

CURRICULUM VITAE

BALU. B

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Objective

To become a successful professional. Work in an innovative and competitive world, which will best utilize my educational, analytical, technical skills and enhance my knowledge and in the process be an asset to the organization.

Professional summary

- Experience of 10 years with various company like Infosys Ltd, ABInBev, TCS (TATA consultancy Services) and DXC Technology (Legacy Hewlett Packard Enterprise) in dealing with Project management, Service transition, Scrum master, Escalation management Team management.
- As Project manager my responsibilities are Planning the activities, organizing a project team to perform work, Delegating the teams, controlling time management, managing deliverables, and Managing reports and necessary documentation.
- As Service transition my responsibilities was to onboard new projects to one of the biggest Service desks in TCS located across 6 different geographies. I have successfully completed 25 projects
- Managing a team of over 25 technical analysts who provide services in fulfilling the access requirement and supporting the advanced service desk.
- Responsible for all IT access services, which will be measured by the critical service level (CSL), including workflow management to co-ordinate non-access related services with OSS.
- Generating reports based on case ageing/escalations/client satisfaction.
- On-boarding services/projects for support.
- Organize weekly/monthly team meetings to discuss the performances of team analysts.
- Discussion of SLA/ageing/escalation reports with the clients.
- Training new joiners on process.

Core Competencies

- Project management
- Service transition
- Scrum master
- Incident management
- Escalation management
- IT Service delivery
- Stakeholder management
- Team leadership and Management
- Agile project management

Experience Overview

Company	Role	Duration
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DXC Technology (Legacy Hewlett Packard Enterprise)	Level 1 Analyst	Jan'2014 - Aug'2015
	Subject matter expert	Aug'2015 – Sep'2018
TATA consultancy services	Team lead	Sep'2018 – Apr'2019
	Transition to support lead	Apr'2019 – May'2021
ABInBev (GCC India services Pvt Ltd)	Associate Project manager	May'2021 – Aug'22
Infosys Limited	Project manager	Aug'22 - Present

Work experience

Company: Infosys Ltd

Current role: Project manager Aug'22- Present

Team: Infosys Equinox platform development team (Ecommerce)

- Discussing potential projects and their parameters with clients, executives, and software developers.
- Planning out the blueprints for software projects, including defining the scope, allocating resources, setting deadlines, laying out communication strategies, and indicating tests and maintenance.
- Assembling and leading the project team.
- Participating in and supervising each stage of the project.
- Ensuring each project stays on schedule and adheres to the deadlines.
- Creating a project budget and ensuring the project adheres to the budget as closely as possible.
- Determining and overseeing consistent testing, evaluation, and troubleshooting of all products in all stages of completion.
- Tracking milestones, deliverables, and change requests.
- Serving as a liaison to communicate information regarding changes, milestones reached, and other pertinent information.
- Delivering completed software products to clients and performing regular checks on the products' performance.

Company: ABInBev (GCC India services Pvt Ltd)

Current role: Associate Project manager May'2021 – Aug'22

Team: Cloud and Data center operations

- Determine and define project scope and objectives
- Predict resources needed to reach objectives and manage resources in an effective and efficient manner
- Prepare budget based on scope of work and resource requirements
- Track project costs to meet budget
- Develop and manage a detailed project schedule and work plan
- Provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress
- Manage contracts with vendors and suppliers by assigning tasks and communicating expected deliverables
- Utilize industry best practices, techniques, and standards throughout entire project execution
- Monitor progress and plan as needed
- Measure project performance to identify areas for improvement

Company: TATA consultancy services

Client: Royal Dutch Shell

Current role: Transition to support lead from April'2019 – May'2021

As transition to support lead my responsibilities are,

- Evaluate project and business requirements
- Identify required assets, resources and determine dependencies
- Calculate costs and estimate timelines
- Assess risks and register risk.
- Define overall workflow/activity plan
- Establish project scope, objectives, specifications, and quality benchmarks
- Set expectations for all stakeholders and Address roadblocks and red flags
- Keep project within budget and moving the project on time.
- Identify and resolve conflicts
- Update all stakeholders with accurate progress reports
- Provide actionable insight and proactive recommendations moving forward and hand over to BAU teams

Company: TATA consultancy services

Client: Royal Dutch Shell

Current role: Team lead from Sep'2018- Apr'2019

- Leading the specialized desk for escalation management across 6 sites.
- Our team was responsible for resolving in scope escalation and coordinating with other team for out of scope issue and update the customer.
- We were resolving escalation within 4 hrs and update customers on the same.
- We had reduced escalation significantly during transition and post transition.

Company: DXC Technology (Legacy Hewlett Packard Enterprise)

Client: Royal Dutch Shell

Current role: Subject matter expert from Aug' 2015 – Sep'2018

- Providing support to a team of 25 Level 1 analysts in fulfilling the access requirement.
- Oversaw 100% compliance of meeting SLA's and KPI's in accordance with master services
- Coordinate weekly departmental meetings, Plan and assign tasks to employees.
- Implement QA measures by monitoring e-mails and requests to ensure issues are being resolved in a timely, courteous and professional manner.
- Preparing weekly/monthly dashboard and reviewing their performance with the managers and site leads.
- Planned and implemented continual service improvement by conducting process checks, monitoring the customer surveys
- Real time monitoring of email and request portal queues to ensure task in completed within the agreed time.
- Diligently follow up on escalations by working closely with the Client Capability Lead and the process Manager.
- Developed business cases, presentations, and reports for senior management.
- Providing refresher training for entire team every quarter.
- Handling all SHELL request desk auditing documents.

Company: DXC Technology (Legacy Hewlett Packard Enterprise)

Client: Royal Dutch Shell

Current role: Technical support executive from Jan' 2014 – Aug'2015

- Level 1 engineer for the desk operating on issues related to internal HP & Shell applications.
- Supported installation and operation of Office 2010 suite & O365 applications.
- Seamless communication with resolver groups for priority cases to identify and rectify the anomalies related to outages and access issues.
- End to end professional responsibility making sure to resolve any case that would or might hinder a user's daily work in a timely yet accurate manner.

- Establishing a trusted network between users around the world by communicating cases at desk level via phone, mails and chats, to make sure a constant bridge of confidence is formed between users and IT.
- Working on the Pending issues with desk to reduce overall backlog tickets count.

Additional qualification

- **ITIL V4 foundation certified.**
- **Prince2 foundation and Practitioner certified**
- **Scrum master certified**
- **PMP trained.**
- Trained as a Six Sigma Green Belt Practitioner with multiple improvement projects.

Educational qualification

Bachelor of Engineering in Medical Electronics - Visvesvaraya Technological University.

Technical skills

- **Operating Systems:** Windows Vista/XP/07/08 & 10.
- **Applications:** JIRA, Infosys Equinox, O365, Exchange online, HP Open View Service Center, HP Service Manager 9, Stock check manager (SCM) & AD.

Personal details

Name : BALU.B
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Languages known : English, Kannada & Tamil.

Declaration

I hereby certify that the particulars provided above are true to best of my knowledge.

Place: Bangalore

Date: Feb -2024

(BALU.B)