

# Naimish Kathrani

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## Job Objective:

Seek to work in an environment that will challenge me further; while allowing me to contribute to the continued growth and success of the organization.

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## Profile Summary:

- IT professional with 20 years of experience with technical and project management in implementation and maintenance of CRM, Java based web applications and other Oracle packaged software solutions.
  - Techno functional experience in systems for variety industry domains. Over 7 years of experience in SI Implementation projects, 4 years' experience in developing Single module applications. and 9 years in Managed services operations support.
  - Experience in various project roles like Product manager, Project management, Presales and Solution definition, Solution Architect, Technical Architect and Competency Management.
  - Experience in business domains such as Telecommunication, Retail, Automotive, and Insurance, Functionalities delivered included Case management, Order to Cash, Configure-Price-Quote models, Email response, Segmentation, Campaigns, service request management, and Leads for Marketing.
  - Handled project teams of up to 60 members working from onsite and at offshore locations. Building teams from recruitment, training and development for implementation projects that take pride in developing high-quality, dependable systems and services.
  - Led the development and deployment teams of customer applications. Proven ability to bring the benefits of IT to solve business issues while managing costs and risks.
  - An effective communicator with strong relationship, leadership, planning, coordination and analytical skills; ability to view the larger picture, take business-critical decisions.
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## Core Strengths:

Project Management (Agile/Waterfall)	Quality Compliance	People Management
Deployment and Implementation	Software Designing	Technical Architect
Partnering in Presales and Sales	Productivity Improvement	Change Management
Performance Management	System Administration	Business Analysis
IT Security & Risk Management	Recruitment & Training of teams	

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## Executive Skills:

- Confident, dedicated technology leader with career long record of promotions, stakeholder satisfaction, team building, strategic insight.
  - Project delivery experience of 16+ projects, 6 full life cycle projects using Agile and Waterfall methodologies. Project revenue up to the tune of 25M Dollars. And 6 end to end deliveries of FoxPro based application to Financial Company.
  - Helped clients in managed services with transforming their legacy systems into new edge software solutions.
  - Project management with effectiveness in Planning, execution and tracking, managing control over issues, risks and Cost. Overall status reporting to Delivery leadership board.
  - Designing and implementing mechanisms for project estimation, time tracking and progress reviews.
  - Preparation for scheduled external/Internal audits. Responding to queries and audit findings.
  - Auditing troubled delivery projects, Interviewing project management, Presenting audit findings.
  - Helped clients retire their old out dated applications by moving them into new application
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## IT Skills:

- Database RDBMS: MS-SQL, FoxPro, MS Access and Oracle RDBMS such as 9i, 10g and 11g.
  - Software: Visual Basic and Siebel, MNP, ASAP & OSM/UIM
  - Tools: Oracle Toad, Soap UI, Splunk, Siebel tools, SQL Developer, Siebel ADM, Service Now, Remedy, HPQC, JIRA, MSP, Visio, etc.
  - Middleware: Vitria, Fusion, Tibco and OSB/ESB.
  - CRM: Siebel CRM, Siebel Analytics, Siebel Product configurator with Products/pricing and Oracle Sales
  - Languages: Siebel eScript, VB script, Java Scripts, REXX scripts, HTML, XML
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## **Current Organisational Experience**

**March 2019 – till date**

**DXC Technology, Bangalore as Project Manager/Solution Architect**

DXC Technology is responsible to implement new payment platform for Ministry of Finance Dubai. This platform includes payment as well as non-payment systems implementation with world class service center in UAE region.

### **Responsibilities:**

- Implementation delivery for non-payment systems including 5 Oracle CRM Products like Public Sector, Marketing, Loyalty, Loyalty Member Portal and Loyalty Partner Portal. IP 18.12
- This implementation is part of big program and being implemented as support systems for payments business for client in Middle East for services offered by Dubai Government.
- Manage end to end delivery of all customizations into Applications, integration with other systems via OSB/ESB using Agile methodology. And prepared operations support process documents for L2.
- Team management, sprint planning, day-to-day tasks assignments, daily stand-up status reporting to leadership in governance.
- Delivering within budget and eliminate any scope creep. Maintain risks and issues with proper mitigations and resolutions.

### **Accomplishments:**

- Successfully completed build, system test and systems integration test on time.
  - Delivered good quality code, which resulted in minimum number of SIT defects.
  - Currently supporting UAT and on track for Go-Live within deadline.
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## **Previous Organisational Experience**

**May 2017 – Dec 2018**

**TechMahindra India Limited, Pune as Technical Architect**

### **Responsibilities:**

- Service delivery/Operations support for IT stack including Oracle products like Siebel CRM, Fusion, ASAP, OSM, UIM and MNP for Australian client Vodafone Hutchison.
- Managed IT service delivery with end to end SLAs for 40 services for Sales and Care business domain.
- As a Sales and Care Domain lead, I took care of daily support activities at offshore including but not limited to taking care of an Incident Management, Problem Management, Change Management and Deployment of releases for Sales and Care systems/applications by maintain SLAs and KPIs
- Apart of above Service delivery, also helped Vietnam mobile transform their systems into new stack solution included Siebel, Tibco, SingleView, ComViva, etc.

### **Accomplishments:**

- Service Delivery to 7,500 Customer care agents, Dealers and Sales shots supporting customers across Australia.
  - Streamline Monthly and Weekly service Reporting, 23% Improvement in teams Productivity by fixing known issues and with Automation
  - Successfully delivered newly implemented stack for Vietnam Mobile with two major releases for Prepaid and Post-pay.
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**Feb 2016 – Sept 2016**

**Xerox Business Services Private Limited, Bangalore as Systems Development Manager**

### **Responsibilities:**

- As a product Manager I was responsible for over-all product road map for Platform Vector which is built upon Siebel Open UI and Pro C, this role had an objective to bring 9 different systems supporting 9 separate US state government tolling businesses into single platform.
- Successfully upgraded platform from Siebel IP 2015 patch-set 8 to patch set 9 with IRM upgrade.
- As a capacity manager I was responsible to recruit, train, deploy and keep backups of resources for all projects under US tolling area in Transportation Service Group at Xerox.

### **Accomplishments:**

- Successfully Audited new SI delivery for FL and NJ fresh implementation for pre execution review and reviews during execution for Siebel best practices and continuous meeting project objectives as well as meeting product/platform objective.

- Successfully recruited, trained and staffed 52 new employees and contractor.

**Sept 2004 – Jan 2016**

**Accenture Services Private Limited, Mumbai, Bangalore & USA as Associate Manager**

**Responsibilities:**

- Supported Claims applications/systems for client QBE NA insurance with 500+ users and 7000+ claims per month, drive continuous improvements and resolved known issues resulted in reduction of an incidents inflow from 250/month to 180/month. Also build and delivered monthly releases with application development projects.
- Delivered SI projects with Accenture CAS solutions with SFA, TPM and TPO for ABI US/Western Europe and Mars US, UK and Germany.
- Audit and reviewed existing use of 25 Siebel application, enterprise and remote servers to do relocation of same from HK DC to Singapore DC.
- Played consultant role at Analytics system implementation project for TATA Motors where delivered business critical changes which were essential for Analytics base predictive analysis.
- Successfully delivered TPM solution for SI with Siebel Consumer goods application along with BI for Starbucks US.
- Supported and enhanced business critical systems for client CUNA Mutual Group US included Siebel, and other legacy systems 24/7 and successfully delivered 600+ Product configurator changes along with tiered pricing. And helped client retire their 6 other old legacy systems and moved those product lines into single system which helped save client 200K\$/annum in support cost.
- Delivered Integration services platform for Dell US with Siebel as frontend application to transform their after sales services.
- Successfully delivered TPM solution for SI with Siebel consumer goods application for Moet Hennessey Paris.

**Accomplishments:**

- Got total 3 promotions during my 11+ year tenure at Accenture. From Software Engineer to Associate Manager
- Won several awards in categories like business operator, people developer, etc. and also received Yellow topper award.
- Successfully completed Project and Program management training.
- Successfully completed Agile Methodology training.
- Successfully completed Estimation and Pre-sales architect training.

**Jun 2004 – Aug 2004**

**Photon Infotech Private Limited, Chennai as Senior Developer**

**Responsibilities:**

- As a consultant my responsibilities were to help Java Application Development Team in Integration of Java Business Objects/Components with Siebel Sales 7.5.2 Application.
- Understand Functional Requirement of Integration,
- Create Technical Design Document,
- Create Integration Object inside Siebel, and use Siebel Vanilla Business Service to generate Java Data Bean code for Java Team.
- Guide Java Application Team on how to use Java Data Bean code generated by Siebel BS, Fixing defects, Unit Testing, Peer Reviews.
- Testing web application.

**Accomplishments:**

- Got appreciations from Company director on completing integration before time.
- Successfully developed mock package using HTML for SurfNet

**Mar 2003 – May 2004**

**Aargee associates (contracted to TCS), Chennai as Support Analyst**

**Responsibilities:**

- 24/7 support for client AT&T using their production BSS systems.
- Support activities included fixing any failed new service order or service change request order. Any Order fail or change request fail use to generate an incident into Remedy.
- Incidents had its own severity and priority base on Order type and Error code, each incident required full knowledge on AT&T system architecture which included, Siebel as their Order Management, Vitria as Middleware, Oracle as backend, 3G Errors Escalations system, Atlas(billing), SMS(Sim card maintenance), NMS(Sim association with IMEI), etc.

- Within Siebel understand their complex product lines and constant change in product lines, their pricing structures. With this understanding I was helping AT&T resolve issue with their normal new Sales Orders, Service Orders, and Change request orders

**Accomplishments:**

- Received training for each system along with telecom domain training.
  - Apart of support I was also helping other team members resolving any complex incident.
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**May 1999 – Jan 2003**

**Krishna Computers, Rajkot as Cofounder**

**Accomplishments:**

- At Krishna computers we were providing Computer basics training School students, College students and Governmental Office staff
  - Successfully provided Level 1 training with DOS/Windows OS and MS Office applications to 450 students and 80 Governmental office staff
  - Apart of training we were also doing Software development using FoxPro and VB, we successfully developed and delivered newly developed software to Business Contact Centre company with indexing in Gujarati and Financial Company on speculative markets(satta bazaar)
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**Certifications:**

- ITIL V3 Certification
  - Siebel 7.7 Certification
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**Education:**

- 1997: Diploma in Computer Science
  - 1999: Bachelor's in Commerce, Saurashtra University
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**Date of Birth:** 19<sup>th</sup> September 1977

**Visa:** Currently holding valid B1 Visa for USA. This is multiple entry visa, expiring in 2022

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