

**Srikanth**

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**WORK EXPERIENCE:**

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| --- | --- | --- |
| **Company** | **Title** | **Duration** |
| - | Manager - Operations  (Country head for a BU) | July ‘13 - till date |
| - | Project Manager | Apr ‘10 – Jun ‘13 |
| STAM Interactive Solutions Pvt. Ltd. | Project Manager | Apr ‘09 – Mar ‘10 |
| Adayana Learning Solutions Pvt. Ltd. | Senior executive – Vendor Management | Feb ‘04 – Mar ‘09 |

**CORE SKILLS:**

* Market segmentation and product pricing
* Procurement
* Strategic business planning and business analysis
* Risk assessment and contingency planning
* Projection planning
* Product management & delivery
* Product strategy and roadmap
* Project planning, scoping, execution, tracking
* Client-vendor management
* Budget allocation and resource planning
* Outsourcing – network, identify, budget, negotiation
* Process and protocols set up

**SUMMARY**

Skilled professional with 14 years of experience in business operations, clients, and vendors across food processing and learning & development sectors; experienced in floating a new business unit, and exposure to all aspects of a business; and managing eLearning and content development projects

**CERTIFICATION**

Certified Scrum Master (CSM)

*Scrum Alliance*

**TRAINING**

* Alignor Process for Negotiations
* Project Management from IIT Delhi
* Training program for PMP conducted by SABCONS
* Kaizen (Lean Principles)

**EDUCATION**

Masters in Computer Application

*Osmania University, Hyderabad*

B Sc. Electronics

*Osmania University, Hyderabad*

**TECHNICAL SKILLS**

Microsoft Office Suite

Google Forms

**LANGUAGES**

English, Hindi, Telugu

**KEY STRENGTHS AND ACHIEVEMENTS**

* Ability to manage multiple projects simultaneously and under pressure
* Ability to work in a multi-vendor environment
* Key contributor to organization-wide implementation of ISO and ensuring compliance
* Process and quality focus
* Internal and external customer interface
* Strong insight of content design and development services - writing, media production, publish**i**ng, sales collateral, and quality assurance
* Excellent organizational, project management, time management, and critical thinking skills, able to switch gears at any given time
* Good conflict management and prioritization skills
* Maintain good relations with the clients through effective communication, timely coordination and escalations as required
* Exceptional PC skills, Word, Excel, Powerpoint and Outlook with the ability to learn new systems quickly
* Market segmentation and product pricing
* Procurement
* Strategic business planning and business analysis
* Risk assessment and contingency planning

Projection planning

**BUSINESS OPERATIONS EXPERIENCE SUMMARY**

* Promoting and marketing the business
* Dealing with customer queries and complaints
* Handling purchases and procurement
* Overseeing pricing and stock control
* Ensuring compliance with health and safety legislation
* Imports and exports of commodities
* Maximizing profitability and meeting sales targets
* Handling written communication to authorities, clients, and other stakeholders
* Preparing promotional materials and displays
* Recruiting, training, supervising, and appraising staff
* Working with UI/UX designers for marketing collaterals
* Planning Purchase - budget and qualities vs quantities
* Identifying and documenting target audience and their profile
* Setting up customer support and make it functional
* Setting sales targets and following up to ensure they are achieved
* Identifying and finalize sales CRM, Accounting package
* Implementing employee welfare schemes
* Maintaining the required documents for running of association as a legal body

**PROJECT MANAGEMENT EXPERIENCE SUMMARY**

* Develop project plans as per overall business plans
* Develop and manage work breakdown structure (WBS)
* Develop and update effort estimates and project plans
* Monitor project activities closely and update the project plan regularly
* Identify risks involved; design and implement mitigation plans
* Manage change in scope
* Ensure all documentation in place while working with external partners
* Develop, manage, and adhere to annual budgets for all projects
* Optimize processes to ensure reduction in costs and time
* Record and track project costs (internal and external)
* Develop implementation plans that include cost-benefit or return on investment analyses
* Design review processes with proper guidelines and checklists at each step of the project lifecycle
* Continuously monitor implementation of processes
* Design and conduct strategic learning assessments to evaluate product performance and learning outcomes
* Assign duties, responsibilities, to project personnel
* Utilize resources efficiently
* Ensure all team members maintain & report weekly/monthly MIS
* Interview, train, mentor, coach, counsel, advice, support, and motivate team members
* Manage vendor work quality, scope, schedules
* Build a pool of partners/vendors
* Payment processing for partners
* Design evaluation process to on board partners
* Ensure required legal and financial documentation is in place
* Ensure security of proprietary content
* Troubleshoot on-field issues in real time to ensure maximum customer satisfaction
* Anticipate future needs based on field support to optimize processes, planning
* Participate in field testing products during formative evaluation stage
* Support internal and external teams with logistics management for delivery

**VENDOR MANAGEMENT EXPERIENCE SUMMARY**

* Identified primary and secondary vendors for outsourced functions or for specific project requirements
* Conducted evaluation, negotiated commercials and devised mutually beneficial models
* Prepared and executed contracts, SLAs and NDAs
* Participated in defining scope of outsourced activities, effort, timelines and deliverables and ensured project specifications, checklists and protocols are properly documented
* Generated work orders after negotiating timelines, pricing, payment milestones and terms
* Identified outsourcing risks and prepared a mitigation plan to address them
* Defined communication and transaction processes to ensure the protection of intellectual property
* Acted as an escalation point for resolving conflicts by safeguarding the interests of both teams
* Conducted periodic re-evaluations and ensured equal workload across vendors and facilitated prioritization across multiple assignment
* Supported vendors in upgrading skill sets through training interventions
* Proposed outsourcing of production activity while retaining the core competence of design in-house
* Decreased outsourcing cost of production services over increasing throughput