

PROFESSIONAL SUMMARY

- Total 18+ years, and 13 +years of experience in Delivery Management, Program/Project Management.
- Highly skilled Delivery Manager specialized in leading delivering million-dollar Programs/Projects successfully transforming the IT environments for various Global Clients.
- Extensive experience in Transformation, Upgrade, Implementation, Managed Services Projects,
- Proven ability in working with C-Level Executives, Sponsors, Stakeholders, Solution providers
- Comprehensive understanding of Project Management methodologies, Project Budget/Cost Management, Resource Management, Risk Management, Communication Management.
- Excellent Communication, Presentation Skills.
- Proven Client Management experience in various Geographical Locations in Project Delivery.
- Competency Building, Resource Allocation, Assessment & Scoping, Supporting Pre-Sales (RFP/RFI) Proven Team Management and mentoring capabilities.
- Proficient in Planning, Developing, Implementing, cutting-edge CRM & CX Solutions (Siebel, Oracle Sales Cloud, Oracle Marketing Cloud, Oracle Service Cloud) SAAS-Apps(Health Care Management)
- Trained in Artificial Intelligence and Machine Learning Concepts

Worked Domains: Telecom, Health Care, Financial Services & Wealth Management, Insurance, Life Sciences, Hi-Tech.

Core Competencies: Program Management, Project Management, Risk Management, Leadership & Team Development, Stakeholder Management.

RECOGNITIONS & AWARDS

- Oracle FY19 H1 - CRM CX Spot Awards; FY18: CRM-CX Q4 SPOT AWARDS; FY16: CRM-CX Q4 SPOT AWARDS
- Best TEAM Award, Q2 2013 (Development Team was given the Best Team Award, for their project Delivery contribution and excellence)
- Oracle Project Delivery Excellence Award April 2013 (Outstanding Individual contribution towards Project Delivery by Oracle Practice)
- Out Standing Performance, April 2013 (Outstanding Individual contribution for CRM Implementation Project by a Multinational Medical Device Company, USA)
- Spotlight Award Q1-2011 and Top Performer Award Q1-2011
- Sprint Award 2010 for LSI Project Delivery & and Contribution to CRM Competency building
- University rank Holder in MBA.
- National Merit Scholarship Winner in Intermediate.

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- ❖ **Currently working as Senior Project Manager at Altruista Health Services India Private Ltd, Hyderabad from Mar 2020 to Present.**
 - ❖ Principal Consultant - Project Management in Oracle CSC (Consulting Solution Center) India Private Ltd, Hyderabad from Oct 2015 to Mar-2020.
 - ❖ Delivery Manager in NTT Data Global Delivery Services Private Ltd, Hyderabad from Feb 2010 to Oct 2015

PROFESSIONAL IT EXPERIENCE

1. Altruista Health Services

Role: Senior Project Manager

Manage Portfolio Projects, Upgrades & Implementation of SAAS based Enterprise Application Guiding Care.
Project Management- from Kickoff to Go-Live. Collaboration with Various Cross functional teams
Onsite/Offshore, Virtual Teams. JIRA, Smart Sheets used for Project 360° view.

a. Guiding Care Upgrade

Role: Project Manager

Client: Aloha Care, Hawai, US

Dec 2020 - Present

Upgrade Guiding Care to latest Version (SAAS Enterprise App for Health Care Management) for Aloha Care, Hawai US.

As a Project Manager Responsibilities included the following

- Created Project Dashboards using Smart Sheets for 360° view of Project Progress
- Managed Virtual Cross Functional Teams Product, Engineering Teams for Upgrade activities.
- Conduct Daily, weekly progress review/status meetings.
- Weekly Program Reviews with Executive Management and Program Sponsors

b. Guiding Care Upgrade

Role: Project Manager

Client: HCSC, US

Mar 2020 - Dec 2020

Upgrade Guiding Care to latest Version (SAAS Enterprise App for Health Care Management) for HCSC, US.

As a Project Manager Responsibilities included the following

- Created Project Dashboards using Smart Sheets for 360° view of Project Progress
- Managed Virtual Cross Functional Teams Product, Engineering Teams for Upgrade activities.
- Collaborate with DevOps, TechOps for Upgrade activities
- Conduct Daily, weekly progress review/status meetings.
- Weekly Program Reviews with Executive Management and Program Sponsors
- Manage quality, processes. Employed Metrics, Risk management and project management methodologies to ensure successful execution

c. Guiding Care Implementation, Phase 1

Role: Project Manager

Client: Optum, US

Mar 2020 - Jul 2020

Implement Guiding Care (SAAS Enterprise App for Health Care Management) for Optum Health Services.

As a Project Manager Responsibilities included the following

- Created Project Dashboards using Smart Sheets for 360° view of Project Progress
- Managed Virtual Cross Functional Teams Product, Engineering, DevOps, TechOps
- Conduct Daily, weekly progress review/status meetings.
- Weekly Program Reviews with Executive Management and Program Sponsors

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2. Oracle Marketing Cloud, Telstra Telecom (Offshore)

Role: Project Manager

Client: Telstra Corporation Limited, Australia

Nov 2019 - March 2020

Manage Oracle Marketing Cloud Managed Services for Telstra Telecom, Australia's leading Telecom service provider. Oracle Marketing cloud is used by Telstra for Marketing via (Campaigns, high volume email alerts.

As a Project Manager Responsibilities included the following

- Support for BIM (Business Incident Management) and Loyalty business processes
- Managing offshore team.
- Planning, Resource allocation, monitoring, deployment, Client Management.
- Collaborate Project meetings on Daily, fortnightly and Monthly Program progress meetings.

3. CRM Transformation Enterprise - (Onsite, Offshore)

Role: Program/Project Manager

Client: Sri Lanka Telecom PLC, Colombo

Sep 2016 - Sep 2019

Implement Multi million, biggest transformation of CRM Applications for Sri Lanka's national Telecom service provider using Siebel CRM, Oracle BI Apps, Oracle Incentive Compensation, and Oracle Web Center for Sri Lanka Telecom Group as their primary CRM systems across the country, Catering to various departments like Sales, Marketing, Call Center, Customer Support Team, and Order Management.

As a Program/Project Manager Responsibilities included the following

- Spear heading planning and implementation of entire program/project spread across various Application teams (Internal, Vendor, Client) from Delivery perspective.
- Managing a team of 30+ Onsite/Offshore Consultants.
- Drive Transformation workshops, Spearhead Risk Management workshops
- Conduct weekly Program progress review/status meetings.
- Collaborate Project Steering Committee meetings on Monthly Program progress reviews
- Program Reviews with C- Level Executives, Sr. Management and Program Sponsors
- Resolved Scope Conflicts via CR's by negotiating with Sponsors and Tender Boards for approvals
- Manage, control project cost, schedule, quality. Employed Metrics, Risk management and project management methodologies to ensure successful execution
- Provide leadership with innovative approaches to enhance performance, efficiency and customer satisfaction.

4. CRM Transformation Retail- Sri Lanka Telecom (Onsite, Offshore)

Role: Project Manager

Client: Sri Lanka Telecom PLC, Colombo

Oct 2015 - Feb 2019

As a Project Manager Responsibilities included the following

- Managing a team of 20+ Onsite/Offshore Consultants.
- Drive Transformation workshops to understand the business requirements, Spearhead Risk Management workshops for transformation programs and capture in RAW log
- Conduct weekly Program progress review/status meetings. Collaborate Project Steering Committee meetings on Monthly Program progress and reviews with C- Level Executive Management and Program Sponsors
- Collaborate with client, third party and internal teams to complete the tasks and meeting common milestones.

- 5. CRM Upgrade - Ooredoo (Onsite, Offshore)** **Role: Project Manager**
Client: Ooredoo Telecom, Qatar **Jan 2018 - Sep 2018**

Upgrade existing Siebel IP 2013 to Siebel IP 2016.

As a Project Manager Responsibilities included the following

- Managing team of Onsite/Offshore Consultants.
- Drive Upgrade workshops, Resolving Scope & Schedule deviations via Change Requests.
- Conduct weekly Program progress review/status meetings.

- 6. CRM Transformation - Mobitel (Onsite, Offshore)** **Role: Project Manager**
Client: Mobitel, Colombo **Oct 2015 - Jul 2016**

As a Project Manager Responsibilities included the following

- Manage & Supervise Jr. Project Manager
- Assist Jr. PM in preparing Project Schedule, Project Communication Plan and Project Management Plan as per set organizational templates
- Collaborate Project Steering Committee meetings on Monthly Program progress and reviews with C- Level Executive Management and Program Sponsors

- 7. Natus Neurology - North America and Ireland Rollout - (Offshore)** **Role: Delivery Manager**
Client: Natus Medical Inc, San Carlos, US **Mar 2014 - Oct 2015**

As a Delivery Manager Responsibilities included the following

- Responsible for Entire CRM delivery spread across projects (Dev/AMS)
- Manage entire Siebel Team Technical & Functional (Offshore) for all Siebel deliverables.
- Requirement Gathering, Analysis and Implementation Feasibility, Effort Estimation.
- Data Migration/Conversion Planning, Design for Master Data load and Sync, Service Data loads
- Design for Catalog Category, Access Group, Division, Position Setups based on SBU's.
- Siebel Solution Design covering Applications Sales, Marketing, Call Center and Modules Assignment Manager, Territory Management,
- EIM Data loads, Integrations (O2CPIP, EBS), Data Extracts for Agile PLM System.
- Quote Approval setup using Approval Management

- 8. Sales Cloud Pilot (Sales/Partner)** **Role: Solution Lead**
Client: Fortinet Inc, US **Feb 2015 - Mar 2015**

As Solution Lead, Responsibilities included the following

- Requirement gathering for Sales and Partner management.
- Configuring Sales Cloud Application Initial Setup tasks, Calendar, Role Setup, User Setup, Reporting Hierarchy setup, Catalog setup, Organization setup,
- Opportunity Sales Method/Stage, Lead, Opportunity, Forecast, Partner modules, Lead assessment and qualification.
- Territory Management setup for automatic Sales Rep assignment to Accounts.

9. Europe Siebel CRM Implementation (Onsite/Offshore)
Client: Natus Medical GMBH, Planegg, Germany

Role: Delivery Lead
Sept 2012 - Mar 2014

As a Delivery Lead Responsibilities included the following

- Manage entire Siebel Team Technical & Functional (Onsite/Offshore) for all Siebel deliverables.
- Global Deployment Planning and Schedule Creation, Localization Strategy Design and Plan.
- Siebel Solution Design covering Applications Sales, Marketing, Call Center and Modules Data Migration Planning, Design of Master Data Account, Addresses, Contacts, Service Data loads.
- Interacting with Client Teams (Technical, Business, IT) for Release Management Plan.
- Review meetings with Internal Sr. Management Team on Project Deliveries.
- QBR with Client Senior Management and Project Steering committee

#	Project Name	Client	Role	Period
10	NA - Oracle Siebel CRM Implementation (Onsite)	Natus Medical Inc, USA	Project Lead	Oct'11 to Sep '12
11	Oracle CRM on Demand Support & Development	LSI Logic, USA	Project Lead	July'11 to Oct '11
12	Oracle CRM on Demand Implementation (WINS)	LSI Logic, USA	Project Lead	July'10 to July'11
13	WINS Application Support & Enhancements	LSI Logic, USA	Project Lead	Feb'10 to July '10
14	Citi Equities & Sales: CMS- Application Migration Netage & CATS	Citi Bank, USA	Project Lead	Nov'08 to Jan '10
15	SKANDIA Life Business Ltd., Supermarket Integration Project (Onsite)	Old Mutual Plc, South Africa	Team Lead	Jan'08 to Oct'08
16	CRU's Enhancements OCBC Bank, Singapore (Onsite)	OCBC Bank, Singapore	Sr. Developer	Aug'07 to Nov'07
17	GEFanuc Automation (Embedded Leads & Opportunity Management)	GEFanuc Automation, USA	Developer	Nov'06 to July '07

SKILLS

Project Management Tools	MS Project, MS Office, JIRA, Smart Sheets
Project Management	Project Planning, Project Reporting, Resource Management, Risk Management, Schedule Management, Budgeting & Cost Management
CRM	Siebel 6.x/7.5.x/7.7/7.8/8.1x, Siebel Tools, Oracle Sales Cloud, Oracle CRM on Demand (R17, R18, R19)

TRAININGS

- Oracle Sales Cloud Implementation Training for Partners by Oracle.
- Oracle Service Cloud Implementation Training for Partners by Oracle.
- Siebel 8.1.x Business Analyst, Siebel Open UI Foundations, Oracle University.
- Oracle CRM on Demand Administration Essentials by Oracle University.

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EDUCATION

First Class, MBA (Master's Degree in Business Administration) from Kakatiya University, Andhra Pradesh 2002.

Advanced Certification in Artificial Intelligence & Machine Learning from IIIT Hyderabad (Outreach Div.) 2019

PREVIOUS EMPLOYMENT

- ❖ Worked as Consultant in HCL Technologies, Chennai from Nov 2006 to Jan 2010.
- ❖ Worked as Field Officer in Godrej Sara Lee Ltd., Hyderabad from Feb 2004 to Oct 2004
- ❖ Worked as Sales Representative, Dhariwal Industries Limited, Hyderabad from July 2002 to Feb 2004.