### **G** Praveen Kumar



A versatile, accomplished & goal-oriented professional with nearly 16 years of experience in Project Management, People Management, Operations Management, Service Delivery Management, Quality Management, Client Retention, Revenue Augmentation, Vendor/ Contract Management, Stakeholder Engagement and Training & Development with proven track record of delivering consistent business results through adept leadership and application of sound

management practice

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Core Competencies	
Strategic	Operations
Planning &	Governance &
Leadership	Compliance
Project	Service Delivery
Execution	Management
Escalation Management	OPEX/ Profitability Management
Transition &	Risk Mitigation
Transformation	& Management
Operational	Team Building
Excellence	& Leadership

# Soft Skills



### 📥 Career Timeline

- Profile Summary
- Currently leading a team of 18 members & driving them towards process efficiency; managed the complete project portfolio worth \$39,75,919
- Extensive project management & governance experience; proficient in grasping the big picture, conceptualizing, developing, implementing solutions, partnering closely with business leaders & stakeholders to achieve higher levels of efficiency & effectiveness
- Expertise in setting out delivery standards for various operational areas, implementing quality systems & procedures to facilitate a high-quality experience, while adhering to the SLA and business services
- Directed strategic delivery projects and initiatives comprising re-engineering of business service processes & operations; evolved delivery process and influenced operational issues across the organization
- Gained international exposure to Canada, London & Philippines
- Led employee training and development division by monitoring competency grids and identifying training needs for skill / competency up-gradation
- Delivered a high-quality customer experience, elevated customer satisfaction, while adhering to the SLAs & work processes
- Delivery Anchor with career success in delivering solutions that remedy core business issues and position the organization to reach the next level of profitability through technology introduction
- **Proven capabilities in engaging with clients & top management for evolving strategic vision,** driving change, building product/ services roadmap, infusing new ideas, implementing emerging technologies for the long run, and taking enterprise system performance & productivity to next level
- Track record of establishing cordial relationships with stakeholders, technical teams & vendors for successfully executing concurrent projects
- Key People Leader, who has successfully led and motivated team towards growth and success in the organization; created a clear & compelling view of future through coaching and execution; extensively coordinated with multi-cultural & global teams for smooth functions



### Organization Experience

Since Jan'07 with IBM India Pvt. Ltd., Hyderabad as Project Manager

#### Growth Path:

2007-08 as Technical Support Executive (Infrastructure Support)



2010-12 as People Manager/Operation Manager

Since 2012 as Project Manager

#### Key Result Areas:

- Spearheading the end-to-end Project Management, Service Delivery Management, Escalation Management, Operations Management, Stakeholder Engagement, Risk Management, Financial Management, Performance Management, Waterfall & Agile Methodology, Vendor Management, Liaison & Coordination, Client Relationship Management, MIS Generation, Continuous Process Improvement, Employee Engagement & Retention, Training & Development and People Management
- Devising strategies to enhance the performance of team members; addressing to the grievances of team members, providing them relevant resolution.
- Developing project baselines, monitoring & controlling projects with respect to cost, resource deployment, time overruns and quality compliance to ensure satisfactory execution of projects
- Participating in project meetings for evaluating project progress and providing technical inputs
- Creating service delivery reports; ensuring that the Service Delivery Team is operating at maximum efficiency
- Conducting Risk & Issues calls including internal & external meetings & updating the involved risks, issues and project updates
- Defining service standards and guidelines, governance structure that served as benchmark for excellent service delivery for multiple global clients by leading teams of Delivery Managers
- Developing mechanism for transition for global clients using robust share service model; establishing framework of transformation, transition and delivery model
- Front-leading service operations including KPIs, SLA Management, Volumes Management, Headcount & Forecasting
- Driving monthly service reviews & evolution forums with client & leadership, integration with project counterparts including proactive problem management, daily stand up calls, incident management
- Leading daily service delivery, continuous development & improvement of services in accordance with targets / objectives
- Designing and streamlining processes to ensure smooth functioning of the business operations
- Analyzing the user needs and requirements for determining feasibility of project within time and cost constraints
- Interacting with team members for ensuring smooth progress of project work; ensuring adherence to quality norms throughout the implementation process
- Performing hiring, staffing to maintain a diverse and effective workforce and ensuring effective performance management plan for the team members

#### Sep'05-Jan'07 with Brigade, Hyderabad as Technical Support Executive

#### Key Result Areas:

- Successfully resolved numerous escalated issues
- Offered end-to-end Technical assistance to the customers & team members
- Conducted analysis of the dissatisfied customer reviews
- Resolved numerous issues & executed large volumes seamlessly

# Previous Experience

Jan'04-Mar'05 with Progeon (An Infosys Company), Bengaluru as Process Executive

# Trainings Attended

- Learner Cantered Training Workshop
- 7 Habits of Effective Learning.
- Foundation Project Manager Accreditation
- Experienced Project Manager Accreditation

# Certification

- PMP ®, ITIL V3 and CSM
- PM10G & PM11G Certification

### IT Skills

- Diploma in Advance Software Technology CMC (E-DAST)
- MS Windows & Office
- Internet Applications

### Personal Details

Date of Birth	: 26 <sup>th</sup> January 1978
Languages Known	: English & Hindi and Telugu
Address	: Quthbullapur, Hyderabad

### Refer annexure for project details

### **Academic Details**

- MBA in Marketing and Finance from Sikkim Manipal University in 2011
- B.Com. from Dr. BR Ambedkar Open University in 2003

### Annexure

- SPARC LCM Workload Decommission (Cloud Migration)
- Decommissioning E25k Frames Phase 4
- SLiKSFTM Development Deployment & Support (Migration)
- P26 IR14510 iTAM SNOW interface Network
- AM-Shared Prod Database Tables Copy
- Lifecycle AROS Project Upgrade
- Solaris Upgrade Project
- KB Hotfix and Power Path Upgrade
- Mainframe DR and Resilience Analysis
- DB Decommission, NIO Patching & EBR Enablement
- Cramer Production RAC Creation
- Solaris Server Patching