



# Sankara Narayanan N

## OPERATIONS - MANAGER

**Total Exp: 20+ Delivery Management : 4+ Project Management 12+**

Delivery Management, Project Management, Web and Mobile Projects, Account Management,, Pre-Sales, Financials, Budgeting, Revenue Reporting, ITIL, Agile

## CONTACT



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## SKILLS

Delivery Management



Project Management



Account Management



Digital



Hospitality, Life science



Agile - JIRA, Confluence, Team Forge



WORD ,EXCEL,  
POWERPOINT,MS PROJECT



HTML5, CSS3, JQUERY, CMS



## HIGHLIGHTS

### Operations Manager, Indegene, Mar 2018- Nov 2020

- Partnered with the client and helped them to strategize and implement successfully the Service Centre & Digital Factory model .Delivered 100+ Sitecore CMS based website in the entire EU region with average CSAT > 4.5 and perfect. CSAT 5/5 for more than 90%.
- Added SEO, GA/GTM services resulted more revenue to Indegene.
- Executed Mobile Technology Project and added as Capability to BU
- Won Delivery Excellence Award

### Project Manager, Photon, July 2014- Oct 2017

- Developed Component based framework in Sitecore CMS and helped strategize the Website Factory Model for one of the largest Fashion client.
- Delivered ecommerce RWD based website & Mobile Apps for a Retail giant in a record time of ~4 months

### Project Manager, Infosys, Apr 2011 – Dec 2012

- Executed a variety of projects from ITIL based Support projects for Lexis-Nexis –publishing giant and reduced ticket to the tune of 30%
- Was in charge of Support & maintenance project for a client of Hospitality product domain. Executed end to end development project

### Project Manager, Mindtree, Jan 2009 – Mar 2010

- Instrumental in developing a POC on Dot Net Nuke that led to a big win for Mindtree . Won shining star award
- Travelled to Omaha, NA, USA for a project kick off and requirements gathering for a Specialty Insurance giant.

### Project Manager, Wipro, Sep 2007 - Dec 2008

- Delivered Website enhancement to BFSI client (Japan) with just 5 BUAT defects and on time

## Size



Average: 35  
Peak : 50+



> 1.25- 1.75 million USD

## Onsite



UK



USA

## Technology

Web - HTML5, CSS3, MS-ASP. Net

CMS - Sitecore, WordPress

Cloud – Azure , AWS

Database : SQL Server

Mobility : iOS. Android, React-Native

## Awards



Link Award

for best project  
execution in  
Indegene



Shining star Award for winning  
a proposal in Mindtree

## Certifications



## HIGHLIGHTS

### Project Manager, Calsoft, Feb 2006 - Aug 2007

- Won appreciations from client for problem solving and quality of delivery
- Travelled to Omaha, Nebraska, USA as Product support Manager for Healthcare base Legacy product acquired. During 3 months stint, devised onsite-offshore collaboration strategy that improved delivery and relationship. I brought pending support requests and delayed project on track resulting in winning client confidence back and paved roadmap to transition client from Legacy to Modern Healthcare system

### Senior Developer, Radisson(UK), May 2004-Dec 2005

- Implemented Websites Hotel Room Reservation,
- Enhanced /Developed Reusable Templates to integrate with Partner
- Websites for Rooms Reservations
- Enhanced SES (Smart Enterprise Suite ) An Intranet Portal A one stop portal for ease of access to report, apps etc.,

### Developer, Ramco (India/UK), Dec 1999 – May 2004

- Developer for ASP Based Web applications
- Travelled to USA
- Travelled to London, UK long term (Client Location) for Website Development & Implementation

### Member Technical, ATL, Jul 1998 – Dec 1999

- Developed COM/ DCOM , MTS Components, VB 6.0 Application . ASP 2.0
- Got MCSD Certification (VB 6.0, SQL Server, Windows Architecture)

### Systems Executive, Mascon, Jul 1997 – Jul 1998

- Internal Quality Auditor – ISO