Srikantha Raju N........Director/Unit Head - Delivery

Certified Scrum Master

ITIL Foundation Certified

Certified Software Quality Analyst – CSQA

TOGAF trained Architecture

IBM WAS Certified

Azure Cloud Basics

RPA – UiPath

Agile Jira

Web Scraping - ParseHub

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Bangalore

➤ A result-oriented professional with 20 years of experience.
  Industry: Insurance (6+years)/Health Care (5+years)/E-Commerce (3+ years) &Banking/Retail/Others (6+ years)
  Skills: Delivery/Account Management, Techno Management & Solution Design, Project Management, Program & Transition Management, Business Analysis & Development, Scrum Master

➤ Performed various roles like Customer Business Unit (CBU) head, Delivery Director, Delivery Manager, Practice Head, Scrum Master, Application Architect, Project Manager, Program Manager, Business Analyst etc.

➤ Able to manage & run multiple customer accounts being SPOC and accountable for

  ✓ Delivery within schedule & cost

  ✓ Stakeholder management

  ✓ Customer Escalation Matrix

  ✓ Account Mining & Scouting new opportunities and manage/renew existing opportunities

  ✓ P/L accountability

  ✓ Performance Management

  ✓ Recruitment and Attrition Management

➤ As a Practice Head, led practices like RPA, DevOps, Testing Automation across organizations- planned, coordinated, executed

➤ Owned Resource Management and PMO team of Digital Engineering Services Unit

  ✓ Address resource needs

  ✓ Strategically analyzing and improving billable utilization

  ✓ Capacity planning and forecasting

  ✓ Project profitability

➤ Managed Fixed and T&M Projects

➤ Extensive Onsite (US) experience and performed various roles like Project Lead, Project Manager, Application Architect, Business Analyst

➤ Recommended and implemented transformation solutions to customers

➤ Anchored products & solutions partnerships

➤ Entrepreneurship – Started Retail Product Marketing and New Product development for Microfinance Customer