

# SRINIVASAN Jayakumar

## Project & Program Management

## Service Delivery & Operation Management

Rich technical & operational experience in physical DC and Virtual cloud application infrastructure, along the adoption of methodology's (PMP, Agile & Scrum) & focused ITIL Process, to achieve on-time budgeted projects triple constrain delivery.

**Total Exp 9.7+2.5 = 12.2 Years**

**PM Exp 5.5 Years**

**SDM & Ops Exp 4.2 Years**

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### CORE COMPETENCIES

- Project & Program management.
- Expertise in PMP, Agile & Scrum.
- Controlling Scope of the Project by strictly adhering change process.
- Transition & Transformation.
- Migration & Decommission.
- Budget & Forecast management.
- Vulnerability management.
- Actively involved in the Pre-sales.
- Offshore Planning & Scheduling.
- Implementation expert in global projects especially in Gap analysis, Risk assessment, Risk mitigation.
- ITIL, ITBM, ITSM, ITOM, Incident, Change & Problem management.
- Identify the resources needed & align individual duties/ RACI/ KPI.
- A Mentor with Conflict resolution.
- Exposure on IaaS, PaaS & SaaS.
- Purpose, People, Process oriented.
- Good Stakeholder management with NA/EMEA/APAC clients (24/7)



### EDUCATION

- MBA Manipal University 2013
- MCA Bharathidasan University 2006
- BCA University of Madras 2003
- DSE Aptech Computer Edu., 2000



### CERTIFICATION

- PMP Project Management Prof 2020
- PSM Prof Scrum Master 2020
- PRIMAVERA 2020
- PRINCE-2 2017
- ITIL-V3 2016



### SKILLS

**PMP, Agile, Scrum, Linux, Windows, Aws Azure, ITIL**



### TOOLS

**Primavera, MS Project, CloudWatch, CA, Jira- Sprint & Confluence, Nagios, Visio, MS- Office & Teams, OTRS.**



### PROFILE SUMMARY WITH ROLES AND RESPONSIBILITY

- Achievement oriented and techno managerial professional, offering nearly 12+ years of rich experience in managing full spectrum of Projects life cycle by using one or more methodologies such as: - PMP/ Agile/ Scrum /Waterfall for Global Product and Service Based Clients.
- Worked with several client's & their various industry project's such as: - Banking, Insurance, E-Commerce, Telecom, IT Consulting, Automobile, Chemical, General Retail & Consumer, Pharma & Life Science, Agri, Travel & Tourism, Oil & Gas, Supply Chain & Logistics.
- Impressive success in complete of 25+ projects with maximum budget of 300 Million US Dollars and lead the talented cross domain SME's of 200+.
- Customer centric resilient individual able to work autonomously & flexible with adaptable to manage the challenges of project's day to-day activities.
- Project management expertise of Requirements, Planning, Design, Development, Testing, Deployment & Maintenance.
- Proactively manage scope, requirements, resources, time, cost, quality.
- Hands-on experience of managing and successfully delivering a portfolio of medium sized projects at the same time or a complex larger project with a significant value.
- Managing projects budget and calculate the cost with planned margins, also expertise in monthly financial tracker to forecast with stakeholders.
- Forward Focused IT Program & Project Manager in Infra Projects such as including: - Initiation, Planning, Execution, Monitoring & Controlling, Closing, Technical support & Product development, ITIL implementation, Client relation, Quality assurance and Vendor management.
- Specialist in technical implementation's using Agile & Scrum such as: - Scope out & Prioritize projects, Diagram requirements for the initial sprint, Construction/Iteration, Release the Iteration into production, Production & Ongoing support for the Software release, Retirement.
- Responsible for Scrum events & Sprint life cycle (Product backlog, Sprint backlog, Sprint goal/ Increment)- Organize backlog, Sprint planning, Daily Scrum/ Standup, Sprint review, Sprint retrospective.
- Create Financial invoice, Revenue & Margin analysis with other pertinent artefacts related to the projects and submitted to the management/ SH.
- Conducting MOM with different stakeholders and involving multiple teams to focus on project requirements & deliverables.
- Preparing weekly/monthly "Status and Data report" for the Project's & SLA, also presenting to required stakeholder or to higher management.
- Worked with globally distributed environment with matrix virtual pool of resources in a different geographical time zone.
- Managed & assured, the quality standard delivery to clients by ensuring the process implementation, compliance and continuous improvements.
- ITBM- Idea, Demand, Project, Resource, Finance.
- ITSM- Incident, Request, Problem, Asset, CMDB, Knowledge.
- Highly skilled in implementing RACI with ITIL based Service Delivery including management of Service Catalog, SLA, Incident, Change, Problem, Service operations, Vendor and Third party.
- Establish client satisfaction criteria by jointly work with onshore team and keep the client feedback tracker to their needs as agreed/ achieved.

- Define project scope, goals & deliverables, that support business achievement in collaboration with top management.
- Proactively manage changes in project scope, identify potential crises and devise contingency plan.
- Define project success criteria & disseminate them to involved parties throughout Project SDLC– Initiating business case/ Project charter, identify scope & Identify project stakeholder.
- Planning– Create WBS, gathering resource, estimating budget.
- Execution, Monitoring & Control, Closure– Briefing team members, monitoring quality of work, managing budget, analysis project & team results, document project closure, account used and unused budget.
- Project Artefacts- Project charter/Business case, SOW, Project Issue Register, Benefit Review Plan, Project Development Description, WBS, Quality Register, Check Point Report, Project Metrics, Dash Boards, Weekly & Monthly Status Report, QBR, Post Implementation Report, Lesson Learnt Log, Project Closing.
- Make presentation to the clients for showcase project metrics/ values which are included as – System improvements, process streamlining, productivity improvements and quarter-on-quarter basis cost savings, pro-active solutions, POC's.
- Expertise in Migration & Decommissioning Projects SDLC– Pre migration analysis, Initiation, Planning, Landscape analysis, Solution design, Build & test, Execute & validate, Decommission & closing.
- Exposure in Transition Projects SDLC– Project specification, Transition plan, Code documentation, Assets transfer, Develop credentials & procedures.
- Project Transition is a document that layout "Task & Activities" to be performed efficiently from Implementation phase to Maintenance phase as – Knowledge Transfer, Project Transition Check list, Project Transition Governance.
- Gained in Transformation SDLC– Special challenges & Benefits management, Establish the burning platform, set a clear End-State vision, Address to People, Process & Technology, also physical concurrently use a life cycle approach to form a roadmap, Stakeholder management, create ownership, involved support organization & Program governance.
- Preparing Project management plan, Quality management plan, Risk Tracker, Configuration management plan, BCP & DRP plan; and also involve in preparation of RFP, RFI, RFQ & RFT for Pre-sales.
- Ensure retention of team by effective people with process management such as: - Expectation setting & Goal definition, Timely reviews with Continuous feedback, Training the team with required capabilities, Management of Career progressions with the team, Addressing the personnel issues in timely manner and built the team engagement.
- Insightful exposure with clients for capacity expansion - in steering initiatives to reduce their IT operation costs; by re-engineering the business needs, optimizing available assets, technology & resource to meet business growth.
- Exposure in IBM Sterling Supply Chain Suite Applications– Supplier management, Inventory management, Retail management (RMS), Order management (OMS), Warehouse management (WMS).
- Steering timely closure of all incidents as per Incident Management & Problem Management practices; conducting RCA of all incidents and preparing reports; performing trend analysis to avoid recurrence of issues.
- Day to-day relations with vendors and/ or third-party management with respect to delivery of the engagements.

## WROK EXPERIENCE

<b>DLT Labs, Hyderabad</b>	<b>Sr. Project Manager</b>	<b>Jun'19 - Jun'20</b>
<b>TEK Systems, @ HP, Bangalore</b>	<b>PM &amp; Solution Arch</b>	<b>Aug'15 - Dec'15</b>
<b>SUN Technology, @ Macys, Johns Creek, Georgia</b>	<b>PM Cloud Operations (On Site)</b>	<b>Nov'14 - Jun'15</b>
<b>HCL Info Systems, Bangalore &amp; Pondicherry</b>	<b>Project Manager</b>	<b>May'12 - Jul'14</b>
<b>NET Connect, @ Air Tel DC, Bangalore</b>	<b>Assoc PM &amp; SDM</b>	<b>Feb'11 - May'12</b>
<b>HDO Technologies, @ Tulip DC, Bangalore</b>	<b>Sr. System Admin</b>	<b>Oct'08 - Feb'11</b>
<b>SOFOS, Coimbatore &amp; Cochin</b>	<b>Linux Admin</b>	<b>Nov'06 - Sep'08</b>

## FREELANCE EXPERIENCE – Independent IT Consultant

<b>Implement-DC, Plan, Schedule, ERP, Procurement. Resources-Mentor, Conflict resolution.</b>	<b>Jan'17 - May'19</b>
<b>Hospitalized due to Vehicle Accident .</b>	<b>Jan'16 - Dec'16</b>

## CLIENTS

- British Telecom, Deutsche Telekom, Deutsche Bank, Wells Fargo, HDFC, Birla, Fullerton.**
- Walmart, Myntra, Johnson & Johnson, Bayer Crop Science, Atos, Boeing.**
- Bison Transport, CWT, Taaca, Geoservices, Mangalore Chemical Factory, IIM, UIDAI, IVCRL.**
- Data Centre and their Customers such as: - Air Tel Tier 3 DC and Tulip Tier 4 DC.**
- Macys, Johns Creek, Georgia – On Site.**