

SUDHAKAR BIRADAR K

Senior Management Role
IT Industry
Location Preference: Bengaluru

Proven career in conceiving & implementing effective ideas / strategies that can add value to organization / corporate sector through inspiring leadership, rich experience & innovation excellence

Profile Summary

- Result-oriented Professional with extensive experience of over **14 years** in multiple phases of **IT Industry**
- Saved about 2055 Min. of Man work has been reduced every week by automation feed
- Completed the Renaming Project on the BI@IBM Portal and creation of Sales Analytics (SA) at IBM Portal
- Effective in managing high severity incidents to ensure service availability with minimal delay & impact, towards ensuring smooth operations of an infrastructure environment
- Evolve as SME's and provide consultation to various support teams within Sales Ops
- Worked as Product owner for sales management support team
- Insightful cross-cultural exposure while working with geographically diversified & multi-functional teams for sharing information, identifying mutual goals and inspire & influence others to mobilize & achieve shared goals
- Expertise in implementing strategic plans for information systems & technology solutions, extending ITIL Service Support in Incident, Problem, Change, Release and Configuration Management
- Acted as the Escalation Gate from Service Delivery & operations for issues related to vendor or partner and resolving customer complaints
- Direct productive cross-functional teams using interactive and motivational leadership that spurs people to willingly give 110% effort and loyalty. Extremely high-energy driven professional with the zeal to make a difference.
- Development of the field functionaries to ensure the sales and operational efficiency. Creating and sustaining a dynamic environment that fosters the development opportunities and motivates the high performance amongst the team members

Core Competencies

- Infrastructure mgmt. (Cognos)
- Change/Problem Management
- People Management
- Business Continuity Management
- Service Delivery Operations
- Project /Program Management
- Budgeting / Capacity Planning
- Client Relationship Management
- Business Analysis

Soft Skills

- Strategic Leadership
- Innovator
- Emotional Intelligence
- Change Agent
- Realistic Optimism
- Visionary Leader

Career Timeline



Professional Experience

Since Sep'09 IBM India Pvt. Ltd. Bengaluru as Senior Program Manger

Key Result Areas:

- Managing a team of 16 members who are core responsible for Cognos development, QA and providing UAT feedback to the business
- Facilitating business analysis in support of the sales cadence
- Creating report, production, validation, data analysis, documentation, education and training for sales reporting standard and ad hoc reports
- Working on report building on the Cognos Report Studio
- Providing training to the new hires on the different tools such as Automated Meta Language (AML), Hyperion Brio, and Cognos
- Liaising between operations and sales reporting CoE support teams, maintain regular communication and update on progress
- Using standardization report templates and reducing numbers of non-standard reports

- › Designing reports with best practices in mind like summary / dashboard view or a quick overview and also make it flexible to handle change requests for the future
- › Advancing SME's and providing consultation to various support teams within Sales Ops
- › Connecting about changes and issues much in advance so that arrangements can be made before the impact
- › Actively performing as People Manager for SRCoE Cognos infrastructure team and first response unit team
- › ability to be both technical and functional when discussion about solutions and interpreting it to Stakeholders and Delivery Teams
- › Working with SRCoE_Cognos_Infrastructure team, this involves Promotion of Reports, Maintenance of the report
- › Providing insights to the Senior Leadership Team as a SRCoE_Cognos_Infrastructure Manager
- › Administering SRCoE_Cognos_Infrastructure Manager provide Reports on Adhoc Basis to the Leaders in making critical decisions
- › Performing daily interactions with the BT/IT Team on the package related issues and enhancement of the package, so that the developers, makes best utilization of the package
- › Rendering Solution on ARDE Related Issues to the SRCoE Team Members
- › Dealing the SRCoE_Cognos_Infrastructure on different kind of projects to improve the standardization in SRCoE Team, New assets Sales Action Quadrants (SAQ), GAP. Quarterly Sales Analytics Insight (QSAI)
- › Working with the team on Blue Mix environment and IBM forms, Salesforce.com and reporting. Hosting the reporting tool on Bluemix environment
- › Supervising Black Belt Project for Quality Testing against Cognos Reports

Projects:

Projects handled:

- Part of the development team for the Automated Meta Language (AML) tool
- Designed a tool called the Client Satisfaction Tool; this was a survey tool which helps the stake holders to give feedback on the timeliness and also on the accuracy of the data
- Setting up the training modules and training the new hires in Bengaluru and Hyderabad locations
- Completing the crash course and applying for PMP Certification
- Worked as SRCoE, Cognos, Infrastructure Manager leading the Automation Project
- Successfully completed the Renaming Project on the BI@IBM Portal
- Setting up the Training Modules and training for the SE-SR Collaboration
- Successfully completed the Cognos Administration Course
- SRCoE, Cognos, Infrastructure Manager, Handled critical projects which were sponsored by IBM Executive's
- FAQ's self-help tool using IBM form. This helps the SMS community to get an birds eye view of SMS
- Standard Reports
- Tech. Community: Forming a tech community within SR CoE to discuss on new enhancements, performance related discussion, feasibility checks and balance on release
- TBS User notification Tool: Tool embedded in Promotion tool, which helps in communicating the end users on their effected TBS. This will be an semi-automated process which was developed using php application
- Active Trigger Based Scheduling (TBS) Users & Schedule Analysis: Daily / Weekly reports on TBS; this includes active user list, % of schedules
- Master Data Reference Tool for Sanity Testing: Creating a master data like Exec. Edge which can be referred while sanity testing during Must Make Wednesday (MMW)

Highlights:

- › Programmed 24 Standard Reports, hence savings of about 2055 Min. of Man work has been reduced every week
- › Gained continuous on high Rater performer from 2010 till date
- › Won the Certificate of Appreciation "Delivery excellence in support" from IBM SRCoE team
- › Received the Eminence and Excellence Award(RUBY) for 3 times "Outstanding Contribution to SMS Sales Reporting CoE, India" from IBM SRCoE Team
- › Got Certificate of appreciation for outstanding performance and lasting contribution to "Requirements Completion Prior to Freeze for Standard Reporting" from IBM BAO-COC & SMS team
- › Adjudged with the Certificate of Appreciation for Focus and Passion for your Work "Automation Champ!" from IBM SRCoE Team

Mar'05-Sep'09 with WNS Global Solutions Bengaluru as Operation Command centre Lead

Key Result Areas:

- › Prepared MIS Reports for VP level executives and Manpower Report on Monthly Basis to the client
- › Analyzed different Service Level Matrices
- › Organized payroll related information for about 1200 executives
- › Facilitated critical information for monthly business review (MBR) and operations business review (OBR) meetings
- › Maintained Schedule Adherence, Occupancy using WFM and Blue-Pumpkin Tool for the Customer Support Team & analyzed World Beaters Recognition
- › Used the Performance Metrics Calculating the Variable pay for the Operations
- › Collated Performance matrix data for all levels of executives
- › Administered scorecard for all Levels in the organization
- › Rolled out Key Result Areas (KRAs) on a monthly basis for different levels of executives

Project:

- › Lean Project on "Treating Customers Fairly"
- › Devised appropriate strategies for retention

Highlights:

- › Won
 - 4 times "Achiever of the Quarter" Award
 - Excellence Award (5 times) from 2006-08
 - Awarded the "Queen Knights" for the year 2006-07 in WNS - Achiever of the year
- › Successfully completed a project on Quality Parameters in WNS with compliance to FSA (Financial Services Authority)

IT Skills

- › Programming Languages : C, C++
- › Web Technologies : HTML
- › Database : MS Access
- › Operating System : Windows 98, 2000, XP
- › Others : MS Excel, PowerPoint, Microsoft Word

Education

- › Bachelor of Engineering [Specialization](#) from Vishweswaraiah Institute of Technology [location year please mention](#)

Certification

- › ITIL® Foundation Certificate in IT Service Management
- › PRINCE2® Foundation Certificate in Project Management
- › PRINCE2® Practitioner Certificate in Project Management
- › PMP Certified

Personal Details

Date of Birth: 21st June 1982
Languages Known: English, Kannada, Hindi & Tamil
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