

P.S. SATISH KUMAR

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PROJECT | DELIVERY | TRANSITION | MANAGED SERVICES | CLOUD SOLUTIONS

Professional Synopsis: A result driven Senior Delivery Manager with over 13+ years of strong SAP consulting and 4+ years of banking domain experience in multiple businesses and technical processes with established credibility in spearheading the entire project, delivery, transition for SAP across US, Canada, Australia, EMEA, UK, APAC regions managing 50+ Large & Mid-size customers heading a team of 2 delivery managers and 40+ consultants. Acquired extensive experience in CRM software like salesforce.com, SAP implementation, project management, SAP solution architecture, SAP project lifecycle, gap analysis, design, development to testing and supporting a live system in production. PRINCE2 Agile Practitioner / Foundation Certified, ITIL certified and technically proficient in various SAP modules, including SAP CRM, Sales and distribution including quality management program like SSAE16, Six Sigma and SEI CMMI Level 3 services.

CORE COMPETENCIES

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|---------------------------|---------------------------|------------------------------|
| √ SAP Project Management | √ Global Managed Services | √ ITIL / Process Improvement |
| √ Operations Management | √ Delivery Management | √ Center of Excellence |
| √ SAP Cloud Solutions | √ SAP Presales / Proposal | √ Product Management |
| √ Service Desk Management | √ Transition Management | √ Digital Transformation |

SAP SKILLS

CRM Versions	Hybris Cloud for Customer, CRM 7.0 EHP3, CRM 6.0, CRM 5.0, Salesforce.com
ERP Versions	S4 HANA SAP R/3 4.6c, 4.7, ECC 6.0
SAP CRM Module	Marketing, Sales, Service, CRM Web client UI and CRM Middleware, Interaction Center, Employee Interaction Center, IS-Utilities, Mobile, Web Channel
Tools	HPSD, HPQC, Solution Manager, ServiceNow, Tableau, IP5, Pricing Model, EVD
Industry	Logistics, IT Services, Chemical, Utilities, Manufacturing, Automobile, Retail, Food & Beverages, Telecom, Banking, Consumer Products, Minerals

PROFESSIONAL SNAPSHOT

- I have established credibility in spearheading and taking overall responsibility of Global Managed Services - Indian team inclusive of project, delivery, transition, AMS for SAP supporting customers across EMEA, UK, USA, APAC regions managing 50+ Medium and Small size customers heading a team of 2 delivery managers and 40+ consultants.
- I have experience in establishing / supporting PMO / COE within complex programs.
- I have the ability to support teams in a matrix environment consisting of various roles / skill sets / cultural background through thinking strategically & tactically in regards to partnering with cross work stream from Business, Operate & Infrastructure to facilitate robust project planning, scoping, budgeting, scheduling, resource allocating and time bound quality deliverable.
- I have experience and proven track record in stakeholder management, partnership, team building and program governance across multiple lines of business and functional areas.
- I have shown ability to resolve conflict while keeping relationships intact through excellent people and relationship skills (gains trust) with strong influence and team building skills in a matrix environment
- I have demonstrated capability in ensuring that the deliverables meet the client requirements, processes, quality and the project timeline & budget.
- I am Proficient in translating business strategy into IT capabilities, increasing productivity & ensuring scalability of IT solutions
- I have hands on experience in requirement determinations, GAP analysis, business processes re-engineering, issue resolutions, configuration, custom code specifications, training, go-live assistance and post implementation support
- I have proven expertise in SAP configuration with experience and knowledge of key integration points between SAP modules
- I have been Instrumental in providing seamless support to sales team shape deals, through evaluations, estimations, and participation in the presales cycle for creating competitive positing of Custom Development
- I combine passion for aesthetics with a commitment to contributing to an organization's bottom line and excellent communication and interpersonal skills with rich ability to capture work feeling fresh and different
- I am Capable of leading and managing multiple project teams spread across different geographical locations while ensuring judicious resource allocation and utilization
- I emphasize on carrying out stringent quality measures, including preparation/ maintenance of necessary documents as per norms and conducted audits to ensure compliance with Quality Standards

CAREER REVIEW

June 2016 – Jan 2020: itelligence Group (Part of NTT DATA Business Solutions) as Senior Delivery Manager

Sep 2013 – June 2016: Deloitte Consulting India Pvt Ltd as Senior Consultant – Delivery Lead

March 2010 – Nov 2012: Fujitsu Consulting India Pvt Ltd as Senior IT Consultant – Functional Lead

Jun 2005 – Jan 2010: ERP Solution Asia Pvt Ltd, VST Industries Ltd, Silverlink Technologies Pvt Ltd as Practise Lead, SAP Consultant

May 2001 – Jun 2005: ICICI Bank Ltd as Senior Phone Banking Officer

PROMINENT PROJECTS

Managed Services: Implementation of SAP S/4 HANA for Major clients like Sibelco, Madison, TMP, Exertis, Nilfisk, NTT Securities, NTT Com, ECTP across EMEA, APAC from Jun'16 to Jan 2020.

Role: As Senior Delivery Manager; Environment: S4 HANA ECC 6.0, Integration, Analytics, Basis & Security

- Responsible to advise Head of Consulting Services in Proposal writing and Estimates Preparation, Risk Assessment and Mitigation, Value Prototyping & Value engineering functions in structuring Deals.
- Responsible for end-to-end project management for the assigned SAP IT projects - includes project planning, delivery internal customer interaction, trouble shooting, managing project and people management.
- Provided leadership to ensure that integrated solutions will be coordinated and standardized across organization -wide.
- Experience in leading and deploying IT Projects.
- Built customer relationships with the clear expectation to deliver follow-on business or identify opportunities within an account. Deals with difficult issues at the customer and finds win-win solutions for both Customer and SAP.
- Proactively identified changes in work scope and ensure appropriate planning measures are taken with internal and external stakeholders to reassess and amend the scope of work requirements, budget and timeline.
- Managed the financial aspects of the project: budgeting and estimate to actual variance.
- Responsible to communicate and/or escalate project issues early to account management and delivery management.
- Oversees all SAP project related activities and is accountable for the success, execution and final delivery of the program and work products.
- Delivering the projects primary result on schedule and within budget.
- Interfacing with internal customers, stakeholders, and development/test/maintain.
- Continually reporting on project progress and potential risks to stakeholder.
- Develop and maintained project management documents using Activate methodology.
- Has strong executive presence and ability to interact with Customer Top Management

Project: Implementation for US, Canada, Australian customers Sept'13 to Jun'16

Role: As Delivery Lead; Environment: ECC 6.0, CRM 7.0 EHP3

- Ensure Highest customer satisfaction
- Responsible for overall Project Management for the SAP implementation
- Prepare project charter and baseline plan, detailed project plan and rolling plans and project budgets
- Setting up review mechanism like meetings, action plans, escalations etc
- Defined standard templates for managing the project
- Track the variances in terms of phase wise and overall project timelines and cost with quality of deliverables desired
- Take up corrective actions to put the project on schedule in case of variances
- Higher level presentations to clients and management
- Cooperation and integration with the different subproject teams.
- Management and status reporting to the overall program management.
- Human resource management for the project by building an united and motivated team
- Identify change management objective, devise methodology and effectively apply to get the desired outputs
- Service Delivery and Project Management, Quality Assurance, Automation Programs, People Management, Transition and Digital Enablement, Sales Support and Operations Management to both Deloitte and customer complying with policies and procedures and in accordance with the agreed Project Delivery Manual
- Overall responsible for setting up successful service and project delivery engagement model in close cross-function collaboration for clients based on the scope of work.

Multiple Implementation, Rollout, Upgrade, AMS projects across India, UK, EMEA, UAE during June'05 to Aug'13

Role: SAP Functional Lead; Environment: ECC 6.0, CRM 7.0

- Instrumental in spearheading multiple Implementation, Rollout, Upgrade, AMS projects to evolve the business processes supported by SAP system. Identified the risks and worked out mitigation plan.
- Successfully managed the knowledge transition activities for the offshore team from on-site and near shore teams and led the offshore team in providing application support during stabilization and steady phases of the project
- Responsible to conduct business reviews with the Project Lead PMO to health check each account from resource utilization, SLA adherence, financials, process improvement opportunities perspective
- Collaborate to review the knowledge transition plan, resource onboarding plan with PMO Lead and the Engagement Manager for an assigned scope of work to set up a delivery engagement for a client.

CERTIFICATIONS

- PRINCE2 Agile Practitioner & Foundation Certified
- ITIL Foundation Certified in IT Service Management

EDUCATION

MBA – Marketing, Osmania University, Hyderabad, 2001

B Sc – Instrumentation, Osmania University, Hyderabad, 1998

PERSONAL DETAILS

Date of Birth: 06th August, 1978

Nationality: Indian | **Linguistic Abilities:** English, Hindi, Malayalam and Telugu

International Visas: US B1/B2 (Valid till 2024)

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REFERENCES AVAILABLE UPON REQUEST