+91 9986915323
jagannathdascr@gmail.com
Bengaluru

JAGANNATHA DAS CR
Associate Manager

Professional Profile	Service Delivery, Project, Support, Process & People Management

WORK SUMMARY

- 11 + years of IT Industry experience in **Customer Success Delivery & Management**
- **ITIL v 3.0** Certified from **TUV SUD,UK**
- Extensive 5 + Years' experience in **Project Execution & Management with AGILE**
- Extensive 6 + Years' experience in **Service Delivery & Operations with Change/Incident /Problem Management**
- Managing a TEAM of size 10- 25 with Mentoring Monitoring & Training Experience in Pharmacovigilance/Health care
- **Project Management Professional Certification** course in UDEMY
- Completed AWS Certified Solutions Architect: Associate Training
- Completed **Agile Crash Course** in UDEMY
- Work collaboratively with team members to achieve common goals, while maintaining responsibilities and commitments.

TECHNICAL PROFICIENCY

Skills :	Client Interactions, Agile , ITIL , IT Service Management, Transition and Operations, Customer Support, Planning , Risk, Budget, Resource & Stake holder Management, Leadership skills, Training, Mentoring and Presentation Skills.
Domains:	Healthcare, Pharmacovigilance/Drug Safety, Supply Chain, Education & Telecom
Platforms:	Windows
Other:	Microsoft Office (MS PowerPoint, MS Excel, MS Word, Acrobat Professional), Jira, Confluence, Service now, Salesforce, Ops Manager, Weblogic, Tomcat ,Python,Oracle
Products :	ARISg,agInquirer,Register, agXchange/ IRT,Tradestone PLM,OpenText Appxtender, Documentum, Huawei Products, Automation Anywhere Products

PROFESSIONAL SKILL SET

Service Delivery	Project Management	Incident, Problem Change Management

Implementations & Customer Success	People & Process Management

CAREER REVIEW

Role in SERVICE DELIVERY , ITIL & LEADERSHIP

The Accountabilities

- Managing & maintaining the artefacts required to meet Quality Objectives of the organization.
- Manage Service Desk and Application Support Teams capability to meet and surpass metric goals (average 87% NPS score) while working with the client to devise methods to improve the teams overall ability to meet the above the Expectations
- Facilitated weekly and monthly meetings with clients on SLAs, process   improvement, planning, and strategy.
- Managed a team of 25 locally with 2 leads.
- Handled escalated team problems and sensitive HR issues.
- Conducted weekly 1on1s with team on team performance, improvements, review roles within groups.
- Assisted in scheduling team training& reviewed metrics to promote team growth.
- Met with the client's on a weekly basis or more to discuss on implemented to improve metrics & support.
- Participating in Internal audits, TL9000 and SOC 2 Assessments and helped in closing out of Non-Compliance action items and providing necessary CAPA
- Steering Committee presentation, Weekly status reports for customer , resource forecasts

- Follow up with Customer for CSAT/DSAT to improve the customer relationship and Business
- Worked on several projects for INCIDENT/CHANGE Management.
- Responsible in approving RFC's and Plan with technical aspect and Tracking the Change till Closure.
- Responsible in Initiating the Change Process with Ideas, necessary Artefacts and Process Documents.
- Providing inputs for Validation Plan, Validation Summary report and Production Summary Report
  & Review and update CMDB document for customers

Role in Project Management, Implementations and ITIL Process

The Accountabilities

- Worked on project plan Involved in finalizing SOW/CO by arriving at efforts, defining IN/OUT Scope items and check technical feasibility of requirements and approach
- Manage project timelines and communicate with management staff and clients to ensure project progress success
- Implemented AGILE management ideals by facilitating exercises such as sprint planning and stand ups.
- Enact delivery upon completion of projects and ensure that delivery adheres to agile practices.
- Led team in creating multiple software applications that served various purposes in sectors such as health care , Pharmacovigilance / Drug Safety, Life Science , Education and Telecom Domains.
- Tracked progress of project by maintaining constant communication with senior management staff within client's company and internally
- Responsible in providing Prototype model and educate customer.
- Led sprint reviews and daily scrum meetings to touch base with whole team and ensure that all members were performing satisfactorily.
- Trained team members in employing agile and scrum practices to improve work flow.
- Driving Kick off calls with customer, Pre go-live call with all stake holders.
- Gathered customer requirements and designed the architecture accordingly based on the application requirements and customer usage details
- Performed deployment, Integration of enterprise applications
- Hand over to Global support Team and Go live call with customer
- Issues handling and customer management until GO LIVE.
- Implementations and Configurations of Applications
- Project Closure activities like getting customer acceptance letter signed, closing the project in tracking tool, Publishing lessons learnt of the team to other teams and sending it to Contracts team for billing activities
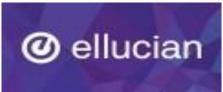
ACADEMIC OVERVIEW

2009 Bachelor's Degree in Computer Science & Engineering, Bengaluru, Karnataka

WORK IN VARIOUS ORGANIZATION's

ASSOCIATE MANAGER	TECHNICAL LEAD	SENIOR PROCESS ANALYST
MAY 2020 – Till Date	FEB 2019 – FEB 2020	JULY 2016 – DEC 2018

TECHNICAL CONSULTANT	SOLUTION ANALYST	SOFTWARE ENGINEER & BD
JULY 2014 – JULY 2016	MAY 2010 – JULY 2014	JUNE 2009 – MAY 2010

Thanks and regards
JAGANNATHA DAS CR