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|   |  | **Prasath** MHRM MMSE SAFe Agilist Agile project management evangelist**Strengths** Collaboration and Interpersonal skills Ability to train and mentor peersPeople and Partner Management Skills Highly detail-oriented and Logical thinking with good problem-solving abilities to address complex, unpredictable, and adaptive, or always changing project requirements. Ability to adapt to dynamic business environment and changing job priorities.Client Focused, Leadership, Execution Excellence, Aspiration & Results |
| Career objectivesTo thrive in the field of Agile Project / Service Delivery Management To enhance the skills for the betterment of the organization and myselfContact Information**PHONE:**+918072548385 **EMAIL:**prasathmhrm@gmail.com Personal Information**DOB:** April 12, 1987.**Marital Status:** Married.**Languages known:** English, Tamil, Hindi.DeclarationI hereby declare that the given information are true and honest up to my knowledge and I bear the responsibility for the correctness of details mentioned.Yours Truly, **Prasath** |  | WORK EXPERIENCEHP Enterprise / DXC Technology **Associate Manager Service Delivery - Deutsche Bank – Banking**July 2017 to PresentAccenture Solutions Pvt LtdIT Operations Senior Analyst - Service Control Governor - CNA FinancialJune 2016 to July 2017 Fidelity InvestmentsSystems Engineer - Service Delivery Management – Financial servicesFebruary 2013 to June 2016 HCL Technologies Ltd Technical Support Officer - British Telecommunications February 2010 to February 2013EDUCATIONBachelor of Business Administration2004 - 2007Master in Multimedia and System Engineering2007 – 2009Master of Human Resource Management2009 - 2011Certifications Certified Scrum Master®Certified SAFe® 5 AgilistCertified Prince2® PractitionerCertified ITIL® - Service Operations & Service Strategy intermediateCertified *Lean*® *SSYB*Certified *DevOps*® *WB*Trained Agile Scrum Master®Trained PMI-RMP®Trained PMI-PgMP®Trained PMP®Masters in Project Management Certification Course (Trained Project Management Expert)  |

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| **Recognition and Awards:****Company: HP Enterprise / DXC Technology**Received multiple compliments from the clients in the current role for exhibiting excellence in Escalation management, helping save costs and reducing project risk.Recognized for picking up the process and people management within a shorter period in inductionGot monetary reward for contributing towards a process improvement (Service Improvement Plan). **Company: Fidelity Investments***You Earned It award**2015 -* Performed ticket analysis and did a detailed review of tickets across all FITG functions. Along with identifying gaps in process, worked with delivery teams to classify problems and resolve them in a timely manner. *On The Spot* *award**2016*-For creating Tableau reports to help the team to manage the tickets that are assigned. The report has the features of going back and forth in history of tickets since 2010. It has reduced the manual efforts of preparing reports to 1 hour/day/Team in an average.**Company: Accenture Solutions Pvt Ltd**Received Silver Award / Badge (2017) for transitioning the processes from IBM to Accenture for CNA Account. Received Bronze Award / Badge (2016) for formulating process documents. **Company: HCL Technologies Ltd**Recognized by the management multiple times for driving the team to meet SLA.  |  | **Key roles performed:-****Project & Service Delivery Excellence:** * Facilitate kick off, drive transition/discover phases and responsible for producing all supporting artefacts
* Train/mentor the teams on scaled agile methodology / Spotify models.
* Host daily standup call / Scrum Of Scrum meetings to ensure traction and remove / resolve impediments as a Scrum Master/RTE.
* Identify and highlight project risks to the client.
* First point of contact for Customer and Management escalations.
* Software product development experience with remotely distributed delivery teams
* Ensure the team record, coordinate, report status of Tasks.
* Provide consistent, regular and effective communications around the progress and advancement against a defined schedule.
* Proactive anticipation of issues which impacts the service availability, critical response time and take the necessary mitigation steps.
* Apprise leadership team and stakeholders with Weekly project status and Report delivery health of the project.

**IT Service Management:** * Oversee UNIX/OS, Databases, Networks, Hosting, End-user computing, Video conferencing, and Asset Management teams to provide support to drive good hygiene for IT Service Management.
* Regulate the lifecycle of issues reported by ensuring strict adherence to processes and relevant Service Level Agreements
* Guide and support the Managers in completing the requirements that meets the expectation of the organization by providing quality input to, and support of, the processes.
* Emphasize on resolution of complex problems with high degree of logical and analytical thinking with keen attention to detail
* Contributed towards stability / efficiency programs in the production support organization
* Ensure effective execution of the IM, PM, CM and RM process within IT department.
* Chair Governance board review meeting, assess business impact by clear and thorough probing. Conduct service review meetings, internal audits and coordinate with external auditors for ISO/IEC recertification.
* Perform IM, CM, PM and RM process audits. Also host daily/weekly review meetings.
* Service level management - Regularly review and make recommendations in ITSM service improvements.
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