LakshmiNarasimhan (BLN)

## Delivery Management and Key Account Management

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* An accomplished leader with more than 18 years of experience in IT industry across verticals.
* Project Management / Program Management / Agile Nexus Scrum Master, partnering with clients in their Digital Transformation journey using Data Analytics & Cloud technologies. Handled Transition and Transformation vertical.
* Experienced in strategic account management (Development / Support) – SOW, Initiation, Staffing, establishing operational frameworks, P&L Tracking, audits, status reporting and people management both locally and globally.
* The professional experience I have gained during my time here has helped me to be Digital Leader and ability to remain relevant in a landscape that is constantly changing. While improving my overall Digital knowledge.
* End - End Project Management.
* Created Product Road Map.
* Plan for Strategic connect /growth. Proactively pitch for opportunities in the digital space.
* Build and maintain an active network in the client at Cxo Level to bottom line. Demonstrate executive presence and resolve client challenges.
* Work with Delivery team to ensure that on selling and cross-selling are maximized within the client.
* Accountabilities as Engagement Delivery Partner.
* Provide oversight on engagements to the Delivery Managers and the rest of the team ensuring we deliver the value add service to customer.
* Manage/Mentor the global team and extensive collaboration between internal and external stakeholders.
* Significant improvement from 40% to 98% in the MTTR Metrics before the steady state.
* Daily monitoring critical integration process and proactive measures for further breach.
* Quarterly perform Debt Analysis on the incidents/tickets and proactively suggest/propose solution for the below category of incidents.
* Causes high # of Incidents/Causes high manual efforts.
* High# of SR's & Long turnaround time/high# of SR's & short turnaround time.
* RPA (Automation Anywhere) solution for the cumbersome activities.

## Core Competencies & Notable Achievements

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| Industry Verticals | * Healthcare.
* Manufacturing.
* Shipping.
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| Leadership | * Program Management / Operations / Talent Acquisition.
* Nexus Scrum Master - Handling 80-100 members.
* Change / Release Management.
* People management — Recruitment and managing local/ global teams
* Vendor Management.
* Contract Management (Fixed / Time and Material).
* Digital Transformation for IT Services.
* Stakeholder communications.
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| Project Management  | * Certified Professional Scrum Master.
* Strong working knowledge in applying Agile framework (Nexus Scrum).
* JIRA | Microsoft Project | Team Foundation Server | Product RoadMap | Utilization.
* Transition and Transformation.
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| Technical Skills | * Cloud Native — Azure & AWS
* Java/J2EE, Oracle, PL/SQL, Java Script, Hibernate, Springs, JSP, AJAX, WebLogic.
* Data Analytics – Hadoop.
* Code Coverage - Coverity | Automation Tool - Coded UI.
* Build Automation - Maven, Ant.
* SourceSafe - Git, SVN, TFS.
* Microservices - Spring Boot, JPA, Zuul, Rest API
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| Customer Relationship | * Business Process Engineering.
* Account Management — Initiation, Build, Deploy, Handover.
* Generated opportunities from existing customers.
* 4 years in USA and UK managing Shipping and Manufacturing customers.
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| Quality Control | * Customer Health Check, Performed ISO Audits (KPMG).
* Continuous monitoring, efficiency enhancements.
* Experienced with CI / CD tools, Version Control and Source Code tools.
* Special recognition for Customer Training on Adobe Flex Technology.
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## **Experience Highlights**

## at DXC (formerly Hewlett-Packard)

February 2016 – Present: Health Life Sciences, Project Manager / Scrum Master

* + Mentored and involved in the process of **Agile transformation** at Enterprise level
	+ Responsible for identification, development and improving existing practices, IT strategies.
	+ **Increased revenue by 25%** with a cross functional team, identified and closed operational leaks.
	+ Worked with global customers to resolve quality and packaging issues negatively impacting the bottom line. **Lowered defect rate by 18%.**
	+ Project financials, revenue management, P&L tracking and reporting.
	+ Client Interactions, Transition and Transformation, stakeholder management, developing excellent business relations.

April’2013-January’2016: Rolls-Royce, Project Manager /Scrum Master

* + Project size leading to revenue of **$5 Million annually.**
	+ **Led a team of 25 software** engineers and analysts.
	+ Coordinated with customer to gather requirements and manage expectations, Transition and Transformation.
	+ Defined processes and tools best suited for various requirements.
	+ Executed Agile / Waterfall methodologies, as suited to project specifics and client goals, creating detailed project road maps, plans, schedules and work breakdown structures.
	+ Vendor Management (Siemens, Capgemini).
	+ Risk Analysis and Mitigation.
	+ Change and Release Management.

September’2003–March’2013: Overseas Shipholding Group, Project Lead, Development Manager

* + Extensive hands-on experience in analysis, design, development, and implementation of enterprise applications in Java, J2EE space.
	+ Developed PL/SQL programs **increased efficiency by 30%.**
	+ Responsible/Accountable for releasing changes to production.
	+ Prolonged support to onsite users and user on-course training.
	+ Responsible for concurrently executing multiple projects handling offshore and onsite teams.
	+ Special Recognition for Customer Training on Adobe Flex Technology.
	+ Delivered business value through process automations, increasing data accuracy and improving cost savings.

## **Education & Credentials**

* Master of Computer Application — 2002, Madurai Kamaraj University.
* Certified Professional Scrum Master (**PSM**) & Certificate in **ITIL** Foundation.
* Perusing PMP.
* Received 6 Spot Awards and Customer appreciations.