

PRATHUSH



SUMMARY

A dynamic and accomplished leader with 20 years of hands on experience in Information Technology, Project Management, Contract Management, Customer Relationship Management, Business Operations / Delivery Management, Risk Management, Customer Service, and marketing. A strategic planner with proficiency in streamlining business processes, defining continuous improvement of processes, applying growth management strategies; capable of developing comprehensive plans to motivate staff, boost productivity, and facilitate personnel development towards fulfillment of organizational goals and objectives. Versatile with excellent strategic and tactical planning, managing large projects and governance processes. Adept at establishing win-win relationships with clients and internal stakeholders by addressing their diverse needs and providing utmost satisfaction.



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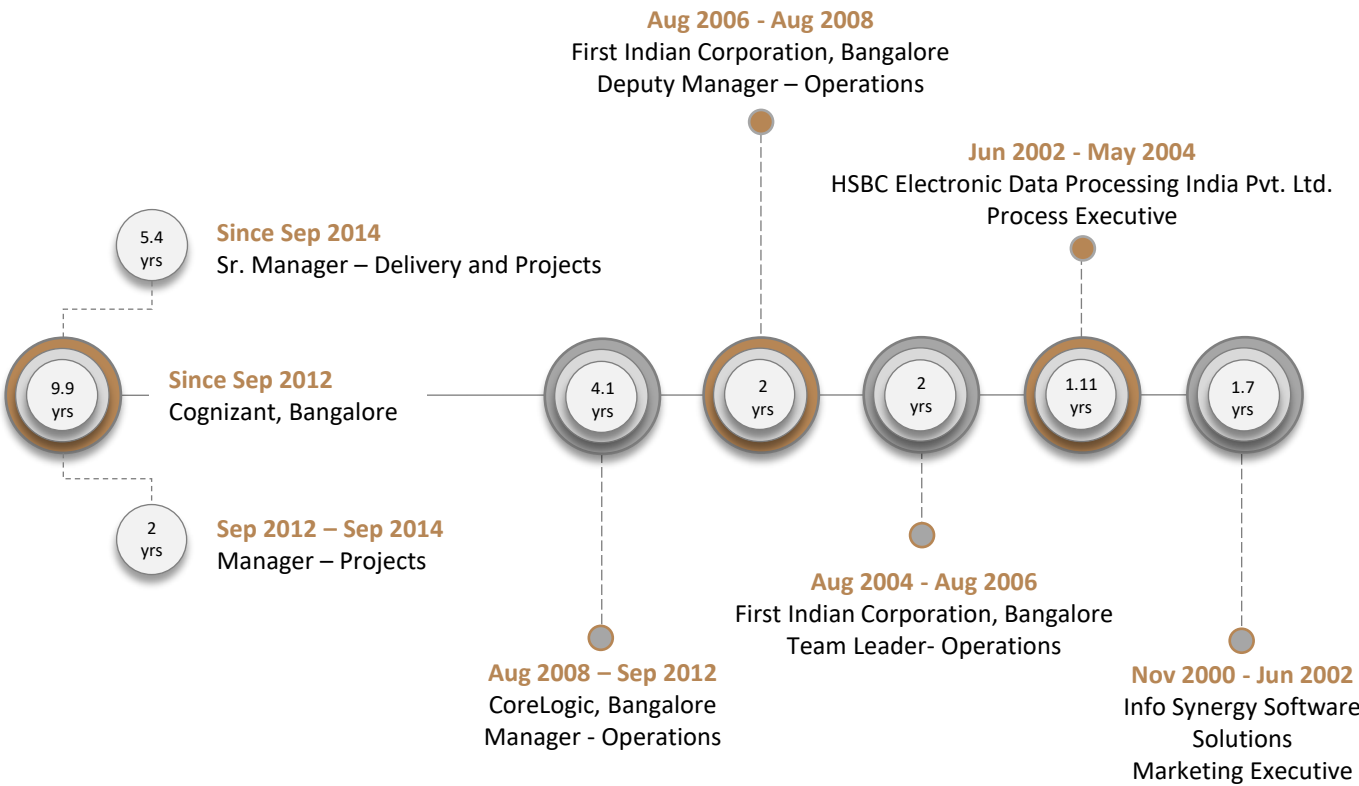


Bangalore



Visit Link

CAREER TIMELINE



PROFESSIONAL EXPERIENCE

Cognizant, Bangalore | May 2019 – Present | Sr. Manager – ITO - Delivery



Functioning as the ITO – Service Delivery Lead, and a focal point between the client and all stakeholders, I work closely with all the stakeholders to enable user adoption of tools by coordinating the development and technical support for SaaS, Cloud Migration Program.

- Customer success manager, advocate and trusted advisor for cloud customers, planning and managing an array of projects for the cloud migration program
- Deliver with patience and tenacity to complete tasks despite various difficulties with environment availability
- Project manager and compliance subject matter expert liaising between compliance and other teams-
- Leads key governance meetings with Cognizant and Client executives adhering to the contractual deliverables
- Successfully completed the Certified Scrum Master (CSM) certification program which has helped drive large projects within the portfolio

Cognizant, Bangalore | Sep 2014 – May 2019 | Sr. Manager - Projects

Lead as a maverick **PMO for Mortgages and Lending portfolio** consisting of 22 accounts with annual revenues of \$270 million, ensuring excellence in Service delivery. This includes consulting engagements, managing multiple projects and associated operations for a diverse customer base.

- Primary point of contact for client stakeholders, project managers and solution directors
- Exhibited proactive communication to provide transparency and identify issues, resolve conflicts and steer implementation of efficiency improvements
- Management of complex set of contractual Deliverables & Obligations across different types of ITO & ITES contracts Ensuring strategic contractual and service delivery alignment
- Planned, executed, monitored, controlled and reported on projects in accordance with enterprise standards
- Demonstrated audit readiness by conducting peer reviews on the problem and change tools, and environmental documentation
- Program managed key client visits and audits
- Lead and facilitated strategic planning sessions with Cognizant and Client executives during annual contract renewal meetings
- Demonstrated ability to develop, maintain and strengthen the relationship with customer stakeholders and relevant internal partners while balancing customer satisfaction along with optimizing stakeholder engagement

Milestones:

- Planned and executed complex projects in the areas of Information Security, Business continuity and Background attestation exercises for key accounts within mortgages & lending portfolio
- Worked with big 4 auditing firms in ensuring the client mandated SSAE 18 audits and ISO 27001 audits are conducted
- Helped Cognizant achieve commendable rating in annual CSAT survey for 2 consecutive years
- Achieved the top rating for 2 years in client administered vendor risk assessments for one of the key strategic accounts
- Drafted the annual contract review amendment documents working with Cognizant & client legal teams for a large client
- Project managed large scale facility movements. Around 2600+ associates were moved to a different facility without disruptions to the day-to-day operations
- Ensured VDI implementation as per client requirements for associates across 6 different locations for one of the large accounts
- Bagged the 'Best Emerging Leader' in 2018 for contributions in contract governance management and excellent customer management skills

Cognizant, Bangalore | Sep 2012 – Sep 2014 | Manager – Projects

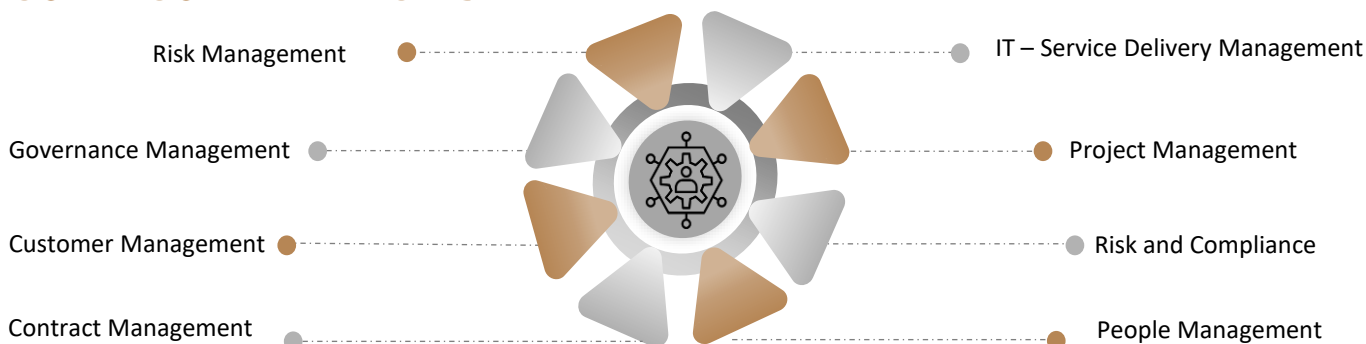
Lead the Contract Management team for one of the major accounts in BFS - a provider of data, analytics and consumer information to top US Banks

- Lead compliance operations and compliance project management for the wealth management suite of tools.
- Extract contractual deliverables & obligations and monitor them closely for adherence.
- Project managed key contractual discussions with senior leadership from Cognizant and client teams
- Responsible for the administration of customer satisfaction surveys aimed at client executive leadership and business unit heads

Milestones:

- Successfully led contract management for one of the largest BFS accounts with annual revenues of \$75 MN, 4000+ FTE
- Worked closely with the client vendor management team in management of 200+ contractual deliverable & obligations
- Responsible for smooth functioning of governance committee meetings starting from senior executives to operations leaders
- Worked with the academy team in administering mandatory infosec & compliance trainings for the account across locations covering 4000+ associates

CORE COMPETENCIES



CoreLogic, Bangalore | Aug 2008 – Sep 2012 | Manager - Operations



- Provided stellar Business Process Services by leading high performing teams of 80 associates in the field of Tax Research for top US banks, ensuring operations in the processes are in sync with overall organization objective, values and culture
- Developed training manuals, QC checklists which helped in seamless transition of 90 FTE worth processes to other locations like Mangalore and Hyderabad as part of the BCP strategy
- Liaised between senior management and service delivery teams in devising the required practice strategy or modifications as per the compliance requirements
- Responsible for cost reduction initiatives using lean sigma as a lever
- Responsible for managing customer escalation with right resolution
- Effective succession planning to ensure business continuity from a people management perspective

First Indian Corporation, Bangalore | May 2004 - Aug 2008 | Deputy Manager – Operations



First Indian Corporation
Private Limited
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- Contributed in continuous improvement of critical SLA's like productivity, quality & TAT
- As an operations key responsibilities included performance management, people management & process management, monitoring workflow and ensuring adherence to agreed capacity.
- Contributed to business development increasing the team strength from 25 to 80 in 6 months
- Contained attrition and devised career development plan for associates, while transitioning critical processes
- Contributed as a SME for the aspects of performance, operational & escalation management
- Managed multiple complex transitions in the field of Tax Research for top US banks of a large BFS account.
- Indigenously developed decision tree for 'convert & pay processes' which led to drastic improvement in quality.
- Implemented effective communication structure to ensure seamless change management process for day-to-day operations

HSBC Electronic Data Processing India Pvt. Ltd. | Jun 2002 - May 2004 | Process Executive



- Served as Process Executive for Corporate Investment Banking & Markets (CIBM) domain.
- Responsible for work allocation, monitoring & reporting.
- Conducted quality checks to ensure compliance with audit requirements.

Info Synergy Software Solutions | Nov 2000 - Jun 2002 | Marketing Executive



- Responsible for marketing a software product called 'Event Manager'
- Proactively developed new accounts and managed the assigned ones
- Proactive engagement with customers to monitor and review the performance of the product
- Conducted demonstration and training programs for existing and prospective clients and provided technical support to customers

EDUCATION QUALIFICATION

- Executive MBA in Operations Management, ITM University – Pursuing II Semester
- Honors Diploma in Software Technology & Systems Management, NIIT Bangalore
- Bachelor of Science (BSc), Vijaya College - Bangalore University

CERTIFICATIONS

- Certified Scrum Master from Scrum Alliance
- Cognizant Certified Program Manager
- PMP Certification – Training completed