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| **KUMAR BLN****SENIOR MANAGEMENT PROFESSIONAL**An established professional with an unmatched track record of **over 22 years**; possess integrated **set of competencies including Delivery Management, Business Intelligence, Business & Data Analytics, Machine Learning, RPA** blnkumar@gmail.com +91-9886300871 |
| knowledge24x24iconsProfile Summary |
| * An established professional offering **Rich & Qualitative experience** with proven business acumen in managing **Service Delivery & Business Operations** functions and contributing higher rate of organic growth; ***presently working as Delivery head for BI, Bigdata and ML Programs.***
* Proficient in charting new areas in technology stack RPA, IoT and Analytics.
* Expertise in analyzing & **recognizing opportunity areas and monitoring performance improvement** action plans; initiated process improvements by identifying service delivery gaps
* **Distinguished proficiency** in **designing the projects/programs** and monitoring its progress, resolving issues & initiating appropriate corrective action; ***Managing portfolio of projects across US, APAC, EU regions***
* Excels in driving process operations, **Business Intelligence & Reporting**, performing data analysis for business owners while defining, developing key metrics & business trends
* Successfully worked in both managerial and architectural aspects with skills in continuously evolving technology, communicating data findings to support organizations meet business challenges
* Excellent experience in **Predictive modelling, Analysis**, management of data sources & reports; **managing projects on Big Data, Hadoop in Data Management & Machine Learning Applications and RPA.**
* Subject knowledge of identifying areas of improvement in existing business by analyzing vast amount of data, interpret problems and providing solutions to business problems using data analysis and machine learning techniques

education24x24icons Education* MTech. (Software Systems) from BITS, Pilani in 2017
* E-MBA from Vinayaka Missions University, Bengaluru in 2009
* B.E. (Electrical & Electronics) from University of Mysore, Chitradurga in 1994

R:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Training-Attended24x24icons.pngCertifications* Six Sigma Yellow Belt
* Certified Scrum Master by Scrum Alliance
* Big Data 101, Hadoop 101, Python 101 for Data Science, PeopleSoft, I & II Certified, Workday HCM Trained by Workday
* RPA BA Certification, DevOps Certification
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| core24x24icons Area of Excellence |
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| Business Strategy and Delivery | Thought Leadership | Technology and Thought Leadership |
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| Machine Learning and RPA | Process Enhancement/Improvement | Agile & Scrum Methodologies |
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| Program Management & Execution | Business & Data Analytics | P&L Accountability |
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| Incubation of COE’s in RPA and ERP | Transition Management | GTM strategy for Digital Technologies |

   career24x24icons Career Timeline (Recent 5 Companies)**2017-till date**Smart ERP Solutions Pvt. Ltd. as Delivery Head for BI, Bigdata & Analytics, ML**2005-2007**iGATE Global Solutions Ltd. as Senior Consultant (Project Manager)**2004-2005**Covansys Peoplesoft IDC as Assistant Manager - Projects**2012-2016**Wipro Technologies Ltd. as Delivery Manager**2007-2011**Target Corporation India Pvt. Ltd. as Manager - Delivery Services |
| exp24x24icons Notable Accomplishments Across the Career* **BI and Analytics:** Defined roadmap for BI strategy, worked with customer to identify new areas and establishing the same. Helped to reduce TCO and ROI by 10%. Increased revenue by 10% and added new logos in BI space.
* **IT Consulting**: Rendered consultancy services to Big 5 firms in USA and identified different metrics and assisted in setting up organization structure
* **Delivery & Client Management**: Assisted the customers in defining roadmap and process as part of GDM. Helped the clients to reduce TCO by 10-15% on an average.
* **Incubation of CoE:** Established COE’s and related process & methodologies
* **ERP Roll-out:** Rolled out ERP (PeopleSoft/Workday) for various customers across diversified regions with reduced cost, with stringent timelines and quality.
* **Account Management**: Managed multi-million accounts with annual **TCV of >15mil** in revenue. Had run rate of more than 1 mil/year.
* **Revenue Generation**: Explored PeopleSoft opportunities in Captive Units & generated revenue of more than **2 million**
* **Team Management**: Leveraged capabilities of managing & mentoring large teams; front-led a team with a size of more than 50 members; increased the team size from 2 to 20 in a year
* **Pre**-**sales** **Management**: Added **5 new logos to iGATE** with combined business of more than USD >15 mil
* **Quality Management**: Managed CMMi Level 5 Certification Process by implementing CMMI Frameworks; achieved TMMi rating of >4 for target
* **Delivery Excellence**: Responsible for roll-out DE framework across projects in BFSI BU, which helped to increase **CR% conversion to 25%** and reduced **effort over-run** in projects by **85%**

exp24x24icons Key Result Areas* Monitoring programs in BI, Analytics space from conceptualization to their final execution while conducting need assessment
* Administering project progress as per scheduled deadlines for various tasks and taking necessary steps for ensuring completion within time and effort parameters
* Liaising with top management for evolving strategic vision, driving change, infusing new ideas and taking process performance and productivity to the next level
* Interacting with clients for Business Process Analysis and defining priorities for ERP implementations
* Maintaining optimal relations with internal & external stakeholders to provide support for various operational issues by keeping a close track on recent developments
* Leading, mentoring & monitoring the performance of team members for ensuring efficiency in process operations and meeting of individual & group targets
* Attaining the targets without escalations or complaints from clients; achieving higher CSAT (Customer Satisfaction)
* Simulating, designing, developing & deploying computationally complex and practical data; building and delivering comprehensive data strategy roadmaps; ensuring final deliverables are of the highest quality

exp24x24icons Work Experience |
| **Since Dec’17 with Smart ERP Solutions Private Limited, Bengaluru as Delivery Head for BI, Analytics & ML practice.****Highlights:*** Define roadmap for BI strategy, worked with customer to identify new areas and establishing the same.
* Responsible for entire life cycle starting from getting customer requirements, business mapping, designing, deployment of BI and Analytics programs.
* Responsible E2E BI, Analytics practice; Revenue growth and SPOC for all customer escalations and issues
* Managed portfolio of projects in BI with technology landscape which included QlikView, Power BI, Cognos, Tableau, R.
* Responsible for development complex interactive dashboards in QlikView and Informatica, Cognos, Tableau, R.
* Developed technical solutions for complex dashboards by interacting with business.
* Joint product development using ML/AI stack.
* Familiar with LSTM, RNN, Imputation, Encoding and other ML algorithms.
* Working as Digital Change agent by identifying new areas of growth RPA, ML.
* Responsible for developing GTM strategy on Digital offerings.

**Jan’12 – Feb’16 with Wipro Technologies Ltd., Bengaluru, USA as Delivery Manager****Highlights:*** Achieved a cost saving of **USD 8000** by **initiating & leading Lean project in Retail BU**
* Engaged in incubating Workday Practice in Wipro by working with Sales Team and rolled out Workday for biggest manufacturing company in France.
* Developed BPaSS Solution for Wipro BPO which helped to **save 20%** in timelines.
* Transitioned large Retail account from USA **(> USD 10mil)** and helped to setup 24X7 support from India. This helped customer to save millions of dollars and helped to focus on core business.
* Acted as Delivery Manager for PeopleSoft projects for one of the Education Software providers in USA
* Renewed the PeopleSoft Contract **(>5mil**) for existing customer for another 5 years
* Worked towards mining PeopleSoft opportunities in Captive Units and generated revenue of 2 million (approx.)

**Dec’07 – Dec’11 with Target Corporation India Pvt. Ltd., Bengaluru as Manager - Delivery Services****Highlights:*** Managed multi-million projects **(>USD 5 mil**) in PeopleSoft, People Tools Upgrade, Benefits Customization and **PeopleSoft Roll-out for Target India**
* Took initiatives like Knowledge Management, Information Protection & CMMi Awareness across the organization.
* Managed testing projects for E-merit, People Tools upgrade and Target India PeopleSoft Roll-out.
* As part of TMMi initiative helped Target to achieve rating of 4.5/5.
* Received the following:
* Target India Quarterly Award for roll-out of PeopleSoft
* VP Award for contributing in Information Protection initiative
* Lead & Learn Award for upgrading Learning Management System (LMS)
* Appreciation from Business & Project Partners for delivery of PeopleSoft & other technology projects
* Best Project Manager Award during the year 2010-11
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| **Feb’05 – Nov’07 with iGATE Global Solutions Ltd., Bengaluru as Senior Consultant****Highlights**:* Managed offshore delivery and support (**USD >5mil**) of PeopleSoft Applications for Owens Corning, Ohio, USA
* Generated the following:
* Additional business worth **USD 2 Million**
* New accounts like World Access, NBCU, BELK, Synovate and Owens Corning (ADM for SAP)
* **Recipient of R&R Award for outstanding achievement in Pre-sales**

exp24x24icons Previous Experience**May’04 – Feb’05 with Covansys Peoplesoft IDC, Bengaluru as Assistant Manager - Projects****Sept’99 – May’04 with HCL Perot Systems, Bengaluru, Singapore, USA as Associate****Jan’97 – Aug’99 with Deutsche Software India Ltd., Bengaluru, Germany as Software Engineer****Dec’95 – Jan’97 with ASML Ltd., Bengaluru, Singapore as Software Engineer****Dec’94 – Dec’95 with Hindustan Aeronautics Ltd., Bengaluru as Programmer**Projects-Handled24x24icons Projects Undertaken**At HCL Perot Systems*** Cendant Mobility, Danbury, USA
* ANC (Vanguard) Systems, ANC Car Rentals, USA
* Establishing ERP CoE for HPS, Bengaluru
* Harvard Healthcare Project for Harvard Pilgrim, USA
* UBSW – GGL for UBSW, Singapore
* Componentplanet.com Project for Intellect Market, USA
* Lufthansa Cargo e-Booking Project for Lufthansa Cargo AG, Frankfurt, Germany
* ERP Competency for UBSW, Switzerland

**At Deutsche Software India Ltd.*** Multi-country, Multi-language Roll-out of PeopleSoft
* Security Customization
* Australian Customization
* Asia/Pacific Customization
* Spain Customization
* Compensation and Benefits Customization (CompenBen)
* Migration Programs for migrating data from legacy systems to PeopleSoft
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| R:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\itskills24x24icons - Copy.pngTechnical Skills* Big Data: Hadoop, Hive, Sqoop, Spark, Jira, Kafka, Flume
* RPA: BA Certification from Automation Anywhere
* DevOps: DevOps certificate from International DevOps Academy.
* Scrum: **C**ertified **S**crum **M**aster from Scrum.Org
* Database: Oracle, SQL Server and MySQL, LAMP Stack, Teradata
* Operating Systems: Windows, HP UNIX, Linux and Solaris
* Tools: VSS, Clear Case, MS Project, Visio, Control-M, Autosys
* Agile Tools: Jira, HP-ALM, Confluence.
* Oracle 7.x, Forms and Report on HP-UNIX
* PeopleSoft 8.8 and Tools 8.42

personal-details24x24icons Personal Details**Date of Birth:** 20-Mar-1972**Languages Known:** English, Kannada, Telegu, Hindi, Tamil**US Visa: Valid B1 visa, till 2028****Address:** Bengaluru, Karnataka |