MILIND SARAF

✉: mpsaraf@gmail.com ☎: +91-9820290397

Senior International Business leader
Excellent track record as a Technical Delivery Manager

Persuasive influential IT professional with 20 years of achievement fueling next level operations in multi industry with upto $ 13 M across geographies. Innovation focused change agent, believing in disruption to challenge the status quo. Recognized as high EQ leadership coach who continually delivers excellence. Unique blend of visionary leadership with expertise to lead strategic planning and direct multisite operations, business model restructuring, cost control and effective management of cultural and organizational diversity. Open to worldwide location.

Key Focus Areas

− Multivendor operations
− Improve Margins
− Business Development
− Process Improvement
− Bring Innovation
− Control Attrition
− Complete delivery ownership
− Stakeholder Management
− Customer Satisfaction

Language skills

− English
− Hindi
− Marathi

Education

BE computer Technology from Pune University

Certifications

− PMP
− ITIL
− Scrum Master

Awards

− Best delivery team of the year award for three consecutive years
− Making a Difference Award for introducing the Solution Cell

Leadership Benchmarks

− Understand IT application priorities of your business partners on an ongoing basis and co-develop the future architecture of their IT application portfolio encompassing AMS, accounts on Cloud(AWS) Azure, Data integration, Java and Oracle

− Developed credible, trusting and productive relationships across business partners

− Credible partner for regional and international leadership showcasing the service offerings with business partners

− Managing Portfolio of $13M and Team size of more than 100+ team members across different technologies and locations

− Defining the program governance (controls), Planning the overall program and monitoring the progress & managing the program's budget.

− Accountable for P&L, Margin & Client Relationship for the program/projects under management

− Drive proactive proposals collaborating with Sales and presales team meeting the revenue targets and margins

Technologies	Data Science, Machine learning, Data Integration platform – Informatica, Netezza, Matillion, Snowflakes, AWS
Project Management Tools	Microsoft Projects, Share point, JIRA, IBM RTC, ALM, HP Agile Manager, Visio
Web/App servers	JBoss, Weblogic, Websphere
Tools/IDEs	Eclipse, Quality Centre, JIRA , ALM, GitHub
Databases	Oracle, IBM DB2, MS SQL Server
OS	Win 95/98/NT/2000/XP, Solaris, LINUX
Processes	Agile, Scrum, V Process and Water Fall

MILIND SARAF

✉: mpsaraf@gmail.com ☎: +91-9820290397

Company	Role	Tenure
Quinnox consultancy Services	Delivery Manager	Dec 2011 till date
SYSTIME Mumbai	Project Manager	Jul 2007 to Oct 2011
HCL Technologies Mumbai	Project lead	June 2000 to Jul 2007

At Quinnox Consultancy Services Ltd.

- Accountable for more than 4 accounts and 8+ stakeholders, managing a team of 200+ people giving thought leadership and direction across Mumbai, Houston and Bangalore
- Implemented and streamlined processes for US based account
- Implementation of AI/ML through Data science for existing India customer
- Worked on various accounts in the past like EFL, Field Glass, CCEP to name few
- Executed 15+ projects on schedule and within budget
- Reduction of 5 FTE through continuous improvement program an initiative to create IPs and automations saving operational efforts
- Regular meetings with customers for understanding the business needs/requirements
- Creating proposals and executing them in turn increasing the revenue from $7.5.5 to $ 13 Million in last 3 years
- Raised the CSAT Scale with an average 5.87 on the scale of 6 in 2019-2020
- Built strong revenue pipeline through ABM and GTM strategies leading to business growth
- Involved in recruitments, bench utilization and increasing the direct revenue through billed utilization
- Focusing on team growth opportunities through training and mentoring
- Instrumental in implementation of cmm L5 within Quinnox and sustaining the same
- Won Best Delivery team of the year award for three consecutive years

At SYSTIME Global Solutions Pvt. Ltd.

- Successfully set- up solution cell in the organization in the2009
- Responsible for delivery of all projects, programs and services within the OFM practice
- Work with the global and country account teams in both pre- and post sales activities creating strategies for leveraging new business opportunities.
- Coordinate and obtain the necessary Professional Services and partner resources for the effective delivery of billable and/or remedial projects
- Liaison with multiple stake holders for managing successes of the account.
- Establish customer relationship and rapport at all times by ensuring quality delivery.
- Good understanding of different project management techniques and program management
- Worked as an auditor for Cmmi level 3 audit for current organisation
- Executed and monitored software projects in Oracle technologies
- Mentored the juniors for excellence in their performance
- Played a key role in getting the organization CMM1 level 3 Certified
- Bagged Making a Difference Award for introducing the Solution Cell
- Key Projects: Lafarge, Energy Management Project, Solution Cell
- Closed major accounts in pre-sales worth $ 3.5 Million by taking proactive measures in the 2009-2010
- Delivered 6 large accounts on time and schedule and ensured project profitability
- Executed rollout of JDE software for a customer -large cement manufacturing company in Paris
- Simplified the process structure for approval workflow and product implementation

At HCL Technologies Ltd.

- Led projects in various roles business analyst, project leader, and senior consultant for onsite and offshore projects
- Managed contract renewal activity with the global and country Sales teams to ensure seamless service for operational systems.
- Worked with the customers to proactively identify and resolve potential issues to achieve high system availability.
- Prepared and delivered regular service delivery and operational performance reports to customers
- Responsible for Rollout of Naval project across various locations within the country as per contract
- Responsible for profitability and increasing the revenue with the current account
- Executed and monitored software projects in Microsoft and Oracle technologies
- Instrumental in collecting metrics and doing analysis for performance of the team and provide necessary inputs to improve subordinates for team building
- Provided necessary inputs to improve subordinates for team building
- Worked for Electricity distribution companies like Madhya Pradesh and Rajasthan Discom for rollout of home-grown ERP