**DEEPAK YESHWANTH SAIBABA**

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## SENIOR PROJECT MANAGER | PROGRAMME MANAGER

**M.Sc. (UK) educated Senior Project Manager**, with sixteen years of experience in delivering stellar results by managing business and technical operations and projects within time and budget constraints. A proven leader armed with strong management experience and certified in Scrum, Project management, Lean Six Sigma and ITIL with the ability to identify problem areas in process and projects and guide stakeholders in the collaborative implementation of corrective actions. Possess exceptional expertise in identifying project needs to drive process improvements, bottom-line gains and competitive advantage. Demonstrated excellent communication skills, ability to build partnerships, a passion to resolve crises, and manage competing demands, resulting in achieving challenging project goals.

CORE COMPETENCIES AND ACHIEVEMENTS

* **Leadership** Currently manages a mid-sized firm in Bangalore (India), coordinating the planning and execution of the business and product delivery tasks. Developed and led cross-functional teams of up to 70 people in startups, mid-sized firms and multinational organizations. Adept at team motivation, creating a positive impact on teams, skills retention and delivering results while the project team focuses on critical tasks across different time zones.
* **Project Management.** Oversee projects from inception through to completion; recommending improvements to improve productivity, create high quality products and reduce costs. Deliver smart solutions through a combination of waterfall, agile and various process mapping methodologies. Built a hybrid project team to produce a cloud-based ERP product from scratch. Increased revenue derived from this project by 200% over three years.
* **Programme Management and Governance.** Plan, coordinate and execute multiple projects across functional units using a structured and balanced process. Maintains key relationships across stakeholders across commercial, finance, HR, board members. Oversee delivery of several projects derived from the company’s flagship product usually involves coordinating amongst multiple staff teams, client sites and third-party vendors. Headed the efforts of producing new pilot products, service management projects, transition projects, data driven projects, process projects and large scale training sessions. Trained in COBIT 2019.
* **Business Management.** The MSc program at Aston University in addition to core subjects on project management from the Aston Engineering school also consisted of subjects from the **MBA** programme offered by Aston Business school, thus formally was trained on various aspects of Business administration including ethics, strategy, business intelligence, governance, operations, etc
* **Strategic** **Planning** and **Implementation**. Devise detailed steps and processes needed to reach plan goals and incorporate feedback and progress reports to ensure that the plan is on track. Executed a six-month transition project for a global data centre. Consulted clients to plan disaster recovery, and helped transition the control of the data centre between vendors with zero downtime and no outages, using ITIL defined processes. Studied in depth and wrote a paper on the supply chain management and logistics activities of Dell for Enterprise Computing Strategies module in my Master’s Degree course at Aston University.
* **Change Management.** Deliver change management activities to ensure ongoing stakeholder and user engagement. Collaborate with clients to ensure all change initiatives are understood and are adjusted to drive tangible and non- tangible business benefits. Used RACI matrix tool as part of planning to evaluate risks and ensure SLAs were not impacted once solution was deployed.
* **Process Management.**  Introduced several processes for service delivery and project management, including change, incident, problem, asset and configuration management systems. Implemented SCRUM based process changes in several projects. Adept in data collection and data analysis.
* **Budget and Cost Controlling.** Oversaw entire expenses of all projects. Achieved early ROI and early revenue across several quarters by convincing clients to split project execution into a multi-phased delivery model with interim payments. Effectively planned resource and travel expenses of the project to retain better profit margins.
* **Communication.** Effective communicator across all levels of the organization up to board level. Strong ability to adapt messages to different audiences across cultures and different backgrounds. Excellent presentation and negotiation skills. Fluent in English and Tamil. Conversant in Malayalam and Hindi. Can read and write in French.
* **Relationship Building and Teamwork.** Exceptional interpersonal and relationship building skills in multicultural corporations. Driven with proven abilities in adapting to different cultures and building cohesive teams of local talent to build world-class solutions. Worked in countries such as the USA, UK, Malaysia and UAE. Worked remotely with teams in China, Mexico, Netherlands, Poland, France, Korea. Japan, Uganda, Mauritius and Germany.
* **Mentoring and Training.** Guide, influence and motivate teams by setting goals, review tasks at hand, brainstorming and plan of action. Mentored several project managers in both Waterfall and Agile methodologies (in particular SCRUM, Sprint Planning, Reviews and backlog management) As part of MSc degree internship worked for six months at Pinewood Technologies (UK) as a mentor of development teams in ISO compliance and Scrum methodology.
* **Creativity and Innovation.** Used novel forms of presentation such as Prezi, introduced several team activities to promote team harmony and increase productivity. Introduced several innovative analytical modules in the ERP product that greatly impressed customers leading to new revenue streams.
* **Technologies.** Strong Technical Skills in MS Project, Visio, Excel, Word, Powerpoint, Teams, SharePoint, SQL, JIRA, Trello, AWS, C, JavaScript, HTML, Python, GitHub, BMC Remedy, Adobe Suite, Prezi, Redmine, MiniTab, Waterfall methodology, Agile, Scrum, ITIL, Six Sigma

PROFESSIONAL EXPERIENCE

**EXALOGIC SOLUTIONS**, Bangalore, India **Sep 2014 – Present**

Managing Partner/ Sr Program Manager

* As co-founder, ensure development of the core products. Provide strategic vision to the employees by articulating all business objectives clearly using program management with technical acumen
* Oversee the efforts in building an ERP cloud product for educational institutions (named INMEGH) and custom-build products for consulting companies using technologies such as AWS, Heroku, Postgres SQL, Ruby on Rails, React, JIRA, iOS and Android.
* Formulate all project and process guidelines & train the development team on lean thinking concepts such as project selection, root cause analysis, develop new ideas, identifying enabling factors etc. Also devised all the HR processes suitable for an SME firm including standardization of recruitment practices, and continuous improvement of leave, staff health and safety & appraisal policies.
* Ensure effective communication with all stakeholders at all times within projects and customer level.
* Scale the organisation by focusing on skill and competency growth. Hired more than 55 web and mobile developers, business analysts, scrum masters, product owners, tech leads, project managers, testers and designers
* Prepared all the bids, proposals, responded to RFPs for both private and government projects and attended all the relevant customer meetings for presentations, discussions, negotiations, wins, contract signing etc.
* Used Lean methodologies and six sigma guided statistical analysis for analyzing large volumes of student data to understand how to design new analytical features in the product such as cumulative student performance reports, student school lifecycle holistic analysis & teacher performance reports
* Achieved sales for INMEGH reaching 20 million Indian Rupees annually, by participating in fieldwork and/or overseeing extensive marketing campaigns. These helped the firm register a 200% growth in revenue in two years since product inception.

**RP TECHSOFT** Trivandrum, India **Oct 2012 – Aug 2014**

General Manager/ Global Program Manager

* As General Manager of this Technology firm, worked with the CEO to set up key departments such as PMO, Technology, and Sales and oversee Operations Processes
* Built the presence of RPTECH in the Middle East by establishing RPTS in Dubai and wrote the winning proposal for a 2-million-dollar contract for SAP implementation from NSH, Kuwait, competing against established IT giants in the region. Managed complex operational plans for several projects that resulted in the accomplishment of timely delivery, including onsite and offshore resource planning, manage or oversee budgetary activities and setup production support teams
* Hired more than 75 project resources including SAP functional and technical consultants and other support staff. Key focus was on using resources efficiently to maximize customer experience.
* Helped set up process practices, industry standards and frameworks such as ITIL, Six Sigma, ISO, CMM and PMI guidelines. Guided each unit through complex process changes and derive metrics. Use good judgment to track new opportunities for operations and deep dive into process improvement programs using a hands on approach.

**HCL TECHNOLOGIES**, Chennai, India **Oct 2009 – Sep 2012**

Senior Specialist (ITIL)

* Worked with HCL **twice** between Oct 2009 and Sep 2012, with a **break** in between (Sep 2010- Mar 2012) for Master’s degree in England.
* Deputed to work in Malaysia during first stint for a US customer (automotive sector) at their data centre in Kuala Lumpur to establish and maintain high level of stakeholder engagement during transition. This infrastructure transition project was worth 20 million USD in contract managing a 20-member team offshore and onsite. Coordinated work between the offshore team and other teams worldwide keeping the team motivated to deliver quantitative results proactively.
* IT Service Management subject matter expert for US and Dutch customers in the media industry, during second stint. Drove all the operational design aspects of the ITIL processes, including verifying continuous compliance, operational analysis, measuring and reporting on performance.

**AJILON CONSULTING**, Minneapolis, USA **Dec 2008 – June 2009**

Operations Analyst

* Involved in full-scale implementation of ITIL and continuous improvement processes for 'Thomson West' - a unit of Thomson Reuters.
* Direct report to the IT director of Thomson West and the budget of the process improvement projects handled ranged from 600k to 1 M US Dollars.
* Also managed a group of ITIL analysts and project leaders who reported their project metrics weekly for assessing the health of systems.
* Mentored the development team on the Incident, Request, Change, and Problem process design, standardization of procedures, and interactions using six sigma and CMM defined best practices.

**INFOSYS TECHNOLOGIES.** Chennai, (India)/ USA **Nov 2003 – Nov 2008**

Software Engineer (Multiple roles)

**ITSM Change Manager** for the customer: Ameriprise Financials (the financial-services arm of American Express AMEX) at Minneapolis, MN, USA from Sep 2007 – Nov 2008. Managed a team of four ITIL junior specialists three in the US and one nearshore (Mexico).

* Key Responsibility: Managed all IT changes and process mapping of change management areas to other service management impact areas for three worldwide lines of businesses for Ameriprise under the classification of Bank, Investments and Infrastructure. Also handled SOX compliance, process classification for service tickets, ITSM process and procedures manual preparation for Ameriprise.

**Business Analyst** for: ABN AMRO Bank (RBS) at New Jersey, USA from Aug 2006 – Aug 2007. Managed a team of three in the US and 12 at offshore.

* Key responsibility: Requirement Analysis and Coordination of Delivery of Offshore work for a Business Intelligence Repository program. Review of operational performance of systems, requirements classification and mapping, task estimation, task follow up and scheduling.

**Test Team Lead** for customers such as Fidelity Investments, Reynolds and Reynolds, Texas Instruments and Boeing Nov 2003 – Aug 2006

* Managed teams that were up to the size of four employees - three onsite and one offshore (China) employees while working on Texas Instruments in writing algorithms for automating web-content management testing.

EDUCATION AND PROFESSIONAL TRAINING

**MSc IT Project Management**, Aston University, Birmingham, UK Sep 2010- Jan 2012

**B.Tech Information Technology**, University of Madras, Chennai, India Jun 1999- Jun 2003

**Certified Scrum Master (CSM ®),** Scrum Alliance

**Information Technology Infrastructure Library ITIL v4**, Axelos

**Customer Centric IT Strategy Certificate,** University of Virginia

**Python Programming,** University of Michigan (edX)

**Leadership in 21st Century Organizations Certificate,** Copenhagen Business School

**Lean Six Sigma Black Belt,** Council for Six Sigma Certification

**ITIL 2 and 3 Foundations,** Exin

**Business English Certificate,** Cambridge University

**IELTS Examination,** IDP (Scored 8.5/9.0)