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| **SENTHIL** | | | **PgMP®, PMP®, ACP®, CITPM®, ITIL®** |  |
| Email: [senthil.388094@2freemail.com](mailto:senthil.388094@2freemail.com) | |  |  |  |
| **PROFESSIONAL SUMMARY** | | |  |  |
| **Overall Experience** |  | **17 Yrs** |  |  |
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| **Management Experience** |  | **12 Yrs** |  |  |
| **Education** |  | **Master of Engineering, PgMP, PMP, PMI-ACP, CITPM, ITIL** | |  |
| **Technology Domains** |  | **IT Infrastructure/Operations, Mobile Apps and Java/Web Apps** | |  |
| **Functional Domains** |  | **Aviation/Airlines, Banking, Retail** | |  |
| **Specialties** |  | **Project/Program Management, Delivery Center Setup and** | |  |
|  |  | **Management, Delivery Management and Excellence, Pre-Sales and** | |  |
|  |  | **Business Development** |  |  |

**PROFESSIONAL CERTIFICATIONS**

**IBM Accredited Advisory PM**

**Program Management Professional (PgMP) – PMI Certified Project Management Professional (PMP) – PMI Certified Agile Certified Practitioner (PMI-ACP) – PMI Certified**

**Certified IT Project Manager (CITPM) – SCS Certified IT Infrastructure Library (ITIL) – ISEB Certified**

**AWARDS, SCHOLARSHIPS & PROFESSIONAL MEMBERSHIPS**

**Received Manager’s Choice Award in 2018 / 2017 / 2016**

**Received IBM Blue Miles and Silver Miles awards for consistent delivery performance Awarded NUS Research Scholarship for pursuing Master’s program**

**Member of Project Management Institute**

**ACADEMIC QUALIFICATIONS**

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| --- | --- | --- | --- |
|  | **Master’s degree in Engineering** |  | **Jan 1996 - Jan 1998** |
|  | **National University of Singapore (NUS)** |  | **Research Scholar** |
| **Bachelor’s degree in Engineering** | |  | **Aug 1991 - May 1995** |
|  | **CEG, Anna University, Chennai, India** |  | **Graduated with First Class** |
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| **CORE MANAGEMENT COMPETENCIES** | | |  |
|  | **Project/Program Management** |  | **Customer Relations** |
|  | **Agile Implementation** |  | **Vendor Selection / Negotiation** |
|  | **Service Delivery Management** |  | **Process Improvements / Quality Control** |
|  | **Off-shore Vendor Management** |  | **Resource Hiring/Training/Appraisal** |
|  | **Budget Planning/Control** |  | **Risk Analysis / Mitigation** |
|  | **Strategic Planning** |  | **New Business Development / Pre-Sales** |

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**SENTHIL** **PgMP®, PMP®, ACP®, CITPM®, ITIL®**

**PROFESSIONAL EXPERIENCE**

**Senior Project Manager Jun 2012 – Till Date IBM (India) Pvt Ltd, India (IT Infrastructure)**

**Technologies/Services : SAN Storage, Network Switches, Server Build/Decom, SAP Basis, Oracle**

**Client Account(s) : Henkel (Germany), Greater Toronto Airports Authority (Canada)**

**Received IBM Blue Miles and Silver Miles awards for consistent delivery performance**

**As Agile focal, implemented Agile practices like Daily standups, Sprint planning, Retrospectives. Implemented Kanban board using MURAL virtual collaboration tool resulting in visual presentation of Portfolio level activities, improved team collaboration and knowledge sharing**

**Managing, high visibility, large/complex infrastructure projects like SAN Refresh, Switch Upgrade, Server Refresh and SAP Oracle upgrade**

**Represented IBM, along with PE and Senior DPE, in the GTAA Steering Committee meetings held with GTAA’s CIO on the high visibility, large/complex Infrastructure Projects**

**Successfully completed SAN Refresh to migrate over 200 servers and 200 TB data, across 3 Data Centers, from HP EVA SAN to IBM XIV SAN. This SAN Refresh project helped position IBM to avoid a $10,000 monthly support cost in 2014 and GTAA to avoid over $200,000 in maintenance costs.**

**Successfully completed major upgrade of 86 network switches, across entire GTAA environment. At over 34 million passengers a year, Toronto Pearson International Airport, is Canada’s busiest Airport and this upgrade touched every IBM Managed system and various systems managed by other vendors and Terminal tenants.**

**Successfully completed Horizon Operational Concept project to define Governance model and to track key Operational metrics / reports for Henkel’s SAP Horizon landscape running business critical applications**

**Handling large/complex project for Henkel to upgrade around 90 business critical SAP systems to Oracle 12c and to perform Advance Compression Option (ACO).**

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| **Delivery Manager** | |  |
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| **Tagit (India) Pvt Ltd, Chennai, India** | | **Dec 2010 – Oct 2011** |
| **Tagit (S) Pte Ltd, Singapore** | | **Aug 2010 – Nov 2010** |

**Technologies/Services : iPhone, iPad, Android, Blackberry, J2ME, WAP**

**Domains : Mobile Banking, Mobile Airline Ticketing, Mobile Movie Ticketing, Enterprise Mobility**

**Head of Service Delivery organization of Tagit’s Chennai Offshore Delivery Center Reporting to CEO and CTO**

**Successfully delivered several Mobile Banking projects for leading banks across the globe including Standard Chartered Bank, Citibank, Royal Bank of Canada, Commercial Bank of Dubai (CBD)**

**Managed a portfolio of projects worth over One Million USD across different domains including Mobile banking, Mobile airline ticketing, Mobile movie ticketing and Enterprise mobility**

**Managed a 50-member team with 5 Project Managers (direct reports) serving over 12 customers across India, South east Asia, Middle east & North America**

**Performed fiscal management & reporting including tracking & reporting of Actual Vs Planned, Accruals reporting, reporting CAPEX spend, etc.**

**Performed resource management activities including hiring, training, appraisal, tracking and reporting resource utilization**

**Performed Pre-sales activities to up-sell and cross-sell Tagit solutions to its existing customers, in addition to assisting Pre-sales teams on new opportunities**

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| **Service Delivery Manager** | |  | **Jun 2008 – Jan 2010** | |  |
| **Diageo (S) Pte Ltd, Singapore (IT Infrastructure / SAP)** | | |  |  |  |
| **Project Manager** | |  | **Jun 2006 – May 2008** | |  |
|  |  | |  |  |  |
| **Nokia (S) Pte Ltd, Singapore (Web Applications)** | | |  |  |  |
| **Project Manager** | |  | **Feb 2005 – May 2006** | |  |
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| **Zen Consulting Pte. Ltd., Singapore (Web Applciations)** | | |  |  |  |
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| **SENTHIL** | | | | | **PgMP®, PMP®, ACP®, CITPM®, ITIL®** |
| **Project Manager** | | | | | **Feb 2001 – Jan 2005** |
|  |  |  |  |  | |
| **Asprecise (S) Pte. Ltd., Singapore (Web Applications)** | | | | | |
| **Mechanical Design Engineer** | | | |  | **Feb 1998 - Jan 2001** |
| **Emerson (S) Pte. Ltd, Singapore** | | | | |  |
| **Research Scholar** | | | | | **Jan 1996 - Jan 1998** |
|  | |  |  | | |
| **National University of Singapore, Singapore** | | | | | |
| **Graduate Engineer Trainee** | | |  | | **July 1995 - Dec 1995** |

**ROLES PERFORMED**

**Project/Program Management**

**Enforce strategy and direction to enhance project execution/consulting efficiency**

**Formulate business and/or IT blueprint with specific process improvements and IT solution recommendations**

**Manage financials to achieve revenue and profitability targets**

**Maintain 90% or better realization rates for all resources on billable projects**

**Maintain aggregate 80% or greater score for customer satisfaction on projects delivered by the Program Comply with financial schedules, procedures and directives (e.g. monthly/quarterly revenue processing,**

**invoicing, customer satisfaction surveys, and forecasting)**

**Implement quality assurance and risk management plans and comply with delivery, quality control, and quality assurance methodologies**

**Address Escalations, Track/Resolve issues with a sense of urgency**

**Oversee and personally deliver strategic engagements for customers to meet or exceed customer expectations**

**Perform post project reviews for purpose of continuously improving service offering Develop client relationships leading to add-on opportunities**

**IT Services Management**

**Own operations management including P&L management Budget planning, tracking, control and reporting**

**Ensure effective deployment of resources to maximize productivity and predictability**

**Ensure adherence to the ITIL standards for IT Service Management, in terms of, Service Support and Service Delivery processes and tools as defined by the client organization.**

**Ensure effective management of operational escalations, in a 24 X 7 support environment; root cause identification, definition and timely solution implementation**

**Ensure SLA compliance and perform SLA tracking and reporting**

**Mentor, manage and lead the teams as part of Service Improvement Projects (SIP)**

**Drive continuous improvement in operations leading to cost efficiency and/or improved customer experience**

**Pre-Sales / Vendor Management**

**Address RFPs and RFIs from existing clients and new prospects**

**Proven experience in Cross-selling, Up-selling solutions to existing customers Drive solutioning, estimation and POCs to secure new business opportunities Vendor selection and Contracts Negotiation & Management**

**Proven experience in managing Off-shore vendors based in India, China & Philippines**