

96000 10266
d@xfresume.com

JEFFRI SHAN



SIGNATURE SKILLS

Business Process	Maturity Level (Estimated %)
Strategic Planning	80%
Service Management (ITIL)	90%
Program / Project Mgmt.	85%
Lean / Six Sigma	75%
Quality / Process Mgmt.	90%
Enterprise Risk Governance	70%
User Experience	60%
Value Creation	85%
Business Process	75%

Senior Delivery Leader with experience in Strategic Planning, Portfolio/Program/Project Management, User Experience, Quality Management, Service Management, Business Excellence, Process & Quality Management, Enterprise Risk Governance, Change & Transformation Management and People Management.

Seasoned Delivery Management professional with more than 17 years of experience in leading the delivery of services, programs, projects, CoE initiatives across various Industry verticals, Strategic Business Units and Customer Units. Robust background of managing global delivery engagements with large teams and enabling support through Delivery Excellence initiatives. Deep understanding of the business levers that enables achieving business targets. Well versed in sensing customer problems proactively, utilizing industry recognized tools/frameworks to link “cause & effect” relationships, and arriving at long-term solutions. A “Learner for Life” having deep knowledge and certifications in ITIL, CMMI DEV, ISO 9000, IT Governance, User Experience, Six Sigma, DevOps.



FUNCTIONAL LEADERSHIP

- Initiative Planning
- - Team Vision & Performance Management
- - Team Collaboration & Communication
- - Leveraging Cross Functional Capabilities
- - Change Management

DIFFERENTIATOR

- Driving Digital Business in Service Management space for Global Growth Markets (APAC, CE, UK, LATAM) of Cognizant Interactive through value enriching and cost-effective delivery models (ITIL)
- Led a cross-functional team towards Business Process Integration of Cognizant Analytics (acquired entity), thereby transforming into a value generating unit
- User Experience
 - A keen UX enthusiast responsible for Delivery Excellence initiatives of Cognizant Digital Business – Cognizant Interactive
 - Instrumental in authoring Design Thinking enabled delivery methodology for Experience enabled projects in a short span of time and successfully rolled out UX Maturity frameworks across the organization
- Spearheading multiple CMMI DEV Level 5 assessments across Cognizant (Assessment Team Member for Cognizant's Level 5 Assessment in 2016) and Tech Mahindra
- Handling multiple business process consulting and continual improvement programs for internal functions and client facing projects

CAREER TIMELINE

- Associate Director – Projects
- Program Manager
- Senior Manager – Delivery Excellence
- Quality Consultant
- Process Consultant
- Software Quality Analyst
- Systems Executive

Cognizant Technology Solutions, Kochi
Kellton Tech, Gurgaon
Cognizant Technology Solutions, Gurgaon
Tech Mahindra, Noida
Infosys Technologies, Bhubaneswar
Polaris Software Labs, Gurgaon
GROZ Engineering Tools, Gurgaon

June 2016 – Current

February 2016 – June 2016

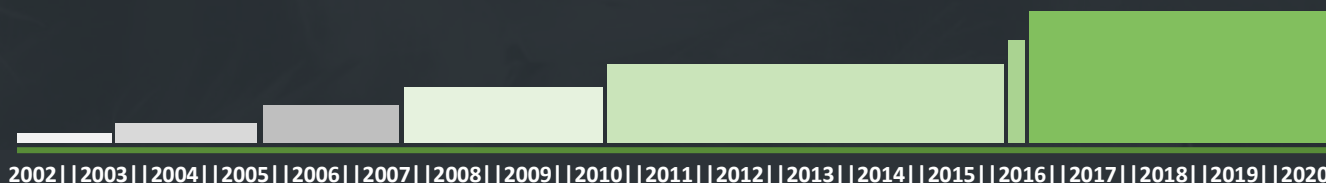
October 2010 – February 2016

December 2007 – October 2010

November 2005 – November 2007

October 2003 – October 2005

Jul 2002 – Oct 2003



Program Management

Project Initiation

Project Planning

Measurement driven Execution

Project Integration Management

Scope and Quality Management

Cost Management

Resource Management

Academia

MS – Quality Management

BITS, Pilani

2006

MCA

IMT, Faridabad, M.D. University,

Rohtak

2002

B.Sc. – Statistics

P.G.D.A.V. College, New Delhi, Delhi

University

1999

Certifications

ITIL 4 Managing Professional

HFI Certified Usability Analyst (CUA)

PMI certified PMP

DevOps Foundation

COBIT 2.0 Foundation Certified

ASQ certified Six Sigma Black Belt

Entry Level Certified COSMIC FSM

Personal Details

Date of Birth: 06-May-1977

Languages Known: English,
Malayalam, and Hindi

Address: Tower#1, Door#107A, DD
Misty Hills, Thengode PO, Kakkanad,
Ernakulam, Kerala

Passport: K6486069

Significant Contributions

Cognizant Technology Solutions

- Led a 500+ deeply experienced community technologists and managers for Cognizant Interactive in Application Maintenance space for their Global Growth Markets (APAC, Continental Europe, LATAM, UK) - responsible for P&L, talent creation, and retention in an ITIL based organization structure
- Drove Delivery Excellence Enablement team for Digital Engineering and Analytics delivery teams – resulting in multi-million-dollar value creation through industry defining delivery frameworks viz. UX Engineering, Analytics Delivery Frameworks
- Implemented Continual Improvement & Innovation initiative (Lean Six Sigma) for Cognizant's Interactive Business Unit that led to annualized savings of more than \$20mn
- Introduced Process Excellence & Transformation initiative (Lean Six Sigma) for analytics clients that led to reduction in customer complaints (Y-o-Y), improved project governance and accrued business savings of \$5 MN
- Contributed towards CAR (Causal Analysis and Resolution) and OPM (Organizational Performance Management) as part of Cognizant's CMMI 2016 Assessment Team and paved the way to attaining CMMI Level 5 for the organization
- Designed and implemented risk governance framework, objective driven balanced scorecard, experiential learning service delivery workshops and best practice colloquiums
- Recognized with the "Cognizant Analytics Performance Excellence Award" for successfully leading the multiple delivery excellence initiatives and the prestigious "Global Project of the Year Award"
- Conceptualized and orchestrated the execution of Annual Excellence in Delivery "Enspire" event for Cognizant for 7 years in succession

Kellton Tech

- Deployed various innovative and path breaking digital solutions for leading Travel & Hospitality / Insurance / Retail / Education / Real Estate clients in North America, India and UK
- Led a team of 100+ UX engineers, Interaction Designers, Technology Architects, and developers

Tech Mahindra

- Led the turning-around process deployment and improvement for a delivery unit while serving a leading Telecom company in the US
- Deployed High Visibility Identification & Tracking Mechanism that resulted in proactively identification of high-risk prone projects
- Executed several business excellence consulting assignments for leading Telecom clients in Continental Europe
- Contributed towards Tech Mahindra's CMMI Ver 1.2 final assessment by devising Process Performance Models (PPB) based on regression equations at an organization level
- Groomed a cross functional Quality Team in Noida into a high performing entity leading to several acknowledgements including the "Best Support Function Award" and the "Most Valuable Player Award"

Infosys

- Authored the first ever Transition Maturity framework for ABN AMRO Program, which was later institutionalized across the organization
- Implemented Improvement projects resulting in Code Quality robustness and developer productivity
- Executed two organization-wide quality conclaves at Bhubaneswar Centre promoting robust coding practices and reuse adoption
- Conferred with the "PRIMA Award in Project Excellence" for project management initiative towards quality assurance

Polaris

- Designed engineering process workflows for different application spaces like Web, CRM & SAP
- Served as a SPOC and SME for deploying iPlan Ver 5.2 to support delivery units based at Gurgaon and successfully on boarded 100% projects in Gurgaon region
- Awarded "Team Excellence Award" for handling TFO Portal Project – First Portal Development Project on engineering practices leading to 0 UAT delivery
- **GROZ Engineering Tools**
- Successfully transitioned IT infrastructure from existing Delhi and Faridabad offices to a large campus at Gurgaon by configuring entire Network & Software Systems in record time of 3 weeks

Convergent Areas of Influence

Delivery Management

- Customizing product developments, cross-functionalities, platform synchronizations, system integrations; conceptualizing and implementing newer delivery models viz. UX Engineering frameworks, ITIL aligned delivery methods, consulting approaches
- Responsible for building solutions for prospective clients in Application Value Management (AVM) space
- Comprehending the SLAs, and setting realistic goals to ensure excellence in delivery across all projects and clients
- Managing stringent timelines, varying customer specifications, and evolving technology complexities for being accountable for strategizing, planning, and executing Service Delivery themes by developing enablement, risk assessment, audit framework as per ITIL / CMMI / ISO aligned environment

Program Management

- Program planning, including end-to-end management of each phases, involving managing deadlines, tactical execution, monitoring milestones, improving processes, and resource planning for large and complex digital deals
- Evaluating strategies to monitor performance, identify areas of improvement while managing multi-phase and multi-dimensional engagements and projects operating across multiple locations
- Thoroughly understanding project management techniques/tools/software, applying them in evaluating the project performance
- Providing on-site management of support staff to the customers to ensure daily operations are achieved successfully helping clients transform their business

Enterprise Risk Management & Digital Governance

- Delivering Enterprise Risk Management services to help clients integrate risk management into their strategic processes to enable them with effective risk response strategies
- Identifying and prioritizing of enterprise-wide risks assessment for the client and their risk capabilities to develop tools and processes that build a robust and sustainable risk management program and Digital Governance
- Creating framework for clients establishing accountability, roles, and decision-making authority for their digital presence (websites, mobile sites, social channels, and any other Internet and Web-enabled products and services)

Account Management

- Operating as the point of contact for key accounts and developing and maintaining long-term relationships with them
- Analyzing the expectations and influences for the accounts, developing strategies to work with them and maintaining frequent communication
- Sustaining active affinity with accounts to anticipate their needs and deliver appropriate solutions
- Driving value creation for the accounts and driving high level of satisfaction

Process Management:

- Defining delivery methods in alignment to ITIL / CMMI / ISO / UX frameworks
- Extending support to delivery teams for process deployment across all life cycle stages as per CMMI, ISO 9000, ISO 20000 & ITIL approaches
- Validating business process frameworks across Engagement Life Cycle (Pursuit-Initiation-Execution-Closure) and identifying business improvement opportunities by initiating Innovation and Lean Six Sigma principles
- Empowering the team with transparency to inculcate a culture of quality throughout the organization

People Leadership

- Creating and sustaining a dynamic environment that fosters development opportunities and high performance while monitoring team productivity and efficiency
- Establishing clear goals and roles, institutionalizing practices of good communications and good will, identifying and resolving issues and conflicts; responsibly delegating to workgroups, building ownership, and establishing success metrics
- Nurturing teams through coaching, delivering clear communications and entrusting freedom in them as an enabler towards fulfilling their responsibilities, that translates into target achievement

References can be furnished upon request.