

Yogendra Verma

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EXECUTIVE PROFILE:

* Dynamic leader with 20+ years of rich indigenous & overseas experience in delivering cost-effective & quality solutions in onshore-offshore multi-cultural delivery environment with effective Account, Delivery, Program & Client management skills.
* Successful and repeatable track record in initiating, defining, managing and delivering enterprise critical, large business transformational programs and engaging in multiple account management, Vendor management and Business Development of dual shore (offshore & onsite) IT services.
* Developing, managing and maintaining the client relationship as well as organizational goals to achieve and maintain the revenue growth
* Extensive experience as an IT professional in Consumer Durables, BFSI, Retail CPG and Transport Industries, Automobile and Manufacturing Industry.
* A project planner with expertise in spearheading numerous projects & ensuring delivery of large fixed-cost, T&M, Capacity, Core & Flex engagements with a proven ability in managing profit margins.
* Proficient in latest technological & architectural trends with extensive experience in leading Infrastructure technologies including AS/400 server management, Network, Storage, Wintel, Backup, Monitoring, consulting etc.
* Excellent people management, competency building & mentoring skills with the ability to train and motivate cross cultural teams in optimizing their abilities in Customer Relationship Management.
* A proactive team leader with abilities in devising effective strategies geared towards enhancing business, evaluating client’s requirements & custom designing solutions.
* Comprehensive understanding of the IT Infrastructure Services & Solution Design with demonstrated abilities in managing operations & spearheading teams for excelling business targets & service delivery metrics.
* Consistent record of delivering results for improved client satisfaction, operational performance and profitability.
* Experience in delivering defined services as per the Service Transition, within time & budget constraints, meeting the required level of quality.
* Wide exposure in customer interaction and managing stakeholder’s expectations.
* Adequate Experience in Resource Management, Audit & Compliance, SOP/SLA Adherence etc.
* Strong Exposure on management of ITIL processes for Incident, Problem, Change and Configuration management.
* Possess in-depth understanding and knowledge of ITIL, ITSM, ISO 20000, SSAE16 and Quality standards like SOX

EDUCATION & CERTIFICATIONS:

* Pursuing MBA (from National Institute of Business Management)
* Graduation (B.Sc.)
* ITIL V3 foundation Certified.
* Project Management Academy (PMA1,2)
* American Management Association (AMA)

VISA & WORK PERMIT: To be sponsored (Expired)

Country : United Kingdom, Australia.

GEOGRAPHY EXPERIENCE:

Europe (Germany, France, Spain, Italy, Netherlands, Romania), Middle East (United Arab Emirates), Americas (United States, Mexico, Brazil), Asia Pacific (India, Australia, Japan, Singapore, Malaysia, China)

CAREER SUMMARY:

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| Position | Organization | Period |
| Program Manager (Heading Global Service Delivery) | **Motherson Sumi Infotech and Design. Noida** | December 2014 - Present |
| GM (Service Delivery) | CLC DATA CENTER Pvt. Ltd. India | Jul 2013 to December 14 |
| Group Manager – Global SDM | HCL – India | Jan 2012 to Sep 2012 |
| Project Manager | Wipro Technologies, India | Aug 2006 to Jan 2012 |
| Site In-charge | Wipro Infotech | Jun 2004 – Aug 2006 |
| Sr. Customer Support Engineer | CMC Computers Limited, New Delhi, India | Apr 2000 – Jun 2004 |
| Customer Support Engineer | Classic Computers and Communications Pvt. Ltd (Ghaziabad) | June 1999 – Apr 2000 |

SKILLS& CORE COMPETENCIES:

* Strong technical knowledge of Various Infrastructure elements such as IBM AS/400 Servers/Wintel/EUC/SD/ and other Microsoft platforms
* Good understanding of outsourcing contracts
* Excellent knowledge of service delivery process and metrics
* Excellent Communication and Documentation skills
* Expansion of services to fill all gamut’s of infrastructure-increase breadth.
* ITIL process definitions and implementation, automation in service delivery
* Resource management & Utilization, motivation, retention and training
* Account Finances & Billing
* Conduct regular in depth service and process audits.
* Focus on grooming people from L1 to L2, L2 to L3 within selected timelines
* Overall SLA management – Operation interaction with technologies Lead / Service Owner
* End to end project management.
* Capability to formalize and implement strategic orientations.
* Strong leadership skills in technology and operations
* Strong Risk Management culture
* Proven capability of bringing strong productivity and efficiency gains
* Strong transitioning experience to onboard new activities and functions
* Capable to interact with senior management of a global organization.
* Capable to animate and participate in Steering Committee meetings and other high level forums
* Strong People Management skills

ACCOLADES:

* Awarded as internal Faculty award and Guru of the month
* Awarded with the Best Operations/People manager Award in 2008
* Ability to manage expectations from top management and demanding clients
* Highly client focused
* Ability to work and have influence in a global, matrix organization
* Highly analytical and creative
* Excellent communication skills and ability to convey messages to top management
* Highly motivated and ability to work with a team
* Ability to work in an constantly changing environment and manage priorities and schedules
* Strong conflict management skills, ability to mentor, guide team and groom people
* Excellent exposure in working in a multi-cultural environment

PROFESSIONAL EXPERIENCE (CURRENT):

**December 2014:** Mothersonsumi Infotech & Design Limited (MIND) a unit of Samvardhana Motherson Group, Noida, India

**Designation:** Delivery Head – Global Service Delivery

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| **Program Manager – Global A/C** |
| Domain | Automobile Industry |
| Role | Program Manager |
| Environment | Infrastructure support including EUC, Wintel, Unix, Security, Service Desk, Network (NOC), Storage, Backup, Monitoring etc. |
| Managed team size | 87 |
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With the Role of Delivery Head – MIND, supporting multiple clients in Automobile Manufacturing verticals.

Key Responsibilities in this role include:

* Manage multiple programs across the Globe which are delivered from On-Site/Off-Shore delivery platform.
* Responsible for end to end offshore delivery, people management, P&L Management, SLA management and ITIL functions across accounts.
* Accountable for center level budget planning and stat/ops plan.
* Accountable to deliver services as per agreed terms in SOW’s and equip Delivery Managers with people, process and practice requirements.
* Accountable to enforce Quality System and Processes including Lean, Build & Configuration Management, Review Excellence, Audits and process / delivery Checkpoints across center.
* Work with Delivery to identify process improvement areas and automation opportunities within account.
* Managing the customer escalations and Service Level Reviews as per the contractual obligations.
* Responsible for Managing ITIL Process (Lead Problem Manager)
* Reviewing the RCAs and plan for CAPA
* Ensured Risks are managed by conducting periodic Risk Assessment
* Interface with clients for setting up secure Off-shore development centers, ensure business continuity.
* SLA reviews, process improvement initiatives, and reviews with the customer.
* Review and drive Daily, Weekly, monthly management reports.
* BID management for new business
* Accountable to respond to voice of customer and develop mitigation plans to address them.
* Ensure that existing services delivered within SCOPE are produced in the most efficient and effective way by organizing and introducing continuous business improvement techniques.
* Enable effort analysis program and help the management to yield year on year efficiency by applying effective resource utilization as per analysis.
* Ensuring availability of essential technical resources to support during major incidents if/when needed.
* Be an integral part of SIP & CI initiatives across accounts.
* Crisis Manager Role for all critical and/or RED accounts and work towards their stability.
* Facilitate mentorship for fresh and entry level engineers by organizing brain storming sessions in alignment with the business needs and industry standards.
* Define need capabilities by assessing the skills required for deliverables.
* Play a vital role in identifying & defining the training needs, work on devising the training programs in accordance to the business need and roll out appropriately.
* Emphasize and ensure all the teams are supporting the environment with necessary technical documents such as SOP’s & SMTD and other desk side documents.
* Providing back end support to the presales team driving shared delivery initiatives to bring in more business within MIND if and when needed.
* Own, gather information and drive rewards and recognition program on various aspects like best employee(s), best team, best innovator, best manager and best center to identify and motivate the top talents and contributors.
* In conjunction with Problem Manager, trigger a defect prevention quality initiative as a process to demonstrate effective functioning of defect reduction which will help to reduce non value added activities across A/C.
* Liaisons with delivery teams and provide suggestions to solve problems and also help them to introduce new and innovative processes.

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| **HCL Technologies: CEVA Logistics Limited** |
| Client | CEVA Logistics Limited. |
| Domain | Manufacturing (Logistics, Transportation) |
| Role | Service Delivery Manager – Global |
| Environment | Infrastructure support including EUC, Wintel, Unix, Security, Service Desk, Network, Storage, Backup, Monitoring etc. |
| Managed team size | 180 |
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# CEVA Logistics Limited has engaged HCL to deliver for multiple opportunities including Infrastructure Managed Services, large business transformation program for Logistics Business etc. Worked as a Global Delivery Manager responsible for all 3 regions (APAC, US and Europe) to manage multiple initiatives under the account.

Key Accomplishments / Responsibilities in this role include:

* Delivery of services as per expected levels for the past 4 years to client.
* Responsible for driving improvement initiatives on ITIL processes like Incident Management, Problem Management, Change Management, Availability and Capacity Management.
* Reviews SOW’s and Project definition documents before submission to client.
* Maintaining >90% TCSAT scores, >6 PCSAT and ACSAT scores in account.
* Implemented Quality System and Processes including Lean, Build & Configuration Management, and Review Excellence, Audits and process / delivery Checkpoints.
* Responsible for team ramp up, Competency building, Training & Orientation, Recruiting, Talent Development, Managing Team's competencies & capabilities.
* Responsible for Business Vertical measurements for account including Operational Excellence, Within Budget delivery, Resource mix, Account growth, Utilization, Billing, A&R management & Customer satisfaction (Received 6.5 rating on the scale of 7.0). **The BEST A/C award** across ISD domain.
* Working with client to review contracts and make amendments aligned to business requirements.
* Responsible for asset, SLA re-baseline activities and identifying opportunities of financial optimization.
* Management of day to day and High Severity Incidents, Change and Problem Management, ensure proper closure of RFC work within deadlines.
* Manage escalations by 24x7 at less than defined level of competency such that to exceed client/stake holder satisfaction.
* Facilitates Business Continuity Planning (BCP) and Disaster Recovery (DR) plans for the account during regional/ location outages & issues.
* Effectively manages and implements Business Controls, methods, tools and processes which include System Management Controls, Requests for Service etc. and ensures documentation is audit ready.
* Ensure systems under management are compliant with applicable security standards. Meet the PMR audit finding requirements for operations.
* Ensure all health checks for the accounts are submitted on time.
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Responsible for effective implementation of Defect Prevention Processes (DPP) and encourage standardization to achieve productivity in pools/teams.

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| **Wipro Technologies: Mattel Inc (USA).** |
| Client | Mattel Inc (USA). |
| Domain | Retail and Consumer |
| Role | Global Operations Manager – NA/Europe (Onsite) / APAC/JAPAN |
| Environment | Infrastructure support including EUC and Project Management |
| Managed team size | 189 |
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# Operations Manager for Retail account. Worked as Global Operations Manager & Global Datacenter Manager based out of Pune (India).

Key Accomplishments / Responsibilities as an **Onsite Operations Manager**:

* Managing multicultural team spread across Europe geography.

# Customer Relationship Building and Management.

* Managing client and to ensure CSAT ratings of the region.

# Identification of New Business Opportunities, Preparation of Proposals and Presentations.

* Outsourcing low value job functions, contract negotiations and vendor management.
* Recruiting, Talent Development, Managing Team's competencies & capabilities.
* Liaising with offshore teams to ensure all escalations are managed within agreed timelines and with corrective actions.
* Identifying business development opportunities and ensure support teams are align to customer roadmaps.

Key Accomplishments / Responsibilities as **Global Operations Manager:**

* Managing 3 Large datacenters spread across US and Europe.
* Responsible to identify opportunities to improve availability of datacenters.
* Working with customer lead architect to identify opportunities aligned to customer objectives.
* Liaising with Project Management Office and Technical teams to ensure identified opportunities are implemented.
* Working with remote support teams to validate existing procedures and update as required.
* Ensuring monitoring of all assets in estate and ensure availability of critical resources.
* Working with Architect team to setup BCP/DR to ensure business continuity.
* Working with client for contract renegotiations and identifying opportunities for savings.

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| **Wipro Technologies: Johnson Diversey Inc. (USA)** |
| Client | AVIVA, (RAC UK), Johnson Diversey Inc. (USA), Fosters group of companies. |
| Domain | Retail and CPG |
| Role | Project Manager – Datacenter Operations  |
| Environment | Infrastructure support |
| Managed team size | 49 |
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* Managing team of 49 L2 Engineers supporting servers & EUC infrastructure for client.
* Responsible for managing Major Incidents as a situation Manager involving business & IT.
* Responsible for identifying potential issues and working towards rectification of same.
* Works as a Problem Manager identifying issues proactively by trend analysis of reported incidents.
* Acts as a mentor training L1/L2 members on AS/400 and Production operations technologies.
* Managing operations 24X7 for server and Prod-Ops support.

PROFESSIONAL EXPERIENCE (PREVIOUS to Wipro Technologies):

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| **Company Name** | **Role** | **From** | **To** |
| Wipro Infotech, New Delhi, India | Site In-charge (Electrolux) | Jun 2004 | Aug 2006 |
| CMS Computers Limited, New Delhi, India | Sr. Engineer Customer Support | April 2000 | Jun 2004 |
| Classic Computers, Ghaziabad, India | Engineer Customer Support | Mar 1999 | Apr 2000 |

* Trainings Attended - Trained and assessed Lean, Six Sigma – Wipro Technologies
* Trained and Assessed in Business Continuity Management System
* Trained and Assessed on ISO 20000 – Wipro Technologies
* Hands-on Workshop in AS/400 (i-Series)
* FMP certification – 6 months interactive program
* Diploma in computer engineering from Jetking Institute of Computer Engineering.

PERSONNEL DETAILS:

DOB : 10th Oct 1976

MARITAL STATUS : MARRIED

Nationality : India

Pass Port : F5727284

Valid up to : 2016

VISA/WP Status : Expired