

# CURRICULUM VITAE



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## Career Objective:

Versatile and highly skilled Management Expertise's with ITIL Knowledge. Having over 15+ years of IT experience working with Multi-cultural environment with cross-functional teams, in various capacities in IT including Service Management, Operational & Project Transition, Transformation with experience in planning & Transitioning large and complex project to Operations to multi-vendor and Inhouse for IT Infrastructure / Azure Cloud / SAP and Application Support management activities

<b>Management Skill</b>	<b>Technical Skills</b>	<b>Industry Knowledge</b>
<ul style="list-style-type: none"><li>• <b>Leadership qualities and abilities</b></li><li>• <b>Transition / Transformation Management</b></li><li>• <b>Project / Operational Management</b></li><li>• <b>Designing training plan and conducting training</b></li></ul>	<ul style="list-style-type: none"><li>• Web Designer (WordPress)</li><li>• ITIL</li><li>• Networking / System TS</li><li>• SAP Security and Authorization / GRC 5.3</li><li>• Azure Cloud</li><li>• AWS</li></ul>	<ul style="list-style-type: none"><li>• MANUFACTURING</li><li>• RETAIL</li><li>• CONSUMER PRODUCTS</li><li>• TELECOM - DATA NETWORKS</li></ul>

## *Skills & Abilities*

- **Leadership, Training & Team Development**
- **Customer Service & Purchasing**
- **Transition / Transformation Management**
- **Client Supplier & Corporate Communication**
- **Relationship Development & Maintenances**
- **Strong Negotiations, Pricing & Inventory Management**
- **Project Planning & Reporting**

## WORK EXPERIENCE

### Wipro Ltd

July 2008 -- Till date

Wipro Ltd is a global information technology, consulting and outsourcing company with 165,000 employees serving over 900 clients in 54 countries.

### Project – Philips – Blue Heart Project

Jan 2017 – Till on Date

#### **Senior Transition Manager & Program Manager**

Execution of SAP and Cloud transition project integration for many markets across the globe, working with Multi vendors.

Handled end-to-end transition globally

- Executed transition end-to-end for GTS / Open Text / Vertex / SAP System.
- Handled Up-gradation Stream server to Ex-streamserver and Cloud Implementation & Migration for Open Text Service.
- Handled Change Process Setup for SAP Release for market wise.
- Validation and Setup of SOX Compliance for the project execution

**Project – FrieslandCampina – Infra Support**  
**Transition & Transformation Manager**

Jun 2016 – Dec 2017

Execution of complex IT consolidation and SIAM transition project and Service integration with multiple technologies and 7 languages of Service Desk setup.

Handled end-to-end transition.

- Executed a complex IT transition end-to-end for all technical tower, Tools deployment.
- Handled migration and implementation of VDI (Virtual desktop infrastructure) project.
- Have worked and transitioned Infra Services projects.
- Planning and Execution of Data Migration as part of Transformation activity
- Have worked and transitioned for Onsite technical Support

**Project – ABB – Infra Support**  
**Transition Manager & PMO Head**

Sep 2015 – May 2016

Transition Manager and PMO Manager.

Execution of complex IT consolidation and SIAM transition project and Service integration for 10 European locations with multiple technologies.

Leading 6 Member PMO Team for Transition Activity

Handled end-to-end transition for EMEA region and Indian Territory.

- Executed a complex IT transition end-to-end for all technical tower, Tools deployment.
- Execution of Transition Country wise for Europe region and India
- On boarding Technical resource for Transition Program
- Leading the PMO Transition team to provide the Transition status with all Internal and External Stakeholder
- Validating the report received from PMO Team

**Project – DSM – Infra Support**  
**Transition Manager**

Mar 2015 – Aug 2015

Execution of complex IT consolidation and SIAM transition project and Service integration with multiple technologies and 5 languages of Service Desk setup.

Handled end-to-end transition

- Executed a complex IT transition end-to-end for all technical tower, Tools deployment.
- Handled migration and implementation of VDI (Virtual desktop infrastructure) project.
- Have worked and transitioned Infra Services projects

**Project – MTN Uganda – Infra Support**  
**Capacity Manager**

Nov 2014 – Mar 2015

Worked as Capacity Manager in Wipro Technologies for African country Client.

- Validating and verifying the Capacity related to Infra
- Raise the request for Infra if required
- Prepare the Qtr. based Capacity utilization of all the server
- Validate the request if any for a new infra request

**Project - Philips – Federation SSO / SAP S&A**  
**Project Manager (Service Lead)**

Jul 2014 – Oct 2014

Service Lead - Handling 2 Project - Federation SSO and SAP Security & Authorization / GRC Support for European Customer

- Planning and execution of Transition till Go Live
- Own the service end to end of AMS / AD
- Project / Operational Management
- ITIL Process Management
- Ensure smooth onsite/offshore/shift hand-offs of daily activities
- First point of escalation for all technical and process issues
- Perform RCA for Major Incidents related to his / her tower
- Managing Customer Relationship and Scope Management
- Conduct periodic reviews with teams
- Ensure risks are tracked regularly and reported.
- Handled the big team of 120 from the time of the transition till stabilization mode
- Project / Operational Management

**Achievement**

- ✓ Best Manager of the year-2012
- ✓ Best Outstanding Performer of the Year-2012
- ✓ Best Performer in Transition face of the Project
- ✓ Best Approachable Manager
- ✓ Dear Boss Award
- ✓ Best Process Champ

**Project - Sony Electronics – SAP Security & Authorization & GRC**  
**SAP Team Lead**

Sep 2010 - May 2012

Handling team of 15 people for SAP S&A Support team for B2B customer support of Sony Employees

- First point of escalation for all technical and process issues
- Perform RCA for Major Incidents related to his / her tower
- Managing Customer Relationship and Scope Management
- Conduct periodic reviews with teams
- Ensure risks are tracked regularly and reported

**Project - Hewlett Packard – Quality Lead**  
**Quality Lead (Chat Support)**

July 2008 - August 2011

Executing the Quality check and Audit for CSAT / DSAT and few monitored chat also handed by the analyst (Chat Support for HP Laptop)

- Quality Auditing
- Team handling
- Quality Auditing Report to Management
- Improvement Planning for service

**Achievement**

- Awarded as best QA for consecutive 2 Quarter in a row (Q4'09 & Q1'10)

## **Hinduja TMT Ltd.**

April 2007 – May 2008

Hinduja TMT is a realization of the Hinduja Group's endeavor to provide a 'one stop shop' for customers' needs in Business Process Outsourcing services - from Contact Center to Back Office Processing services

### **Project - COVAD-LPVA-EARTHLINK**

#### **Role: Technical Customer Executive (Voice)**

Technical support (Voice) for B2C user about the Internet service-related issue.

- Handling calls for Technical issue related to Internet
- Supporting field technician to trouble shoot the internet issue at customer and NOC location

#### **Achievement:**

- Top Gun Award as Best Agent for the Year 2007.
- Promoted as SME and took the responsibility of handling escalation calls.
- Responsible for auditing the calls and giving feedback to agents.
- Successfully trained a batch of 25 members regarding product and process.

## **Siddi Infotech** **System Engineer**

June 2004 – Feb 2007


Siddi Infotech is a Hardware & Networking Support company for multiple customer

Handling the Hardware & Networking issue of clients

## **Education**

Bachelor of Computer Application

## **Technical / Non-Technical Certification**

	CCNA - CSC011773946	2009
ITIL Foundation	ITIL (APMM Group) - 1202#311512084	2012
PMCP	Wipro Training	2017
Prince2 Foundation and Practitioner	Wipro Training	2014

**Declaration:** I hereby declare that the information provided by me above is correct and true to my knowledge.

**Date:** / /

**Place:** Eindhoven

**(N.G. Vishwanath)**