

K M SAI KUMAR

Versatile, high-energy technocrat with the knowledge of executing prestigious information technology projects of large magnitude within strict time schedules; targeting assignments in **IT Project Management, Service Delivery Management, and Key Account Management** with a global organization of high repute.

 kmskumar1508@gmail.com

 +91-9642421199



Executive Profile

- A result-oriented technocrat with **11 years** in diverse roles distinguished by commended performance
- **Proven record of accomplishment** in successful delivery of IT Applications/ Services, IT Infrastructure Transition.
- Problem solver with a passion for technology with skills in grasping the big picture and applying appropriate technology/ mix of technologies that meet business needs while minimizing risks
- Gained insightful experience in managing multiple vendors, stakeholders, with excellence in offshore delivery model across various geographies while meeting business needs in a fast-paced environment
- Expertise in concepts of end-to-end project planning & implementation from delivery to activity sequencing, effort & cost estimation and risk analysis to quality management in line with company guidelines/ norms
- Versatile, high-energy professional, successful in achieving business growth objectives within turnaround & rapid changing environment with excellent communication, people management, analytical and problem-solving skills

Key Impact Areas

IT Project Management	Service Delivery Management
Incident Management	Process Improvement
Key Account Management	Vendor Management
Stakeholder Management	Process Improvement
Problem Management	Team Building & Leadership

Education & Credentials

- **B.Tech. (Electronics & Instrumentation)** from Telangana JNTU, Hyderabad, in 2007.

Trainings

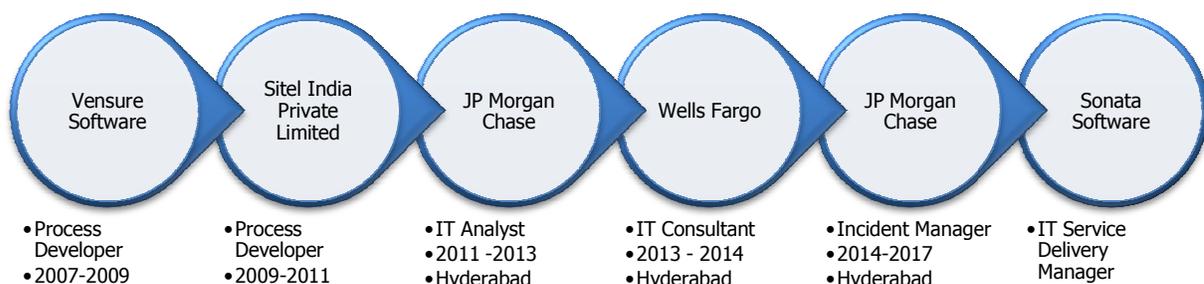
- Completed PMP Training.
- Undergoing Python scripting, html training.

Professional Certifications

- ITIL V3 Certified (2014)
- Microsoft Certified Professional (2018)
- PRINCE 2 Certified Practitioner (2020)



Career Timeline





Dec'17 – Jul'20
Sonata Software Limited, Hyderabad as Service Delivery Manager

Roles & Responsibilities:

- Worked under two major projects, Microsoft Dynamics CRM and Microsoft Azure.
- Handling a team in **Microsoft Dynamics CRM**.
- Handling Dynamics CRM Team, Client calls and Escalations, keep a close watch on the various phases of development and act as 1st POC for all escalations so that to ensure we adhere to the timeline commitments.
- Ensure that we have required Operations skills and training for the hired resource by engaging the process owners and soft skill trainers etc.
- Created a reporting template which was in sync with the KPI/ SLA further automated it to minimize the time consumption in producing the daily reports.
- Conducting weekly meetings with the team to discuss weekly CPE and provide action plan accordingly.
- Managing Queue by Prioritizing high impact tickets based on their priority and make sure an engineer is assigned to it immediately.
- Contributed as Deputy Manager for **Microsoft Azure**.
- Conducting Monthly Reviews to discuss the level of service delivered to Clients(CEO's CTO's and Senior Managers), to address queries or concerns and quickly develop client relationships and trust and ensure client/partner expectations are being set and met.
- Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations.
- Defining service standards and guidelines, governance structure, best practices that serve as benchmark for excellent service delivery.
- Developing & maintaining third party relations including vendor assessment, relationship building, contract management, vendor negotiation and commercial assessment.
- Performing onsite & offsite tasks within a project, and to serve excellent services to clients.
- Managing resources by implementing goal settings to the team; conducting performance reviews to the team members every quarterly.
- Coordinating with team for the flawless execution.
- Managing Customer Accounts and make sure services are delivered on time to maintain Customer Relationship Management.

Achievements:

DNA Award achieved for best performance.

Roles & Responsibilities:

- Handling Incident Management Team, Client calls and Escalations, keep a close watch on the various phases of development and act as 1st POC for all escalations so that to ensure we adhere to the timeline commitments.
- Managing Queue by Prioritizing high impact tickets based on their priority and make sure an engineer is assigned to it immediately.
- Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations.
- Defining service standards and guidelines, governance structure, best practices that serve as benchmark for excellent service delivery.
- Developing & maintaining third party relations including vendor assessment, relationship building, contract management, vendor negotiation and commercial assessment.
- Performing onsite & offsite tasks within a project, and to serve excellent services to clients.
- Managing resources by implementing goal settings to the team; conducting performance reviews to the team members every quarterly.
- Coordinating with team for the flawless execution.

Highlights:

Make sure that the resources are cross skilled on various other technologies in order to give their best services with quality to clients, and controlled high volumes.



Oct'13 – Jun'14
Wells Fargo (on payroll Global Indecomm Services), as IT Consultant

Roles & Responsibilities:

- Handling Incident Management Team, Client calls and Escalations, keep a close watch on the various phases of development
- Interacting with customer and stakeholders on weekly basis to provide update on the ongoing deliveries.
- Managing Queue, collaborating and assigning tickets to the team on high priority; followed-up with clients and collect respective feedback and perform actions accordingly.
- Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations.
- Defining service standards and guidelines, governance structure, best practices that serve as benchmark for excellent service delivery.
- Developing & maintaining third party relations including vendor assessment, relationship building, contract management, vendor negotiation and commercial assessment.



Dec'11 – Jul'13
JP Morgan Chase (on payroll of Magna Infotech Pvt. Ltd.), as IT Service Engineer

Roles & Responsibilities:

- Worked as Hardware Break-fix Engineer for Global Technology Infrastructure offshore by Handling Incident tickets of Database, Wintel, UNIX, Cloud, Client calls and Escalations.
- Excellent team player proactively participate in high priority P1 tickets and make sure quality of service is delivered to clients as per the SLA.
- Training, mentoring & monitoring the performance of new team members and report it to manager.
- Managing and co-coordinating third party relations with vendors (Cisco, Dell, HP, IBM) for excellent quality of service delivery to clients.
- Subject Matter Expert proactively shared new updates and quick fixes to the team.
- Handling escalations on vendors and report it to their respective managers for plan of action accordingly.

Achievements:

Received best performance award of the month.



Nov'09 – Sep'11
SITEL India Private Limited, Hyderabad as Process Developer

Roles & Responsibilities:

- Handling Incident tickets, Client calls and Escalations.
- Troubleshooting Hardware and Software of Dell Laptop, Earthlink network connect issues.
- Excellent team player proactively shared new updates and fixes to the team.

Sep'07 - Oct'09
Vensure Software, Hyderabad as Process Developer

Roles & Responsibilities:

- Handling Incident tickets, Client calls and Escalations.
 - Troubleshooting Hardware and Software of Laptops and Desktops.
 - Excellent team player proactively shared new updates and fixes to the team.
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Personal Details

Languages Known: English, Hindi & Telugu

Address: Hyderabad, TS 500028

Gender: Male