KIRAN KEERTHY

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Program Manager Hospitallegence Application Systems

> Serves as a catalyst for change with a commitment to improving operational efficiencies
> Works with cross functional delivery and technical teams to meet strategic Program goals

CAREER SYNOPSIS

➢ Result driven Professional with a unique ability of designing and implementing business objectives that meet & consistently exceed service delivery needs

➢ 12+ years of rich experience in cross-functional arenas including Project Management, IT Service Management, Operations Management & People Management with US , UK , EMEA & APAC clients

➢ Leverages Financial planning and budgetary management experience to ensure service levels on all fronts are met, maintained & exceeded

➢ Works effectively with people from diverse professional and cultural backgrounds and communicates goals in clear easy-to-understand terms while promoting team values.

➢ Detail-oriented and organized individual who exemplifies professionalism, and an ability to manage multiple projects and tasks at any given moment

➢ My Recent Assignment as Data Analyst Manager taking care of Auditing Operations for US Hotel Industry .

AREAS OF PROFICIENCY

1) Cross Functional Leadership	4) Interpersonal Communication	7) Contract Negotiation
2) Project Management	5) Business Development	8) Team Development
3) Program Strategy Planning	6) Program Management & Planning	9) Service Delivery

KEY ACCOLADES

➢ CAI - India Team Award for Best Customer Support at CAI – India for the "**Blue-Green Corporation -USA" Project in the year Dec-2015.**

➢ Supply Chain Team Award for the "TE Connectivity- India" Project in the year Dec-2014.

➢ Six Sigma Green Belt Certified @ **GE Appliance & Lighting** (DMAIC / LEAN Methodology For Business Process)

➢ Consistently maintained Customer Satisfaction by delivering high quality IT services.

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➢ Analysed and implemented breakthrough process methodologies and document systems which were replicated and utilized for other projects
➢ Managing a team of around 15 resources (remote and onsite) for Multiple Accounts and domain

PROFESSIONAL EXPERIENCE

TimeLine : - From April 2018 till June 2018 .

Organization : **TEKMINDERS IT SERVICE INTERNATIONAL PVT. LTD.**
Project : **Hospitallegence Application Systems**
Role : **Program Manager,**
➢ Manage various aspects of the Project such as initiating, planning, execution, tracking / monitoring, controlling and closing the project as scheduled and in implementing operational processes for increasing efficiency and cost reduction.

➢ Interact with the Clients to facilitate smooth off-shore / onsite communication to understand and analyse the business requirement and also to identify appropriate solutions for the Client which includes technical & functional gap.

➢ Handling and managing cross-functional onsite/offshore teams implementing customer & enterprise technologies and system solutions. Manage team with distributed resources to ensure timely delivery of the projects / programs and resolve team conflicts if any
➢ Improving the customer relations by way of effective communication, managing expectation and meeting commitments.
➢ Ability to communicate effectively with teams and clients .
➢ Understand project requirements, coordinate with resources and direct the projects in the right direction in a timely manner.
➢ Ability to manage change and effectively pass on the information down the line to concerned teams for smoother execution.
➢ Delegate and allocate responsibilities efficiently to manage projects end to end

   TimeLine: - Jan 2015 till April 2018 .

Organization : CAI Info India Pvt. Ltd.
Project : Master Production System
Role : Program Lead

Responsibility

➢ Accountable for managing service delivery for **Data Center Operations- Management**
➢ Managing SLA (Service Level Agreement) & 100% Infra uptime, Ensure information systems and review structure for SLAs and client satisfaction are in place and effectively used

➢ Developing and managing the application based on Business requirement in committed timeline.

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- ➤ Responsible for improving Gross Margin & identifying opportunity for revenue in account level
- ➤ Championing in team-work, reuse, knowledge sharing and promote increased use of Shared Services capability
- ➤ Holding calenderized review meetings to monitor progress of projects as per schedule, and ensuring timely completion of project
- ➤ IT business operation and Strategic Sourcing to ensure development and negotiation for appropriate resource needs are on-board
- ➤ Managing and Coordinating between different domain - onsite and remote support teams.
- ➤ Managing inter-team relationships with other business teams.
- ➤ 24*7 - Supporting Data Centre and End user Support
- ➤ Handling End User Support Services which includes Technical Service Desk and & Data Center Operation.
- ➤ Ensured that infrastructure, training, tools, KAP download, internal knowledge transfer, process trainings, technical trainings have all been conducted and in place for all the team members.
- ➤ Process KPIs to measures Project health & improvement Month on Month.
- ➤ Ensuring project deliverables namely MIS reviews, reporting, dashboards are delivered as per SOW
- ➤ Participating in internal & client / process ITIL audits .
- ➤ Ensuring multiple domains and technologies work together as a single team keeping Change Control (CC) as objective and ensuring issues are resolved as per SLA.
- ➤ Lead a team of 15 engineers (inclusive of Application Development / Production Support)
- ➤ Ensuring 10% call reduction by arranging call reduction program & Automation quarterly basis

TECHNOLOGY:
- ➤ Ensures that the operational service levels address the customer's requirements identified in the contract while ensuring the SLA's and OLA's are met from an organization standpoint.

PEOPLE:
- ➤ Directs and motivates the team, and establishes an effective climate for achieving positive working relations with all stakeholders (e.g., customer, subcontractors, and management).

CUSTOMER:
- ➤ Acts as a Key point of contact for the customer throughout the engagement and is responsible for communication outside the project.
- ➤ Understands customer goals and requirements and manages customer expectations and dependencies.

BUSINESS:
- ➤ Understands both the company's and the customer's business context and how the project impacts both.
- ➤ Maintains an awareness of changing business needs and external influences, and recognizes their potential impact on common goals of the company and client.

Timeline :   From: Jan 2013 till Dec- 2014..

Technologies :   SAP –MM, JDA- S&OP Tool, Kinaxis Rapid Response Tool (v11.2) , Oracle.

           Role :   Technical Lead .

       Client :   Tyco Electronics Pvt. Ltd.

➢ Conduct Regular meetings on the Project enhancement that is been scheduled .with Team Members / Vendor party / Stakeholders .

➢ Emphasizes teamwork & Accountability of the Team Members on there iterative progress toward a well-defined Project goal.

➢ Follow Up on the Time-Sheets on Day to Day Bases.

➢ Track the Project Status Daily - Where we suppose be there today -- Check the Mile Stones . Where you are - Is it in Progress .

➢ Change Control Board activity with Development / Testing / Production team Leaders .

➢ Ask Questions to your team to get ideas for the Simplifications of the Process .

➢ Checking your Team members - they are not Stuck on the Development activity Or With other Team . - Check on the Approach taken by them to reach the Goal.

➢ Hired and trained four new team members based on predicted project needs.

➢ Identifying the bugs to suggest suitable application and process enhancements.

➢ Managing and monitoring scheduled jobs.

➢ Escalate/ follow up/work with US Team for the solution of recurring issues.

Project Details :   Sales & Operations (S&OP) Systems : It helps to planner in forecasting the assemblies and sub-assembly parts and will have the weekly projection of the forecasting data . Reconciliation process of Planned Order happens between JDA System and SAP Systems

Role : Providing System level support in Integration box and Production server box maintenance and interaction chain between different Systems in the application. Managing and monitoring scheduled jobs. Also performing technical lead/group lead role to mentor the team.

Technologies : SAP- MM module ,Oracle Pl/SQL , Pro*C , S-FTP, E-R Diagram, Functional Diagram .

Engineer - Cataloging Application Management

      TimeLine : Jan 2010 to Nov 2012

    Organization : GE - Appliance & Lighting .

Cataloging Systems : The application is a legacy system meant to catalog the new parts which gets Integrated with models. The parts are then posted to the downstream systems for publication. Here Quality Assurance Reports are generated and published for other vendors like SEARS, O Neil through Maestro daily scheduled jobs for order placement. Billing process of New Parts released over Customer Portal web application (E-Apps)

and COPS Billing System (Main Frame) and Information Warehouse (IW) .

➢ Providing newly released parts to the service web portal .
➢ Provide support on server/application/system/process related queries.
➢ Interacting with Stakeholders for the Approvals over the Changes requested by Business
➢ Automated the process of extracting the mini manuals for models, eliminated Non-Value Add task for Business (10 Minutes Per models -on average 500 Models/Month) and Improved the Cycle Time to 66% (15 min to 5 min). Identified and Proposed the Business group about benefits of doing an automation of manual task.

Technologies : Oracle Pl/SQL , Pro*C , S-FTP , LEAN Methodology , Data Flow Diagram ,
E-R Diagram, Functional Diagram .

Engineer   : ERP Transformation From Cataloging To Wind-Chill
TimeLine : Jan 2012 to Nov 2012
Organization : GE - Appliance & Lighting (General Electrical) – US Client.

ERP Transformation :   It's a migration project where mapping of attributes between Legacy Cataloging Systems and Wind-Chill happened & Transfer of bulk data and corresponding images through data model process. Making sure the accuracy of data is not disturbed.

❖ Responsible for end-to-end data flow from legacy Cataloging system to new Wind Chill system. System level support in Production server box upgradation and maintenance activities.

Technologies : WindChill , Creo View , Unix , Pro*C ,Oracle PL/SQL , Maestro Scheduler ,
E-R Diagram, Functional Diagram .

EDUCATION :

➢ **MCA** (Information Technology) – [2005]
➢ **B Sc** (Chemistry/ Zoology / Botany) – [2001]

Certification Course :

● **Six Sigma Certification at GE – Appliance & Lighting on DMAIC / LEAN Methodology.**
● **GNIIT Course – Oracle-PL/SQL, Oracle 8i, Oracle -Forms & Reports, Core Java, Visual Basic 6.0**

PROFESSIONAL ACHIEVEMENTS :

➢ Six Sigma Green Belt Certified @ GE (DMAIC Methodology For Business Process)

➢ Rewarded "On the Spot Award " for Leading the Parts Team in Driving the Six Sigma across the CHS Parts Team @ GE IIC, Bangalore

➢ Rewarded as "Platinum Club Member" in the year 2009 for minimizing the process time through LEAN Methodology in Cataloging Application. LEAN is one of the methodologies defined in Six Sigma for Enhancements / Break fixing.

Event Handling Activity :

❖ **Conducted & Organized Shuttle Badminton Tournament at Org level at CAI Info India Pvt. Ltd.**
❖ **Spread Six Sigma awareness across Teams on the usage Benefits at GE Appliance & Lighting .**

CERTIFICATE OF APPRECIATION :

➢ Sri Shankara Cancer Hospital & Research Center   ---   April 2018.

➢ Rotary Club Of Bangalore   ---   April 2017.

PERSONAL & DECLARATION :

AADHAAR # : "478346694426"	Date of Birth : 12th March 1978
PASSPORT # : "J7057094"(Exp.Dt "26/04/2021").	Blood Group : A '+'ve.
PAN # : AETPK6043E	ADDRESS : # 1244, Opp. New Horizon school, 6th Main, BEML Layout 5th Stage , RajaRajeshwari Nagar, Bangalore PIN -560098.

NATIONALITY: -   INDIAN   **MARITAL STATUS**: -   MARRIED

LANGUAGE PROFICIENCY: - KANNADA, ENGLISH ,HINDI & TELUGU, TAMIL .

I hereby declare that the above-mentioned details are true to the best of my knowledge

Kiran Keerthy   **Bangalore, Karnataka, India**

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