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. |
| 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. |
| 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. |
| 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 |
| 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. |
| 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. |

## **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.