PRAVEEN KUMAR E
Program & Service Delivery Manager
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Career Objective

Program Management professional with proven experience in BFS, regulatory reporting (RDAR), risk & compliance programs, and ITSM delivery. Seeking opportunities to apply expertise in program governance, stakeholder management, change management, and dual-shore leadership to deliver impactful results in large-scale financial service transformations."

Profile Summary

- Program Manager with 10+ years of experience in driving Banking & Financial Services and IT Service Management programs.
- Proven expertise in regulatory program management, large data initiatives, and **RDAR** metric operationalization.
- Skilled in leading dual-shore teams (20–30 members), coordinating program governance, change management, stakeholder engagement, risk mitigation, and parallel cut-over executions.
- **Certified in ITIL 4**, hands on experience in Scrum Master, with strong background in Agile/Waterfall delivery models and stakeholder communication at executive levels.

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Core Competencies

- Program & Project Management
- Regulatory Compliance & RDAR Reporting
- Large Data Programs & Operationalization
- Stakeholder Engagement & Executive Reporting
- Change Management & Cut-over Planning
- Risk Identification & Mitigation
- Agile / Scrum / PMP-aligned Delivery
- ITIL / ITSM Service Management
- Dual-shore Team Leadership (20–30 members)
- KPI, SLA & Performance Governance

Work Experiences – Roles and Responsibilities

Kyndryl Solutions Pvt Ltd.   *Jan' 2020 – Current*
Senior Associate, Team Lead

- Directed regulatory and financial service programs ensuring compliance with global standards and operational readiness.
- Led dual-shore teams (~30 members) delivering program execution, stakeholder training, change management, and governance frameworks.
- Designed and enforced program management standards, processes, and risk controls, ensuring project consistency and compliance.
- Coordinated parallel production runs and cut-over for large-scale service transitions, minimizing disruption and risk.
- Delivered executive-level program updates with regular risk assessment, issue resolution, and stakeholder communication.
- Acted as Scrum Master, managing Agile sprints, backlog prioritization, and sprint planning to drive program success.
- Improved reporting and performance tracking through dashboards, KPI analysis, and process standardization.
- Complete process adherence and handling of **incidents** according to SLA/OLAS.
- Coordinated cross-functional Agile teams in delivering complex ServiceNow projects, ensuring on-time and within-budget delivery.
- Applying the ITIL framework end-to-end and implementing various best practices to standardize and

enhance service delivery.

- Experienced in ITSM principles, processes, and governance. Skilled in managing end-to-end service lifecycles from Incident Management, Problem Management, Change Management, Knowledge Management, Configuration management and ServiceNow Platform.
- Actively participating in Delivery Reviews, SOW Discussion & Reviews, **KPI** & **SLA** discussions, Staffing & Team Pyramid, Process Definition, Quality Management Framework & Implementation, Risk Planning & Control, Internal & External Stakeholder Management, DU & RDU level reviews and Client Escalation Management & Control.

Six Sigma Soft Solutions Pvt Ltd   *May' 2019 – Dec' 2019*
Linux System Administrator

- Installing and configuring Operating systems like Red Hat Linux
- Handling Incident, Problem and Change Tickets
- Maintaining distributed RHEL servers.
- Troubleshooting build issues.
- Improving build throughput and reducing manual build time.
- Configuring and supporting RHEL releases on various platforms.
- Installation of additional software on RHEL servers.
- Updating existing server configurations and packages.
- Ensuring high availability of build processes and servers.

DXC Technology   *Feb' 2015 – May' 2019*
Associate Professional System Administrator

- Worked in BAU team maintaining RHEL, Solaris, IBM AIX and HP - UX.
- Worked on RHEL Logical Volume Management – Volume Group, Logical Volume, File System Creation.
- Installation of new/rebuild existing servers and configure hardware, peripherals, services, settings,directories, storage, etc.
- Performed regular security monitoring to identify any possible intrusions.
- Set up and configured development, staging and production environments.
- Upgraded and configured software, updates, patches, etc.
- Worked with service providers/vendors related to hardware and software support.

Certification

- ITIL 4 Foundation Certified
- Red Hat Certified System Administrator (RHCSA)
- Microsoft Azure Fundamentals

Achievements and Awards

- SPOT Award - Best Performer
- Swarnim Vijay Run - Dakshin Bharat Area Indian Army
- Deed certificate - Corporate Social Responsibility
- Participated in OctobHER Walkathon
- Carrom Tournament Winner

Education

- 2021 - MCL (Master of Corporate Law) at TNDALU
- 2017 - MBA at Madras University
- 2013 - B.Sc. Computer Science and Technology at SRM University