivery etc. and thereby meeting the Organizational needs.
  + Initiaition Of JIRA for Demand to delivery tracking and automation.AWS/Azure Infra,Devops,patching & vulnerability management.
  + Sprint Planning, Sprint readiness, Validate Acceptance Criteria across PI and ensure all the information are readily available during Release Demo.
  + Key Scope of Work – Waterfall/Agile/Scrum/Kanban Methodologies.

## Sr.Manager-Astrazeneca ,Chennai • INDIA • 2015 JUL – 2019 SEP

* + Involved in data gathering and analysis, creating reports and dashboards.Agile,Scrum,Kanban.
  + Interacting with higher management and front line guys to understand the pain-points, and devise ideas to remove waste.
  + Pioneered Projects Include – CPU/RAM Rightsizing,Onboarding/Offboarding Of Servers,Reclaim Of vCPU/RAM Metrics, DNS WINS Consolidation, Consolidation Of VM’s/Hardware Refresh, Global Patching and Vulnerability Management, V2V/P2VMigrations.
  + Project Documentation, Weekly/Monthly Calls etc
  + Involved in CSI audits of the accounts to ensure continuity and serviceimprovements.
  + Provided Training On Change Management,Request Fulfilment & Acknowledgement etc.
  + Tools Used – Control-M, Service Now, BMCRemedy,Tanium,Qualys.
  + Business Networking,SoftwareSales. Experience with NIST,InformationSecurity.Team Strength 75+ resources.Team of resources include PMO,Ops,Tech(Dev&Test),Infra( Network&Support).
  + HealthCare,BFSI Domain – Project Scope Of Work.
  + Ensuring driving of Project Management from start to end Or Delivery; ITSM based model of Owning the Service and aligning the delivery of IT services with the needs of an organization.Providing value to all customers and elimination of ownership of risks on theirbehalf.

## GLOBAL IT PMO Lead• DXC ,Chennai • INDIA• 2013 JAN – 2015 JUNE

* + Led Knowledge Management activities.
  + Created and managed internal Knowledge Articles, Best Practices etc.
  + Managed and maintained team performance and helped reachmilestones
  + Establishment of ITSM Council(Change Management) and ensuring Offshore Changes are reviewed and remediation in place in case of failed changes(process or technical).Chaired and Coordinated CAB Meetings.
  + Supervision Of Monitoring Projects and ensuring SLA’s are met , Maintained and managed client relationship.
  + Created and managed communications strategies.Infra Tools –SMARTS,Control-M.
  + Tools Used – Service Now, BMC Remedy. Experience with NIST,InformationSecurity.
  + Business Networking,SoftwareSales. Handled Team Of Project Managers, Vendors from Local regions.Team Size 50+.
  + BFSI Domain,Telecom – Project Scope Of Work.Banking and Finance – InternationalClient.
  + Managing Global Investment Banking Operations. Requirement Gathering,SolutionMapping,ProcessDiscussions, Training,Pre-Sales.
  + Ensuring driving of Project Management from start to end Or Delivery; ITSM based model of Owning the Service and aligning the delivery of IT services with the needs of an organization.Providing value to all customers and elimination of ownership of risks on theirbehalf.

## IT PROGRAM Lead • TCS,Chennai • INDIA• Sept 2011 to Jan 2012 and Apr 2012-Jan 2013

* + Worked as Client operation Lead for a leading Europe based Telecom Serviceprovider.
  + Formed Change Management Team from Scratch and Transitioned the Change ManagementProcess.
  + Produce Scorecard Of Changes on Monthly Basis – highlighting success,failed changes and ensuring compliance inplace.Team Size 60+
  + Requirements Analysis ,Initiation, Scheduling( Pre/Post Activities ), Meetings( StakeHolders,Customersetc ), Closure/Sign-Off etc for Infra Support Project.
  + Tools Used – Autosys, Control-M,Tivoli etc. Ticketing Tools – Service Now, BMCRemedy.
  + Business Networking,Software Sales. Experience with NIST,InformationSecurity.
  + Telecom Domain – Scope Of Work.Leading Telecom Service Provider inEurope.
  + Ensuring driving of Project Management from start to end Or Delivery; ITSM based model of Owning the Service and aligning the delivery of IT services with the needs of an organization.Providing value to all customers and elimination of ownership of risks on theirbehalf.

## IT Consultant Technology Operations/Onsite Lead • TCS,Madrid• Spain• Jan 2012 - Apr 2012

* + Discussed the Business and Technical Heads in finalizing the Project Servicelines,Operations and fixing the Service Metrics/Parameters.
  + Datacenter visit and understanding the Support Architecture at the Customer Site – ITIL based Service Activities.
  + Instrumental to set-up Offshore to Onsite Model – Transition Planning and Service Support/ITIL Activity.Madrid Assignment completed successfully within 3 months wherein actual was 1 year.
  + As part of the above held sync-up calls on a Daily Basis with the Account Managers,Offshore Team and acted as a Onsite Counter Part/OnsiteLead.
  + Tools Used – Autosys, Control-M,Tivoli , Service Now, BMCRemedy.
  + Telecom & BFSI Domain – Project Scope of Work. Leading Telecom Service Provider in Europe.

**SR.Systems Engineer/Consultant • Capgemini,Chennai • INDIA• 2010 Aug –2011 Aug**

* + Lead the ITIL/ServiceManagementCouncil(ChangeManagement)and provided stable Support from Offshore.
  + Managed different complex projects, and a team of cross functional and offshore/onsite professionals.Team Size 45+.
  + Developed processes for smooth functioning of operationalwork.
  + Took active part in the disaster recovery process for variousapplications.
  + Analyzed data from the reporting tools and chart out future trends andcourse.
  + Managed knowledge management initiatives.
  + Created business requirement and functional specificationsdocuments.
  + Updated and created Run Books for the associatedteams. Business Networking,Software Sales. Experience with NIST,InformationSecurity.
  + Created and managed procedures and processes – KnowledgeManagement.
  + SQL, Datastage, Tools Used – Autosys, Control-M,Tivoli , Service Now, BMCRemedy.
  + BFSI Domain – Project Scope Of Work.Banking and Finance – International Banking Client( Global Wealth Management Project). Requirement Gathering,SolutionMapping,ProcessDiscussions,RequirementsManagement,Training
  + Managing Investment BankingOperations,Pre-Sales.
  + Ensuring driving of Project Management from start to end Or Delivery; ITSM based model of Owning the Service and aligning the delivery of IT services with the needs of an organization.Providing value to all customers and elimination of ownership of risks on theirbehalf.

**Software Engineer/Senior Analyst • HCL,Bangalore• INDIA• 2006 Nov –2010 Aug**

* + Manage multiple application streams of work with team up to 15 team members. Involved in production support and maintenance activities for clients.
  + Prepare complete project plan including estimate with complete WBS, risk and impact assessment for Major and Minor enhancement request.
  + Maintain risks and issues register; produce daily report for stakeholders, and report on production and batch process health to the team and stakeholders.
  + Fixing up production issues, monitoring health status and batch process that triggers Database upload to various interdependent systems.
  + Team Size 15.
  + Microfocus Cobol,Core java,MS Office.
  + Manual Testing and Bug Reports from Tracking to Closure.Global BFSI Customer Engagement.

# Achievements

## Received award for authoring “Best Documentation Expert & User Guide “ – HCL.

## Received Excellence award for “Better Service Management” – Capgemini.

## Received Efficiency award for “Outstanding Support & Execution Of Project from Chennai “ – TCS.

## Received “Novel Ways of Working & Lean Champion” – Astrazeneca.

# Lingusitic Skills

## English,Hindi,Tamil,Telugu,Kannada,Malayalam .

## German,Spanish,French,German,Japanese – Basics.

# Address For Communication

## L5A,5th Street,BharathiDasan Colony,KK Nagar,Chennai-600078.Tamilnadu,INDIA.