**Gouthami Surniganti**

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**Professional Objective:**

To establish myself as an efficient IT Professional and utilizes my skills and knowledge to the optimum level resulting in organizational and career growth while taking up responsibilities and challenges coming my way.

**Experience:**

* Currently working as a **Project Lead** for **CDK Global India Pvt. Ltd** (Formerly ADP India Pvt. Ltd).

**Professional Experience and Skills:**

* **10+ years** of experience in IT industry - ADP/ CDK Global.
* Project Lead for the Implementation team for Product & Operations in ADP / CDK.
* Possess strong knowledge of **Process design and ITIL design lifecycle**.
* Recognized for delivering leading edge solutions that consistently meet complex business requirements.
* Adept in building strong relationships with Team, clients and US teams.
* Streamlined Process structure by separating support tasks, creating new leadership positions, implementing best practices and defining/assigning responsibilities.
* Hands-on experience in **Design phase** of project structure and adapting to methodology followed as applicable.
* Have good knowledge on various methodologies and tools **(Confluence, Jira, salesforce)** to follow the structure.
* An excellent communicator and can relate well with people at all levels and has the flexibility of working well as part of a team and as an Individual Contributor.
* Efficient in managing various teams - **Design, Artwork and Install**.
* Involved and handled Quality Reviewing process team.
* Efficient Analytical Skills, Problem Solving and Good communication Skills, Multi-tasking, Oriented towards customer service

Expert knowledge of **MS Office products, Adobe Creative Suite, CRM, SAP Crystal Reports, Digital, Life Cycle – Designer, HTML 5.0, Oracle E-Business Suite, CDK Custom Install tools.**

**Educational Qualification:**

* + MBA HR from Sikkim Manipal University with First Class degree in 2011
  + B.Sc Computer Science and Engineering from Loyola Academy with 77% in 2009
  + Intermediate (MPC) from Nalanda junior college with 77% in 2006
  + SSC from Holy Family High School with 77% in 2004

**Software Skills:**

Operating System : Windows - 2000/NT/XP/7/8.1/10

Trainings/Certifications : Trained on Lean Six Sigma Fundamentals

Certified in Information Technology Infrastructure Library (**ITIL V3**)

Certified as **SAFe 5.0 Practitioner for Teams**

Trained on **PMP** Concepts.

Management sessions by HYSEA - Hyderabad Software Enterprises Association

Member of toastmasters group, Attended External Management talk sessions and forums





**Roles and Responsibilities:**

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| --- | --- | --- | --- | --- |
| **ADP Inc. /**  **CDK Global** | **PERIOD** | **ROLE** | **STREAM** | **CLIENT** |
| **March 2015 to Present** | **Project Lead** | **R&D and**  **Operations** | **Dealer Services** |

**Roles and Responsibilities**

* + Escalation Lead for a Team of 20 Artwork Specialist, Graphic Designers and Install Specialists.
  + In depth knowledge on ITIL Process and work flow.
  + Responsible for all support Escalations for Design Process - India and US teams.
  + Strong Knowledge on Design, Install process and Providing Escalation level support
  + Part of transition from ADP to CDK.
  + Complete Installation of tools and procurement requests was handled seamlessly.
  + Installing and communicating with Adobe Support.
  + Installation and configuration CDK Custom Tools as applicable.
  + Installation and configuration of Design tools.
  + Knowledge in dealing with Windows Registry as applicable while CDK custom tools.
  + Setting KPI's, Goals and Development plans for the team and process flow.
  + Sending project milestones and updating the client about the progress of the project regularly.
  + Managing Dashboards reports and updating US VP management on status
  + Performed software installations and fixes, as well as various troubleshooting support for Design team.
  + Initiated One x One discussions with team mates, Team meetings with US and India
  + In-depth domain knowledge which helped in problem solving queries
  + Regular Meetings with US teams, Product management teams.
  + Effectively managing resources on various projects while handling change simultaneously.
  + Involved in product testing process and allocation of resources.
  + Reviewing and estimating bandwidth by assigning additional projects to respective team mates.
  + Setting goals and reviewing performances for every individual in the team.
  + Coordinating with respective teams and taking to closure of projects in derived time-lines.
  + Responsible for overall teams successful planning and performance.
  + Review of process documents, work flow and change if required.
  + Interacting directly with line managers to ensure resources are available when needed, and to negotiate amendments to the project plan especially those that change deliverable completion dates.
  + To involve team in discussions with progress of the project and estimation of work by assigning potential members.
  + Involving the team in formulating decisions however accepting accountability for the decisions.
  + To ensure that the plan is re-evaluated, adjusted and re-negotiated at regular intervals, or when internal data or external information suggests that the time-line may slip or certain objectives may not be met.
  + To keep team members and stakeholders informed of key developments, program decisions, issues, and changes to the project and the project plan.
  + Provide timely reporting in any project reporting system and to the review board.
  + Provide relevant information to legal or regulatory groups as required.
  + To make sure all team members, line managers and key stakeholders support the project.
  + Responsible for Sprint meets, calls with US team members which help in effective communication and leads project to successful closure.
  + To clearly measure individual performance and contributions towards the success of the project and ensure a rewarding system that is set to felicitate the achievers.
  + Review and give individual feedback to improve the skills of the team members so that performance of the project improves overall.
  + Open for feedback from team members and convey a positive message to the team members as and when applicable.
  + Part of Continuous Improvement team which leads in employee motivation and helping in leading and implementing successful ideas.

**References:**

**Amanda Reinwald –** Designer, CDK Global, Illinois – US.

**Anshita Sheelay –** Product Manager V, CDK Global, Hyderabad – India.

**Declaration:**

I hereby declare that all the information furnished above is true to the best of my knowledge.  **Place: Hyderabad**

**Gouthami Surniganti**