**Name : ARUNKUMAR
Organization: InnovateIQ
Email : arunst76@gmail.com**

**Phone : 9972348776**

**Location : Bengaluru**

**Experience Summary**
7+ years of experience in the field of IT service Delivery, to manage and lead Enterprise level IT Services delivery Management with constant focus on Business need alignment, a high level of drive and dedication and a focus on delivering business outcomes through the use of methodologies
**Client** – **KPMG & GS**

Scope of the Project – Fleet Management, Employee Transportation of KPMG & GS employees by using mobile app (RouteMatic) & web application for the both client’s, admin & transportation team.

Team Size – 1 Assistant Manager and 4 onsite Engineers.
 Geography – Bengaluru.

 **Client** – **The** **Himalaya** **Drug** **Company**
 Scope of the Project – Implementation LEAP application for Himalaya distributors and distributor

 Salesman

 Team Size – 1 Project Manager, 1 Central Project Coordinator and 14 Field Engineers
 Geography – PAN India.

**Responsible for the following**

* Agreeing project deadlines with customer.
* Responsible for complete Fleet Management planning & Employee Transportation for Employee’s.
* Preparing MIS reports.
* Prepare Proposal for existing & new customers.
* Develop and fine-tune client accounting processes.
* Single point of contact for all communications between the customers and internal Management Team.
* Visit on-site at customer offices to work with developers, and mid- to high-level decision-makers to discuss their support and service needs, understand their business, prospect and generally garner goodwill.
* Update trackers, Create/Update tickets, update required applications & tools and keep PM informed of new issues.
* Managing staff to ensure that all milestones are achieved within the agreed timelines
* Ensuring effective quality control processes are in place to monitor deliverables produced

 Maintaining client relationships.

* A passion for understanding business problems and guiding to solutions.
* Responsible for identifying, analysing, measuring and managing project risks
* Producing project definitions to include validated functional requirements, scope, roles, responsibilities, budgets, timescales and resources.
* Providing the remote support to the onsite engineers using Team Viewer, N-Task Remote tools if the users are facing the issues.
* Coordinating with development teams for pending issues and requirements
* Updating the Day wise, week wise and month wise project progress to the project manager
* Responsible for maintaining the project repository which includes project documents, software applications, project team details etc.
* Ensuring the project quality via random checks.
* Manual testing (Functional Testing) whenever new releases in the software.
* Attendance tracking of team members
* MIS reporting, Budgeting, cost controlling.

**Professional Summary**

* Ensure smooth day-to-day running of the project and prepare status reports
* Ensure timely delivery of the project and highlight any concerns
* Maintain regular contact with customer
* Ensure quality and high standards are maintained at all times
* Ensure clear communications within the team throughout the project
* Induct and coach new members of the team as necessary
* Resource Planning, Resource Selection, Trainings, Governance, Mentoring and Control
* Relationship Management, New requirement and Issue handling
* Provide the Organization strategic leadership in providing cutting edge IT solutions enable the users with better, simpler, automated tools to perform better.

**Client – Britannia**
 Role –Help Desk Analyst for Distributor Application Services
 Scope of the Project – Preparation of SOP documents for Customer internal users and

 CMC team

 Geography – Pan India

 Responsible for preparing the various standard operating procedure documents for

 Customer users and CMC project teams.

* L1 Support Helpdesk team SOPs,
* SOPs for Project Progress Report.

**Client – Election Commission of India**

Role –Help Desk Analyst for Election Commission of India
 Scope of the Project – Preparation of SOP documents for Customer internal users and

 CMC team

 Geography – Karnataka India

 Responsible for calls attending from the user & raise the complaint in tool and give the solution to end users.

 Customer users and CMC project teams.

* L1 Support Helpdesk team SOPs,
* SOPs for Project Progress Report.

**AREAS OF EXPERTISE**

* IT Service Management
* Planning & organising
* Progress reports
* Mentoring
* Change Management

**ACHIEVEMENTS IN VISSKAN/HIMALAYA**

**APPRICIATION AWARDS IN 2019**

**Client** – **Hindustan** **Unilever** **Limited**
 Scope of the Project – Implementation of RS Unify & DMS application for HUL distributors & distributor sales man.

 Geography – West and South Region in India

 Team Size – 12 Field Engineers

 Contributed to Project Organization as a field engineer of the Project team

* Application and software training, technical support and report maintain.
* Single point of contact for Project Coordinator and Project Manager.
* Technical interaction with the customer.
* Develop training session plan.
* Conduct the class room training to sales team.
* Find out the bugs in the application and providing the suggestions to end users
* Suggested customer to add many more features into the existing DMS application
* Travelled across Maharashtra, Karnataka & Andhra Pradesh whenever there is a requirement from the customers’ business team and technical teams.
* Updating the week wise and month wise project progress to the project Coordinator.

**Career Profile (Summary of Assignments/Projects in CMC/TCS, Visskan Global Services Pvt Ltd & InnovateIQ)**

**CLIENTSWORKEDWITH**

|  |  |  |  |
| --- | --- | --- | --- |
| Date From | Date To | Customer | Role |
| 01/04/2012 | 30/06/2012 | Hindustan Unilever Limited | Onsite Support Engineer/Field Engineer |
| 01/01/2013 | 09/05/2013 | Britannia |  Help Desk Analyst for Distributor Application Services |
| 12/09/2013 | 11/03/2016 | Election Commission Of India  | Help Desk Analyst for Election Commission Of India |
| 01/04/2016 | 12/09/2019 | The Himalaya Drug Company | Central Project Coordinator for Application Rollout Services |
| 13/09/2019 | Present | KPMG & GS | Assistant Manager |

**ACADEMIC QUALIFICATION**

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| --- | --- | --- | --- | --- |
| Degree | Month of Passing | Year of Passing | Institute/ University | Major / Specialization |
| Diploma | April | 2011 | NES Polytechnic Gulbarga, Department of Technical Board Karnataka | Electronics & Communication |

**Personal Details**

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| --- | --- |
| Date of Birth | 12/07/1989 |
| Nationality | Indian |
| Sex | Male |
| Marital Status | Married |
| Mobile No. | 9972348776 |
| Date of Joining | 01/04/2012 |
| CMC Location | Bangalore |
| Languages | English, Hindi, Kannada, Telugu, Marathi. |