

# VIKAS RAVI

I am offering 11+ years of exposure and carefully refined exposure in Corporate Development Leadership, whilst developing, aligning and implementing practices to optimize efficiencies, increase scalability, growth and delivering a positive customer experience for all stakeholders. Responsibilities include but are not limited to process improvements that are in alignment with strategic plans; providing leadership and management that supports the company's mission, vision, and core values; and ensuring the efficient and compliant delivery of all contracts and services as it relates to operations and bottom line.

Adwait has been identified as organizational strategist who has hands on experience in transforming capacity through tangible process improvements, accelerating and achieving results in a systematic manner. He is acknowledged for crafting high -quality smooth rapid transition by providing affordable and best in class solution, that adds value to the bottom line of the organization. He is also accredited for enabling cross- functional communication, exchange of best practices and tactical leadership skills across various geographical locations.

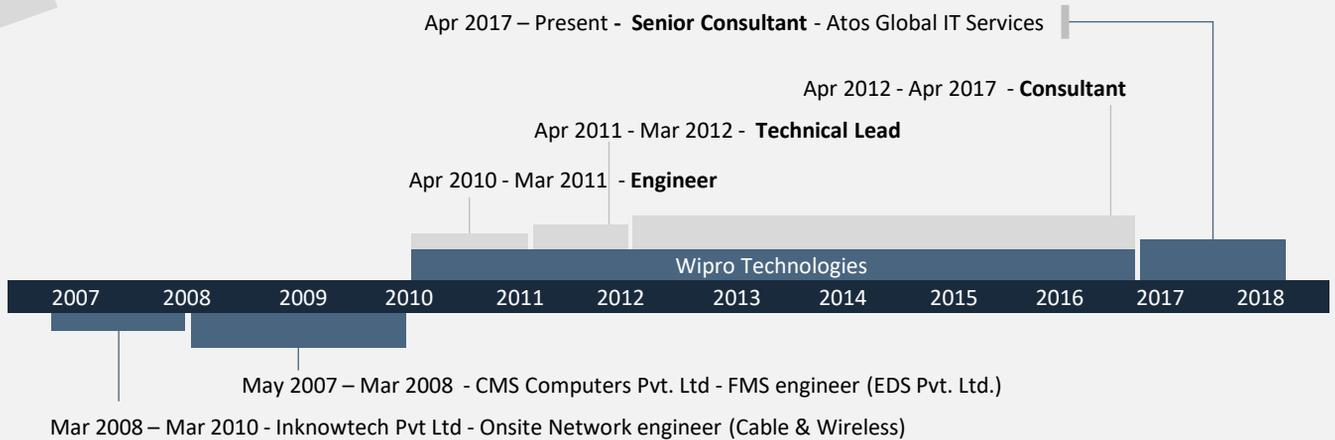


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## CAREER TIMELINE



## A DAY AT WORK

### Lead:

I come equipped with the needed skills and demonstrative exposure leading change, primarily by evangelizing the change itself to elicit support, evolving the process of enterprise architecture so that its value is perceived to exceed the overhead and develops the core enterprise architecture team to include the skills required.

### Architect:

Leading the process of articulating the desired future state, understanding the current state, identifying the gaps between the two and developing approaches to close these gaps remain my inherent strengths.

### Strategy:

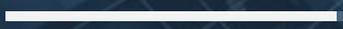
Strategize and coordinate all aspects of the Enterprise Architecture (EA) Program, including: business architecture focused on guiding people, processes and organizational change.

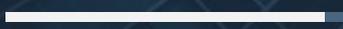
### Delivery Leadership

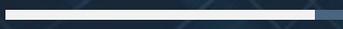
Orchestrating outputs, used to bring about positive change through effective governance. This includes ensuring that the right organization structures, composed of the right people, are engaged to make and support enterprise architecture decisions, as well as ensuring that these decisions are carried out.

# TECHNICAL SKILLS

## TECHNICAL

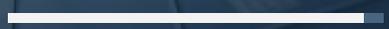
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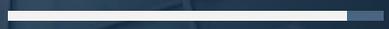
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MCP 

## FUNCTIONAL

PRINCE-2 PRACTITIONER 

ITIL V3 FOUNDATION 

LEAN SIX SIGMA YELLOW BELT 

## CRITICAL AREAS OF FOCUS

### *Orchestrate lucrative Account Management and coach other members of the Business Operations group*

- Rapidly scale multiple teams, including a team of high-touch customer success managers, scale/portfolio success managers, and user operations personnel.
- Research, define, and set holistic strategies for the Customer Success Group to drive business, factoring in regionality, customer segments.
- Implement processes and frameworks to enable scaling, goal-setting, and effective deployments, ongoing usage, and more.
- Continually expand and redefine areas of responsibility for the Customer Success Group ensuring business continuity and higher ROI.
- Manage the team making sure they perform to the standards of the group and are both individual and collective contributors

### *Develop, manage, and lead Business Transformation*

- Develop a perspective of initiative business cases to ensure the right initiatives are prioritized, executed upon, and the benefits are fully realized throughout the enterprise
- Support large-scale enterprise-wide projects that incorporate a proactive and innovative solution to addressing business challenges and achieving organizational goals and objectives.
- Integrate initiatives from definition through implementation on implications across the business.

### *Agile Solutions & Delivery*

- Responsible for the strategy, roadmap, prioritization, development, and implementation of key Solutions in a fast paced, environment.
- Remains responsible for the launch and continuous improvement of new and existing product features and services, leading to the successful implementation across different verticals, as well as several 'in progress' projects.
- Drives the cultural adoption of scaled agile principles and values to implement a creative, strong business and technical vision.

### *Guide strategic thinking to identify, prioritize, design and implement initiatives to support operational priorities*

- Maintain updated understanding of business strategy and interactions among stakeholders
- Lead and support identification, definition, and structuring of operational implications based on strategic priorities
- Provide leadership to help guarantee consistent approach across organization groups on strategic, financial, and operational aspects

### *Develop, and Cultivate key relationship with key stakeholders*

- Act as catalyst for effective alignment between groups: help expose needs, interdependency, limitations, constraints, and mitigate potential silo approaches

Service Delivery 

Project Management 

Process Improvement 

Business Transformation 

Operations Management 

Strategic Management 

Training & Development 

Service Management 

LEAN Methodology 

People Management 

Business Analysis 

Innovation 

Cost Transformation 

Transition Management 

SLA Management 

Culture Transformation Initiative 

## SIGNIFICANT CONTRIBUTIONS

### Atos Global IT Services

Senior Consultant

#### Specific KRA'S

- Leads, makes significant contributions, and/or provides technical leadership to high visibility projects to identify and resolve issues of strategic roll-out importance to the organization and new strategy of Service Activation in the global organization.
- Interfaces regularly with senior management to produce timely and valuable results.
- Sets the strategic direction of projects. Determines goals and priorities with management team sponsors.
- Establishes team membership and negotiates time commitments and resources.
- Develops proposals for clients outlining proposed project structure, approach and work plan.
- Provides staff leadership to project teams, as well as manages work of outside consultants when needed .
- Designs research plans for data gathering and analysis; participates significantly in interpreting analysis and developing action plans accordingly.
- Spearheaded in organizing resources, set operations goals in line with business objectives and achieving it and carrying out strategy to effectively utilize the skills of the team and deliver exceptional service.
- Produces or oversees development of written materials for senior executives and other key clients. Plans and facilitates meetings. Makes formal presentations to various senior level audiences.
- Participate in Delivery Board & Steering Committee meetings to discuss the issue at program level and ensure clear road map will be created to achieve the business objectives.
- Assists, as needed, in planning and coordinating with other ongoing teams and projects to maximize effectiveness via reporting and survey mechanism.
- Participates in the development and management of the department, including coaching, recruiting, conducting performance reviews for consultants/analysts, and other departmental activities.

### Wipro Technologies

Consultant (Last held position)

#### Achievements

- Acquired multiple deals of VPN Edge Migration Program produced 30 FTE for two years (£ 1.40 Million) and 3 to 6 COS migration program producing 25 FTE business (£ 500K) for a year.
- Launched global delivery hub in India by transition the work from Italy, Ireland & Spain generating revenue of £ 226000 and delivered Neglected Cease Program delivering savings of £ 40 Million.
- Produced Harmonization Project which offered £ 100K benefits to customer.
- Enabled 30% cost reduction by implementing Robotics and Automation in the operations passing benefits of £ 136000 to the customer.
- Established Business Transformation Project reducing the Cycle Time of logical amends from 60-5 days benefiting £ 4.63 million savings.
- Developed "Ethernet Pre-testing" which has delivered £ 0.4 Million savings.
- Driving the "RTT Improvement Project" which has improved the RFT rate from 71% to 86% and enable cost reduction worth £ 300K.
- Introduction of "Deployment Button Feature" in Ivserve (Config Automation System) landing on reduction in customer outages duration by 60% for scheduled changes and protecting revenue leakage of £ 0.125 Million while improving the CSAT score from 7 /10 to 9.5/10.
- Transferred process and system thereby achieved Cycle time reduction from 27 days to 4.27 days thereby passing £380K of UK business.

## AWARDS & RECOGNITION



Dec-18 Ideation Week Award



2015 Blue Ribbon Award

2016 Blue Ribbon Award

2017 Blue Ribbon Award

Mar-17 Golden Challenge Cup Award

Apr-17 Challenge Cup Award



Sep-13 Best Employee of the Quarter

Dec-13 Best Employee of the Quarter

May-14 Feather in My Cap

Sep-14 BT Recognition Award

Mar-15 BT Special Recognition Award

Sep-15 Improvement Award of the Quarter

Dec-15 Best Innovation

Nov-16 Customer Leadership Award

Dec-16 Best Team of the Quarter

## ACADEMICS & TRAININGS

**2017** **MBA in Project Management - Jaipur National University**

**2012** **C-PGDBA in Operations Management - MITSDE**

**2006** **B.com - Pune University**

## PERSONAL DETAILS

**DOB** 18<sup>th</sup>Nov 1985.

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