RAJANIKANT PRASAD

Education

B. Tech (Computer Science) from Institute of Engineering and Technology, Lucknow.

Experience summary

Over 23 years of Global Delivery /Service Delivery/Managed Services Leadership experience and proven track record in program managing large transformation engagement in Enterprise application development and maintenance in Microsoft and Java technologies, establishing a global footprint, robust partner eco system for end to end solution to our customers.

Wide ranging industry exposure covering Finance, Banking, Energy, Oil, Coal and Gas, Insurance, Manufacturing, Retail & CPG, Energy & Utilities, Healthcare & Life Sciences, Telecom, Media & Technology and Public Services.

Group Project Manager	*Infosys Technologies*	*Jan'2008 – Feb'2019*

Large Service Delivery Engagement (Apr'2014 – Dec'2018):
Role: Global Program Director- Managed Services
End to End Service Delivery Management of large transformation engagement of a Leading global Bank headquartered in Switzerland (Globally 750 FTEs, 211 M CHF, countries: India, Switzerland, Singapore, UK, USA) which includes application development, maintenance, transition and steady support in Investment Banking domain. Technologies included are from modern technologies like (Jave and .Net) to the legacy technologies like (HP-UX, Mainframe ES9121). No of applications are approx. 1000 applications.
Responsibilities include
- Program strategies around customer expectations for transition and steady state L2 support for Investment Banking domain
- Ensuring team enablement (Technical, Process, Domain) before On-boarding for transition
- Manage the Service Portfolio to ensure processes optimized for Change Management, plan for Demand Management & oversight of Incident Management functions
- Defining, developing and ensuring the adherence to Service Level Agreements (SLAs) for transition and steady support.
- Plan and facilitate cross-organisational communication effectively to key stakeholders
- Audit the service management processes (Incident Management, Change Management, Problem Management) and ensure fixing the issue within the timeframe
- Drive productivity improvements and service delivery by planning and implementing automations, innovative mechanisms for left shifts in resolutions etc.
- Provide direction to productivity improvements by deep understanding of LoB technology drivers and their impact on architecture, design and new technologies
- Relationship management of all key clients, including senior stakeholders and Management of regular contractual meetings
- Planning and setting up the communication channels for managing the escalations
- Setting up the PMO team to look after the operations of service delivery program
- Provides regular and timely service delivery reports to stakeholders.
- Manage and oversee all Service Delivery reports to an agreed schedule (or on request), including stakeholders, management and performance reports to IT Management
- Financials (ensure timely invoices with accuracy and payments) and Margins ownership

Program Management: I come with right mix of business, product and technical outlook on Cloud, Infrastructure and Digital platforms including Application Support, Mobility, Enterprise Content Management

and Portal with a strong technology foundation on .NET and J2EE Framework.

I have been playing end to end program management role for more than 10 years in multiple transformation and managed services programs including revamping and supporting the Investment Banking applications. Establishing the communication Channel with program sponsors and stakeholders. Also taking the bottom line for timeline, budget, deliverable quality and Operational efficiency.

Large Transformation Engagement (Dec'2013 -Mar'2014): Program Director

Infosys and the Crop Protection division of one of the largest chemical producers collaborated to provide the digital solution offering called Maglis. Maglis is a digital transformation journey to help farmers manage crop fields and support them in making better decisions on how to grow and market their crops. We were involved in development of number of solutions and functionalities including crop planning and customer navigations. Crop Plan offers a convenient and efficient way for farmers to monitor and manage their crops. The Maglis Customer Navigator is a tool used by farmers to create individual field and crop management plans that enable them to manage risk and improve yield. Infosys has contributed to the development and deployment of the tools.

> The solutions developed included the web-based solutions and mobile based solutions (windows, android and iOS). The technologies used were Hybris, HTML, Java, JavaScript, SQL Server etc.

My Responsibility includes
- Providing Program roadmaps
- Innovation and Automation initiatives
- End to End Program Planning, progress monitoring and tracking mechanisms and execution
- Risk identifications, mitigating the risks, contingency plans
- Stakeholder Management
- Ownership of on time delivery with utmost quality within budget
- Ensuring the business growth in the account by participating in the proactive presales.

Product (Virtual Operation Center) development and customization (100+ FTEs, $20M) (Jan'2012 – Nov'2013)
Virtual Ops center brings immersive experience, mobility and cloud services into LoB applications creating a next generation experience and enhanced efficiency. Virtual Ops center enables future workplaces by creating immersive, same room and shared app effect for enterprise processes. Enterprises can bring certainty, uniformity and efficiency across their global operations

Virtual Operation center is a solution which can be integrated with leading ITSM tools and communication tolls in the market using the native adapters. This also can be integrated with home grown tools by customizing Virtual Ops center.

This is been customized and implemented for more than 20 customers in different industry segments in large engagements within the organization with adoption.

Demand Management for one of the largest global FMCG Client (50+ FTEs, 6 Countries, $10M) (Tenure: Maý'2011 – Dec'2011)
Program managed the Demand for the Digital Transformation department's applications and the infrastructure including Requirement, Estimates, Budgeting, Order and Demand Management for their business demand for IT services. Most of the applications required to be built were using Java technology, JS Based frameworks (Bootstrap, Angular JS, Node JS, Ext JS, React JS etc), JQuery, HTML, CSS

Responsibility includes
- Strategic Planning and Operational Planning
- Organizing the Workshops with the stakeholders to understand the expectations
- Devised end to end process framework to improve efficiency and accuracy to budgeting and demand and hence effective resource planning
- Enabling the team from the technology, solutions and the estimation methodologies

- Involved in detailed estimation for the requirements from different business lines for application development, support maintenance, infrastructure consulting and Capacity Planning (H/W, S/W, Network, third party components etc).
- Reporting and communication on required metrics about the progress and SLA adherence.

Practice Management: Lead a Microsoft .Net and SharePoint practice (Globally350+ FTEs, $25M+ Revenue). Engaged in Technology and solution consulting for our customers globally to transform their business with end to end solution for the requirements. Involved in creating the Center of Excellence, presales, customer engagement, solutions/Accelerators/Framework design and delivery as key functions. Actively involved in defining the service offerings of the practice, opportunity qualification and alliance related activities like joint solution development, joint GTM with MS, early adoption of MS product and evangelization programs.
(Jan'2008 – Apr'2011)
We have implemented multiple mission critical SharePoint based solutions for our clients as below

1. An Enterprise Collaboration Solution using SharePoint for a global oil and gas company who was challenged by heterogeneous technology platforms for document management. The company sought to address high operational cost and scalability issues by replacing local instances of Documentum with out-of-the-box capabilities of MS SharePoint. The client company partnered with us to develop an enterprise document management structure to migrate the data to SharePoint platform. The program implemented consistent document management processes and established robust data governance to realize significant cost savings by minimizing the maintenance and support.
2. Developed an intranet portal for a leading multinational food manufacturing company. It has 30000 employees and serves the market in 180+ countries. It manages hundreds of products with different brands with a very complex global supply and distribution chain. The client company was challenged to crunch its margins despite sluggish consumer spending and rising commodity cost. Each regions, LOBs and departments had its own communication tools, protocols and processes which was a biggest barrier for connectedness. The client company partnered with Infosys to bring in the culture of connectedness by launching K Connect a intranet unified portal which is having persona driven navigation and user interface, robust search capability, multilingual support and Backup & disaster recovery functionality and processes. This was rolled out in 5 regions, 17 countries. Over 2000 legacy applications are replaced by a single collaboration platform.
3. Migrated and Improved the Communication platform of a leading global services and equipment provider to the oil and gas industries. The existing communication portal was difficult and time consuming to use. The resistance affected global collaboration and was a potential roadblock for the company achieving its growth targets. To boost collaboration client company partnered with us to develop more usable portal complemented with other Microsoft communication tools and technologies. Employees find the new portal to be faster, intuitive and more effective to use. This solution is helping the client to win more business, expand its global reach and build customer loyalty.
4. Global IT firm improves Project Delivery with Enterprise Collaboration Platform. This firm wanted to make it easier for its geographically diverse team members to share information. The company chose the SharePoint as foundation for its enterprise wide collaboration platform. With this the organization expects to improve productivity and customer service, simplify IT management and reduce cost of operations. The collaboration platform benefitted the organization to cocreate, store and share confidential information resulting in productivity improvement and streamlined IT management.

System design & development: Designed and developed multiple applications by integrating the applications in heterogeneous platforms using web-services including SharePoint 2010, Remedy, ServiceNow, IBM Tivoli. Strong technical depth in Microsoft.NET framework 1.1/2.0/3.0, WPF, WCF, C#, ASP.NET, ADO.NET, SQL Server (SSIS, SSAS, SSRS), Core Java, J2EE framework, FileNet,Cognos, Websphere, Windows Mobile, Web Services, Distributed/SOA architecture and multiplatform application

integration.

Played the role of Enterprise Solution Architect for recommending architecture, designing client-server, n-tier and web-based applications. Experience in design and development of robust, redundant, highly available scalable solutions. Prototyping, scalability study, modeling of system performance. Different testing and performance monitoring tools. Review of system architecture/design, providing technical solutions and technical troubleshooting. Knowledge of hardware (servers, web farm, load balancers, firewalls). Knowledge of design patterns.

Solution Delivery Manager   *Wipro Technologies*   *Aug'1998 – Dec'2007*

Well demonstrated experience in managing multiple projects with the team of 100+ engineers, technical architects and project managers. Involved in Pre-sales and account growth activities. Training/mentoring and performance review of the team. Solid exposure to client management and interaction with external teams/partners for seamless execution of projects. Periodic reviews of projects to check the project health and the quality of the deliverables. Establishing Guidelines, processes, standards and best practices for the complete cycle of the projects.

Involved in review and validations of System Architecture, Estimates and the technical proposal for all the .Net projects in Product Engineering Services Business Unit.

COE Anchor: Lead Centre of Excellence for evaluating the products, creating POCs and point solutions in niche technologies. Enabling the alliance with the new tools/products companies which are recommended by Microsoft in Rich UI, SOA governance and smart migration. Enabling the Team readiness for building the solutions in futuristic technologies.

Technology Consulting: Provided Consulting for large deals in .Net and SharePoint based application developed for a USA-based Healthcare company: Requirement gathering, Architecture recommendations and design using Microsoft.NET (C#, ASP.NET,WPF, Web farm, MSMQ, Web Services). Core Java, J2EE framework, servlets, Swing, Integration with SAP, Migration of the VB client-server systems to .NET platform. Common services framework based on the Web Services.

Projects and Programs Executed

1. **Account management of a leading pharmaceutical company from Microsoft technology solutions perspective. Technologies included were Java, Biztalk, Oracle, .Net. Responsibility includes**
   o Account strategy and growth planning
   o Program road mapping and Planning and execution of the programs
   o Risks identification, Mitigating the risks, creating contingency plans
   o Managing client expectations
   o Ensured the regulatory compliances
   o Ontime delivery within the budget
2. Defining and Developing multiple Security systems (Software and Firmware) for a global security devices manufacturer headquartered in USA. **Technologies used were Java, Oracle 9i**.
   o Program planning and execution
   o Security application and device testing plans and executions
   o Demand Management
   o Enabling employees in niche technologies to pre-empt the early adoption of technologies
3. Designed and developed the job portal for one of the largest global Engineering, Procurement and Construction company. This web application includes the posting of the jobs, uploading profiles, sourcing the profiles, scheduling interviews, releasing offers, joining, attendance and payments. The technologies used were **J2EE framework, JavaScript HTML, CSS, Rest Services, Oracle 9i**
   o Program planning and execution
   o Security application and device testing plans and executions
   o Demand Management

- o   Client Training and adoption programs

4. Designed and developed the complete application for Quality and Inspection of Film roles. The application is a three tier application developed in VB 6.0, C Semi as the middle tier and Oracle as the back end.
5. Tested a share trading application developed for a USA based financial services organization.
    - o   Requirement elicitation
    - o   Creating a Test Plan
    - o   Created System Test Cases and Test Data
    - o   Executed test cases and reported the status
6. Technical lead for designing and developing the complete application for remediation of Y2K applications. Here the application was developed using VB 6.0 to make the Excel applications Y2K compliant and generate the change report after the amendment.
7. Has been the part of QIC and suggested the enhancements in the quality processes for effectiveness. Executed couple of Six Sigma (DMADV) and Lean programs for improving the productivity and cost saving. Evaluation of various approaches to improve the performance of web-application to meet the SLA with the customer. Recommended and implemented the best approach.

Certifications and Trainings: MCAD, Six Sigma, Lean Management
View Points and White Papers: [SharePoint](), [Virtual Operations Center]()